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| Title of Report: | Safeguarding Children & Young People Policy and Procedures & Safeguarding Adults Policy and Procedures. |
| Committee Report Submitted To: | Leisure and Development Committee |
| Date of Meeting: | 17th December 2019 |
| For Decision or For Information | For Decision |

| Linkage to Council Strategy (2019-23) | |
|--|---|
| Strategic Theme | Transition and Transformation |
| Outcome | Successful delivery of Organisational Development and Human Resource Services across the Causeway Coast and Glens Borough Council |
| Lead Officer | Head of Sport & Wellbeing |

| Budgetary Considerations | |
|------------------------------------|-------------------------------|
| Cost of Proposal | As detailed within the report |
| Included in Current Year Estimates | YES/NO |
| Capital/Revenue | |
| Code | |
| Staffing Costs | |

| Screening Requirements | Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals. | | |
|--|--|---------------|------------------|
| Section 75 Screening | Screening Completed: | Yes/No | Date: March 2019 |
| | EQIA Required and Completed: | Yes/No | Date: |
| Rural Needs Assessment (RNA) | Screening Completed | Yes/No | Date: |
| | RNA Required and Completed: | Yes/No | Date: |
| Data Protection Impact Assessment (DPIA) | Screening Completed: | Yes/No | Date: |
| | DPIA Required and Completed: | Yes/No | Date: |

1.0 Purpose of Report

The purpose of this report is to ask Members to recommend the adoption of the Safeguarding Children and Young People Policy and Procedures, and the Safeguarding Adults Policy and Procedures for Causeway Coast & Glens Borough Council.

2.0 Background

The Safeguarding Children & Young People Policy and Procedures (Annex A) & Safeguarding Adults Policy and Procedures (Annex B) have been developed in conjunction with the NSPCC to reflect the practices within Causeway Coast and Glens Borough Council which shows Council's commitment to creating the safest possible environment for children and young people and adults at risk.

(Please note a change in the use of term previously used within an adult safeguarding policy from "vulnerable adults" to now using the term "adults at risk")

The purpose of these policies and their respective associated procedures is to help protect the children, young people and adults at risk who use our services and to ensure that Causeway Coast and Glens Borough Council employees, agency workers, volunteers and elected members are aware of issues that can cause children & young people and adults at risk harm, and take effective action to protect them. By complying fully with these policies and procedures, Causeway Coast and Glens Borough Council seeks to ensure that employees, agency workers, volunteers and elected members are also protected whilst carrying out their duties.

The policies have been approved both by the Senior Management Team and the Trade Unions through the Joint Consultative and Negotiating Committee (JCNC). The policies have also been approved, subject to Section 75 screening, by the Corporate Policy and Resources Committee in November 2018.

3.0 Current Position

The Safeguarding Children & Young People Policy and Procedures & Safeguarding Adults Policy and Procedures have been screened in accordance with Council's duty under Section 75 Equality Legislation, and the result is that they were screened "out" in March 2019.

An Employee training package has identified 3 levels of training required and a list of training priorities and actions has been developed in conjunction with Councils HR Department.

The Participation Manager, Sport, Recreation & Play has completed the "Train the Trainer" Program and will liaise with the NSPCC to develop and deliver a Level One Introductory awareness training package for all employees. Level 2 training has been delivered to operational staff working within Type 1 & Type 2 Leisure Services Facilities (101 attendees) which would be considered as higher risk areas. Level 3 Designated Officers Training & Adults at Risk Training will be delivered for Reporting Officers as a priority in March 2020.

4.0 Recommendation(s)

It is recommended that the Leisure and Development Committee recommends to Council the Safeguarding Children & Young People Policy and Procedures & Safeguarding Adults Policy and Procedures for Approval.

SAFEGUARDING CHILDREN AND YOUNG PEOPLE

POLICY and PROCEDURES

September 2018

Disclaimer note: These safeguarding policy and procedure materials were drawn up specifically for Causeway Coast and Glens Borough Council with the assistance and advice of the NSPCC and conform to current child protection legislation and guidance. The NSPCC cannot accept any responsibility for the implementation and application of the procedures by Causeway Coast and Glens Borough Council.

This Safeguarding Children and Young People Policy and Procedures are based on guidelines outlined in the following documents;

- <https://www.health-ni.gov.uk/publications/co-operating-safeguard-children-and-young-people-northern-ireland>
- <http://www.proceduresonline.com/sbni/>
- <https://www.health-ni.gov.uk/articles/adult-safeguarding-prevention-and-protection-partnership>
- <http://www.legislation.gov.uk/nisi/1995/755/contents/made>
- <http://www.legislation.gov.uk/nisi/2007/1351/contents/made>
- <https://www.nspcc.org.uk/preventing-abuse/child-protection-system/northern-ireland/legislation-policy-guidance/>
- http://www.dhsspsni.gov.uk/standards_for_child_protection_services.pdf
- <https://www.ohchr.org/en/professionalinterest/pages/crc.aspx>

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1.0 INTRODUCTION

NSPCC stands for the National Society for the Prevention of Cruelty to Children. They are the leading children's charity in the UK, specialising in child protection and dedicated to the fight for every childhood. They are the only UK children's charity with statutory powers and that means they can take action to safeguard children at risk of abuse.

As the UK's leading child protection charity, we understand the child protection issues that people working with children and organisations can face.

The standards in this policy are built upon Information taken from the following guidance and legislation:

- NSPCC which was developed from legislation
- UN Convention on the Rights of the Child 1989 (UNCRC International Treaty)
- The Children (NI) Order 1995
- Co-operating to Safeguard Children and Young People in Northern Ireland (2016)
- Criminal Law Act (NI) 1967
- Data Protection Act 1998
- Disability Discrimination Act
- Sexual Offences (NI) Order 2008
- The Sexual Offences Act 2003
- The Criminal Justice (NI) Order 2008
- Rehabilitation of Offenders (Exceptions) Order (NI) 1979.
- AccessNI
- Safeguarding Vulnerable Groups (NI) Order 2007
- Protection of Freedoms Act 2012

For the purposes of this policy The Children Order defines a 'child' as a person under the age of 18.

DEFINITION OF SAFEGUARDING AND CHILD PROTECTION

Safeguarding is more than child protection. Safeguarding begins with promotion and preventative activity which enables children and young people to grow up safely and securely in circumstances where their development and wellbeing is

not adversely affected. It includes support to families and early intervention to meet the needs of children and continues through to child protection. Child protection refers specifically to the activity that is undertaken to protect individual children or young people who are suffering, or are likely to suffer significant harm.

(Co-Operating to Safeguard Children and Young People in Northern Ireland,
August 2017)

Children and young people have the right to live their lives to the fullest potential, to be protected, to be able to participate in and enjoy activities and to be treated with dignity and respect. There is a considerable body of legislation, government guidance and standards designed to ensure that these groups are protected from harm.

Everybody has a responsibility for the safety of children and young people and in accordance with relevant legislation Causeway Coast and Glens Borough Council, as an organisation which has significant contacts with children and young people across its services, has both a moral and legal obligation to ensure a duty of care.

The purpose of this policy and its associated procedures is to help protect the children and young people who use our services and to ensure that Causeway Coast and Glens Borough Council employees, volunteers, and elected members are aware of issues that can cause children and young people harm and take effective action to protect them. By complying fully with the policies and procedures, Causeway Coast and Glens Borough Council seeks to ensure that employees, volunteers, and elected members are also protected whilst carrying out their duties.

These Safeguarding Children & Young People policies and procedures were written in conjunction with the NSPCC training and consultancy team in NI. The NSPCC do not take responsibility for the implementation of these Policies and Procedure in Causeway Coast and Glens Borough Council.

2.0 POLICY STATEMENT, AIMS AND OBJECTIVES

2.1 Aims

Every child and young person has a right to feel safe and protected and, as a provider of public facilities and services, Causeway Coast and Glens Borough Council is committed to creating and maintaining the safest possible environment for the children and young people who use our facilities and come into contact with members of our workforce. We will take all reasonable steps to protect children and young people using our facilities and services from harm, discrimination, or degrading treatment whilst respecting their rights, wishes, and feelings.

The Council aims to do this by:

- Recognising that all children and young people have the right to freedom from abuse and protection from harm.
- Putting in place robust recruitment procedures to ensure that those individuals whose behaviour could be a threat to the safety and well-being of children and young people are not offered employment.
- Raising the awareness of the duty of care responsibilities throughout the Council.
- Actively encouraging good practice amongst all employees, volunteers, and elected members throughout the Council and promoting wider awareness wherever possible, i.e. partnership organisations and user groups.
- Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur.
- Respecting and promoting the rights, wishes, and feelings of children and young people and working closely with other agencies.
- Recruiting, training, supervising, and supporting employees who work with children and young people to adopt best practice to safeguard and protect children and young people from abuse, and themselves against false allegations. Employees who work with children and young people will be subject to the appropriate level employment checks. All appropriate new staff will be inducted on these policy and procedures with sign-off from line managers’
- Responding to any allegations appropriately and implementing the appropriate disciplinary and appeals procedures.
- Requiring employees, volunteers, and elected members to follow the Council’s Safeguarding Children and Young People Policy and Procedures.
- Having in place Designated Safeguarding Officers who will be trained appropriately to co-ordinate children and young people safeguarding issues and give advice. Please note, certain Council facilities / services operate outside of 9am – 5pm, therefore, this may result in a Duty Manager rather than a Designated Officer being onsite outside of these hours.

- Ensuring confidentiality where appropriate is maintained and that access to confidential information is restricted to the appropriate authorities.
- Carrying out a regular audit and review of the effectiveness of our Safeguarding Children and Young People Policy and Procedures.
- Helping to maintain professionalism and standards of service which are associated with best practice provision.

2.2 Objectives

The Council's objectives to achieve these aims are:

- To provide appropriate training for all appropriate employees, volunteers and elected members
- To aid employees, volunteers, and elected members to respond sensitively and seriously to anyone who discloses information about abuse, and be confident and able to take appropriate action swiftly, regardless of whom the allegation is about.
- To promote the general welfare and well-being of children and young people within Council facilities and services.
- To develop and implement effective procedures for recording and responding to complaints of alleged or suspected child / young person abuse

Signed: _____ Date: _____
Mayor,
Causeway Coast and Glens Borough Council

Signed: _____ Date: _____
Chief Executive,
Causeway Coast and Glens Borough Council

Signed: _____ Date: _____
Trade Union Representative

Signed: _____ Date: _____
Trade Union Representative

3.0 DEFINITIONS

Throughout this document 'children or child' is used. Unless specifically mentioned this relates to 'children and young people'.

- The term children or young person is used to refer to anyone under the age of 18 years as defined in the Children (NI) Order 1995
- The term parent is used as a generic term to represent parents, carers and guardians.
- The term employees and elected members is used to refer to employees, District Councilors' and anyone working on behalf of and/or representing the Council.
- A volunteer is anyone who without compensation or expectation of compensation (other than reimbursement of agreed expenses, e.g. mileage) performs a task at the direction of and on behalf of Causeway Coast and Glens Borough Council.

4.0 RECOGNISING ABUSE

Recognising child abuse is not easy. It is not our responsibility in Causeway Coast and Glens Borough Council to decide whether or not child abuse has taken place or if a child or young person is at significant risk of harm from someone. We do, however, have both a responsibility and duty, as set out in our children and young people safeguarding policy and procedures, to act in order that the appropriate agencies can investigate and take any necessary action to protect a child or young person.

Everyone who works with children or young people or comes into contact with children or young people through their work, should be able to recognise, and know how to act upon, indicators that a child's or young person's welfare or safety may be at risk.

Abuse can occur from:

- Parents;
- Others with parental responsibility;
- Adults in a position of trust;
- People within the wider family circle or neighbourhood;
- Complete strangers;
- Other children.

Abuse or harm occurs as much from omissions and lack of protection as from commission of actual acts of abuse. Child protection/safeguarding processes should always consider the wider needs of the child and family; broad-based family support services should always be alert to potential indicators of abuse or neglect.

Disabled Children

Disabled children are at increased risk of abuse because they can experience greater and created vulnerability. This is the result of negative societal values, attitudes, and assumptions and unequal access to services and resources. They have problems seeking help because of barriers to communication such as isolation or inaccessible services. If staff or volunteers support people with disabilities have limited knowledge and skills with regard to a disability, this can increase the barriers to the recognition of abuse. The nature of a disability will be unique to each individual child/young person. They are likely to have additional needs relating to physical, sensory, cognitive, and/or communication impairments.

Reasons why disabled children and young people are more vulnerable:

- More risk of social isolation
- Increased dependency for practical assistance which may increase risk of exposure to abusive behaviour
- Impaired capacity to resist/avoid abuse
- Speech and language communication needs can affect ability to report abuse
- Lack of access to someone they trust
- Vulnerable to bullying and intimidation
- Looked after Children who are disabled are vulnerable due to being in care but also vulnerable due to the additional dependency of their disability.

4.1 Types of Abuse

Harm can be suffered by a child or young person by acts of abuse perpetrated upon them by others. Abuse can happen in any family, but children may be more at risk if their parents have problems with drugs or alcohol, or mental health issues, or if they live in a home where domestic abuse happens. Abuse can also occur outside of the family environment. Evidence shows that babies and children with disabilities can be more vulnerable to suffering abuse.

Although the harm from the abuse might take a long time to be recognisable in the child or young person, professionals may be in a position to observe its indicators earlier, for example, in the way that a parent interacts with their child. The key is effective and ongoing information sharing between professionals.

Harm from abuse is not always straightforward to identify and a child or young person may experience more than one type of harm or significant harm.

Harm can be caused by:

- Physical abuse;
- Sexual abuse;
- Emotional abuse;

- Neglect; and/or
- Exploitation.

Physical Abuse is deliberately physically hurting a child or young person. It might take a variety of different forms, including hitting, biting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child or young person.

Sexual Abuse occurs when others use and exploit children sexually for their own gratification or gain or the gratification of others. Sexual abuse may involve physical contact, including assault by penetration (for example, rape, or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via e-technology). Sexual abuse is not solely perpetrated by adult males. Women can commit acts of sexual abuse, as can other children.

Emotional Abuse is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child's emotional development.

Emotional abuse may involve deliberately telling a child that they are worthless, or unloved and inadequate. It may include not giving an opportunity to express their views, deliberately silencing them, or 'making fun' of what they say or how they communicate. Emotional abuse may involve bullying – including online bullying through social networks, online games, or mobile phones – by a child's peers.

Neglect is the failure to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter that is likely to result in the serious impairment of a child's health or development. Children who are neglected often also suffer from other types of abuse.

Exploitation¹ is the intentional ill-treatment, manipulation or abuse of power and control over a child or young person; to take selfish or unfair advantage of a child

¹ Although 'exploitation' is not included in the categories of registration for the Child Protection Register, professionals should recognise that the abuse resulting from or caused by the exploitation of children and young people can be categorised within the existing CPR categories as children who have been exploited will have suffered from physical abuse, neglect, emotional abuse, sexual abuse or a combination of these forms of abuse.

or young person or situation, for personal gain. It may manifest itself in many forms such as child labour, slavery, servitude, engagement in criminal activity, begging, benefit or other financial fraud, or child trafficking. It extends to the recruitment, transportation, transfer, harbouring, or receipt of children for the purpose of exploitation. Exploitation can be sexual in nature.

Although not categorized as abuse, it is important to recognise and respond appropriately to children and young people who may have self-harmed or suspected of self-harming. **Self-harm** is a term used when someone injures or harms himself or herself on purpose (also called self-injury or deliberate self-harm) rather than by accident. Common examples include cutting, hitting, scratching or burning. Attempted suicide is the most serious form of self-harm. **Course of Action:** If a young person discloses that they self-harm to an employee, agency worker or elected member or if an employee, agency worker or elected member suspects a young person could be self-harming the procedure to follow is as per safeguarding concerns.

5.0. ACCOUNTABILITY AND RESPONSIBILITIES

5.1 Chief Executive

The Chief Executive has ultimate responsibility for ensuring compliance of these policy and procedures. Day to day responsibility for implementation is however delegated through the management structure to individual managers and officers who are held accountable for ensuring that the requirements set out in this policy are fully implemented.

5.2 Head of Sport and Wellbeing

The Head of Sport and Wellbeing will ensure that this Safeguarding Children and Young People Policy & Procedures is widely available to all employees, volunteers and elected members.

5.2.1 The Head of Sport and Wellbeing will have responsibility for ensuring that all employees, volunteers and elected members are made aware of the importance of these policy and procedures.

5.2.2 The Head of Sport and Wellbeing has the responsibility to ensure that there are the necessary procedures for the supervision and support of Elected Members, Designated Safeguarding Officers, Managers, and Duty Mangers in their discharge of these policy and procedures.

5.3 Head of Organisational Development/Human Resources (OD/HR)

5.3.1 The Head of OD/HR will ensure that where identified through job descriptions and representations from individual managers that employment checks are carried out for those members of employees or volunteers who have a substantial level of contact with children and young people. The Head of Human Resources will also ensure that any records of suspected abuse are stored appropriately.

5.3.2 The Head of OD/HR will ensure that at their Induction training new employees, volunteers and elected members will be made aware of their role and responsibilities in the area of Safeguarding Children and Young People.

5.3.3 The Head of OD/HR will ensure that there are suitable support mechanisms in place for employees, volunteers, and elected members who have had any allegations made against them or who are undergoing any investigation under these policy and procedures.

5.4 Managers and Supervisors

Managers and Supervisors are expected to ensure employees and volunteers are aware of this policy; and to notify the Designated Safeguarding Officer(s) in strict confidence regarding any matters of Safeguarding Children and Young People. Managers and supervisors will also be expected to ensure that their employees, agency workers or volunteers who have substantial contact with children and young people attend the relevant training. (See section 7.0 Training of Employees, Agency Workers, Volunteers and Elected Members)

5.5 Employees, Agency Workers, Volunteers and Elected Members

All employees, agency workers, volunteers and elected members of the Council have a duty to adhere to this policy and procedures and to notify the Designated Safeguarding Officer(s) on any matters of Safeguarding Children and Young People. They will also be responsible for undertaking the relevant training should they be working with or have regular contact with children and young people.

5.6 Designated Safeguarding Roles

The Sport & Wellbeing Development Manager and the Participation Manager; Sport, Recreation & Play are Council's Safeguarding Managers'. They will manage and deliver Council's Safeguarding Policy on behalf of the Sport & Wellbeing Unit's Senior Management Team and take a lead role in safeguarding protocols corporately. The post holders' contact details will be contained within the appendices.

The Council also has a Designated Safeguarding Officer Team. These Officers' contact details are also contained within the appendices.

The Designated Safeguarding Officers will be a central point:

- For advice on Safeguarding Children and Young People matters;
- For coordinating any action necessary within the organization; and,
- For liaising with the PSNI, Health and Social Services Trusts and other relevant agencies about suspected or actual cases of child / young person abuse
- The Designated Safeguarding Officers' will liaise with the Sport & Wellbeing Development Manager and the Participation Manager if there are further issues to be addressed.
- The Designated Safeguarding Officers' will undertake safeguarding training and will attend any necessary refresher training to update their knowledge and skills on an ongoing basis.

5.6.1. Responsibilities of the Designated Safeguarding Officers'

- Gathering information on any reports of safeguarding children and young people
- Acting as an information service to other employees, agency workers, volunteers and elected members on Safeguarding Children and Young People issues.
- Keeping only relevant people within the organisation informed about any action taken on safeguarding children and young people issues and any further action required.
- Ensuring all records are forwarded to Council's Safeguarding Managers' for the maintenance and safe keeping of individual case records in a confidential manner.
- Establishing a link with a senior member of social services staff responsible for safeguarding children and young people issues within Causeway Coast and Glens Borough Council area.
- Ensuring that appropriate information is available to social services/police at the time of referral.
- Promoting the implementation of Causeway Coast and Glens Borough Council's Safeguarding Children and Young People Policy and Procedures among employees, agency workers, volunteers and elected members.
- Provide information in relation to auditing, monitoring and reviewing the Safeguarding Children and Young People policy and procedures on an annual basis.

6.0 TRAINING OF EMPLOYEES / AGENCY WORKERS / VOLUNTEERS AND ELECTED MEMBERS

Learning and development must not be seen as a one-off event, but a continuous process which requires the investment of time and resources within organisations to create a learning environment and a competent workforce. Each organisation must take responsibility to develop both knowledge and expertise in safeguarding and protecting children and young people, and seek to identify the most appropriate and relevant opportunities to develop the confidence, abilities and competence of staff and volunteers.

Co-Operating to Safeguard Children and Young People in Northern Ireland, March 2016

Safeguarding children and young people training will be offered as per SBNI Child Safeguarding Learning and Development Strategy and Framework 2015 – 2018 on a regular basis facilitating employees, agency workers, volunteers and elected members to update their knowledge and skill as appropriate. The Council will provide refresher training every 3 years. The training will be provided at three levels - according to job description and role.

Level 1

General awareness for all, employees, agency workers, volunteers and elected members. Attendees will gain basic knowledge of signs and indicators of child abuse and contributory factors; agency / staff policy and procedures; reporting procedures / processes and record keeping. Learning outcomes will include the ability to recognise and respond appropriately to child safeguarding issues and understand own role and the role of others within the organisation using the safeguarding policy and procedures. This will form part of the Council's corporate induction programme.

Level 2

Safeguarding children and young people training for relevant managers, employees, agency workers and volunteers who have substantial contact with children and young people. Attendees will gain more in-depth knowledge of values and principles of safeguarding children and young people; code of behaviour; recording skills; relevant legislation and referral process. Learning outcomes will include the ability to contribute to the assessment and management of risk; assist in safeguarding and promoting the welfare of children and young people and understand the importance of own behaviour and boundaries.

Level 3

Comprehensive training for Designated Safeguarding Officers', Relevant Managers and Duty Mangers. Attendees will gain knowledge of key tasks to

safeguard children; national, regional and local policies, standards and guidance: 'the protocol for joint investigation by police officers and social workers of alleged and suspected cases of child abuse – Northern Ireland' (April 2013). Learning outcomes will include the ability to develop working relationships with other professionals; identify learning from case management reviews and contribute to interagency safeguarding plans.

7.0 CLUBS AND ORGANISATIONS USING COUNCIL FACILITIES

All clubs and organizations hiring or using Causeway Coast and Glens Borough Council facilities must have in place an acceptable Safeguarding Children and Young People Policy. Those clubs and organizations that do not have a Safeguarding Policy must comply with Causeway Coast and Glens Borough Council's Safeguarding Children and Young People Policy & Procedures and it is the responsibility of the manager to ensure that the club/organisation receives a signed declaration form with terms and conditions agreed.

As a minimum requirement, all clubs and organisation's must complete and sign a Declaration of Safeguarding Children and Young People (and adults) Form (See Appendix 2) and confirm that they will comply with Council's Policy. Where clubs and organizations have booked leisure facilities the Council would encourage these groups to ensure that adequate safeguarding checks have been carried out on those members who will have unavoidable, substantial access to children and young people. The Declaration of Safeguarding Children and Young People (and adults) Form will be made available to hirers of Council facilities with the Terms and Conditions of Hire information. It is the responsibility of the relevant manager to ensure this is completed.

All clubs, organizations or individual tutors who make use of Council facilities or services must also report any concerns if they encounter a case of alleged or suspected abuse, to a Designated Safeguarding Officer within the Council, as per the safeguarding flowchart.

8.0 IMPLEMENTATION ARRANGEMENTS

Responding to Concerns and Allegations

- It is important that all employees, volunteers and elected members are aware that the first person that has concerns or encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. However, employees, volunteers and elected members do have a duty of care to children and young people to report any suspicions they may have.

Remember:

It is not your job to judge or investigate or to decide that abuse has taken place. It is your responsibility to inform the right people so that the necessary action can be taken to protect children and young people

In general, there are 3 possible situations where employees, agency workers, volunteers and elected members may need to respond to a concern or case of alleged or suspected abuse:

1. Responding to a child or young person disclosing abuse, i.e. the child or young person makes an allegation of abuse
2. Responding to allegations or concerns against an employee, agency worker, volunteer or elected member
3. Responding to allegations or concerns against any other person, i.e. parent, carer, other service user.

8.1 Basic Response Procedures / Actions

Quick Glance Safeguarding Flowchart

Causeway Coast and Glens Borough Council - Safeguarding Procedures

If you have a concern about the **welfare of a child / young person (or an adult at risk)** or the behaviour of an adult in relation to a child or an adult at risk **YOU MUST:**

Record your concern in writing using the Safeguarding Incident Form; and,
Report your concern immediately to a Designated Safeguarding Officer,

If the child or adult at risk is in imminent danger of harm you should refer directly to the police or social services without delay



On receiving the report of a concern,

The Designated Safeguarding Officer will:

1. Review the concern, along with any other relevant information and decide, often in liaison with others, what actions should be taken. Advice and support should be sought from any of the people listed below if you are unsure what action you should take;
2. Record in writing all actions taken, the reasons for these and by whom the actions were taken.
3. Refer to the relevant Social Services (Gateway) team or out of hours contact the Regional Emergency Social Work Service / PSNI. It is important to gain consent for any referrals to Adult Services if the person has capacity
4. Inform a Safeguarding Manager and arrange for all appropriate documentation to be forwarded to the appropriate persons

If the child or adult at risk is in imminent danger of harm you should refer to the police or Social Services without delay

Children & Young People Safeguarding Contacts

Gateway team: Gateway team: Western Trust 028 7131 4090, Northern Trust 028 7032 5462. A duty social worker is available to take your call Monday-Friday 9am-5pm (excluding bank holidays)

Regional Emergency Social Work Service (RESWS) Tel: (028) 9504 9999 A duty social worker is available to take your call 5pm to 9am weekdays or 24 hours at weekends and bank holidays.

PSNI: Telephone: 101

Adult Safeguarding Contacts

PSNI: Telephone: 101

HSC Trust Adult Safeguarding Team

Belfast H&SCT 028 950 41744

Emergency (Out of Hours) Social Work:

028 9504 9999 a duty social worker is available to take your call 5pm to 9am weekdays or 24 hours at weekends and bank holidays

8.2 Specific Response Procedures / Actions

The following procedures should be followed in each situation.

Safeguarding Procedures

Stage 1

For all staff, agency workers or volunteers

You must complete a Safeguarding Incident Form and report to your Designated Safeguarding Officer if you:

- a) **Suspect** that a child or young person or adult has been, or is at risk of being abused; or
- b) Have had a **disclosure** made to you; or
- c) Receive a **complaint** from a member of the public relating to a safeguarding issue; or
- d) Have a **direct allegation** made against your or another member of staff/volunteer; or
- e) **Observe** concerning behaviours by a member of the public (adult or young person) relating to safeguarding children, young people, or adults
- f) Become aware that **poor safeguarding practice** is taking place, suspect poor safeguarding practice may be occurring, or you are told about something that may be poor safeguarding practice.



You must contact your Designated Safeguarding Officer (for your Business Unit)

BUT if the child, young person or adult is in need of immediate protection from harm you must contact the PSNI, Ambulance, or the H&SCT Gateway team immediately.

Write careful notes in the Safeguarding Incident Form of what you witnessed, heard, or were told.

Sign, date, & give these to your Designated Safeguarding Officer

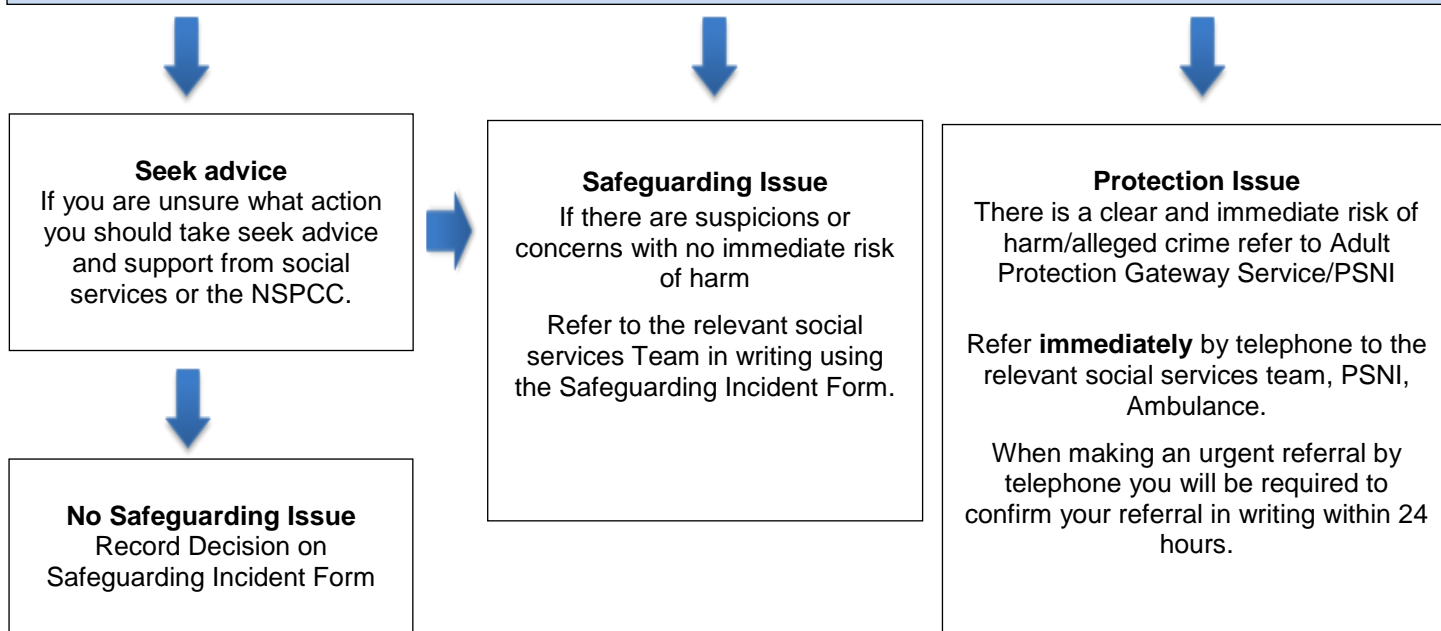
Timescale
Immediately

Stage 2a – Reviewing & Referring Safeguarding Children Concerns Designated Safeguarding Officers

On receiving the report of a concern, the Designated Safeguarding Officer must review the concern, along with any other relevant information, and decide, often in liaison with others, what actions should be taken. You should also inform Council's Safeguarding Managers'.

The relevant Health and Social Care Trust (HSCT) teams should always be informed when there are reasonable grounds for concern that a child, young person, or adult may have been abused, or is being abused, or is at risk of abuse.

If the child or young person is in imminent danger of harm you should refer to the police or Social Services without delay



Whatever your decision, you **MUST**:

1. Record in writing all actions taken, the reasons for these, and by whom the actions were taken.
2. Start a Safeguarding Case File (kept as per GDPR guidelines)
3. Keep a full record of all actions and decisions (Safeguarding Managers')
4. Ensure pastoral care is provided to staff/agency workers/volunteers as appropriate (HR Department)

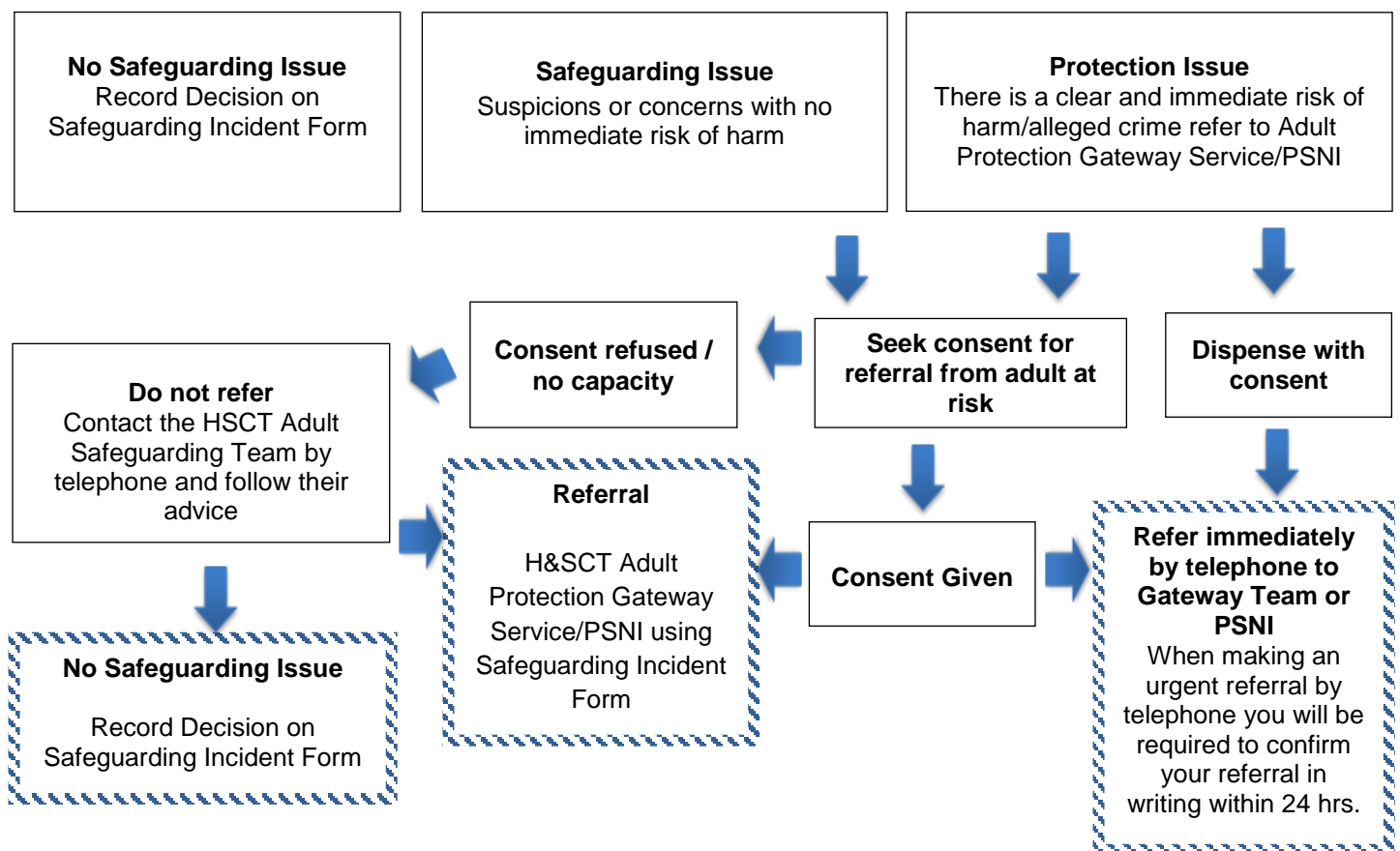
You will need to provide as much detail as possible (child's/adult's name, address, circumstances). Make sure you have this to hand when making a referral.

Stage 2b – Reviewing & Referring Adult Safeguarding Concerns Designated Safeguarding Officers

On receiving the report of a concern, the Designated Safeguarding Officer must review the concern along with any other relevant information and decide, often in liaison with others including the adult at risk, what actions should be taken. You should also inform Council's Safeguarding Managers'.

If you are unsure what action you should take **seek advice** and support from the Gateway Team or PSNI

If the adult at risk is in imminent danger of harm you should refer directly to the police or social services without delay



Whatever your decision or outcome, you **MUST**:

5. Record in writing all actions taken, the reasons for these, and by whom the actions were taken.
6. Start a Safeguarding Case File (kept as per GDPR guidelines)
7. Keep a full record of all actions and decisions (Safeguarding Managers')
8. Ensure pastoral care is provided to staff/volunteer as appropriate (HR Department)

You will need to provide as much detail as possible (adult's name, address, circumstances). Make sure you have this to hand when making a referral.

Stage 3
For Designated Safeguarding Officers' & Authorities
Assessments and Enquiries

The relevant social services team will commence an assessment and may decide to hold a strategy meeting. This is a meeting of professionals, such as police, education, social services and any other organisations. This may include the Council's Designated Safeguarding Officer. The Designated Safeguarding Officer may attend strategy meetings and ensure that any recommendations made at that meeting are fed back to the relevant people within Council. As a result of the information shared at the strategy meeting the police and/or social services may make further enquiries or assessments of the matter and will keep other agencies updated if necessary.

Stage 4
For Designated Safeguarding Officers' & Authorities
Assessments and enquiries

The Designated Safeguarding Officer should keep in touch with Child/Adult Services until the assessment and enquiries are concluded

OUTCOME - NO FURTHER ACTION

If it is assessed that the concerns are unfounded Social Services may decide to take no further action. In these circumstances, the child/adult at risk may still receive support from Social Care Services or other agencies.
Council may wish to pursue internal procedures.

OUTCOME - FURTHER ASSESSMENTS

Whatever the outcome by Social Services the situation will be discussed at [Council's Senior Ops Com Team](#) and further risk assessments may be recommended.

Council may wish to proceed with our internal procedures.

Outcomes of any assessments and decisions by Social Services must be recorded, along with any internal actions taken by Council.

If any new concerns arise a new referral should be made to the Gateway team

Timescale - Ongoing

8.2.1 Responding to a child or young person making an allegation of abuse

Children and young people who have been or are experiencing abuse rarely talk about this and will only tell people they trust and with whom they feel safe. The following points are a guide to help you respond appropriately.

- Listen carefully to what is said
- Find an appropriate early opportunity to explain that it is very likely that the information will need to be shared with others – **do not promise to keep secrets.**
- Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer i.e. leading questions.
- Reassure the child that they have done the right thing telling you
- Tell them what you will do next and whom the information will be shared
- Record in writing on a Safeguarding Incident Form all the details that you are aware of and what was said using the child's own words, as soon as possible
- Designated Safeguarding Officer informs relevant person i.e. Social Services and / or the Police if appropriate.

8.2.2 Responding to Allegations of or concerns against a member of staff, agency worker, elected member or any other person

- Take all allegations or concerns seriously
- Record in writing on a Safeguarding Incident Form all the details that you are aware of as soon as possible.
- Report to and inform the Council's Designated Safeguarding Officer as soon as possible
- The Designated Safeguarding Officer will inform the relevant persons, i.e. social services and / or the Police if appropriate
- The Designated Safeguarding Officer should inform the Head of OD/HR as soon as possible.
- Depending on the allegation, the individual may be asked to stand aside from duties or be temporarily suspended pending an investigation.

8.2.3 Safeguarding Concerns / Allegations about a Designated Safeguarding Officer

If the concern / allegation is about a Designated Safeguarding Officer, staff / agency workers / volunteers should refer such concerns to Council's Safeguarding Managers' and / or Head of Service (Sport & Wellbeing) who will follow the steps outlined above.

8.2.4 Concerns about failures to adhere to Safeguarding Policy and Procedures

If a Council employee / agency worker / volunteer has concerns about a colleague not fulfilling the requirements of Council's Safeguarding Policy and Procedures, these concerns should be taken to any member of Council's Designated Safeguarding Team. The Designated Safeguarding Officer should refer to Council's Safeguarding Managers'.

8.2.5 Support for External Service Providers

Should an external provider have any concerns regarding Council's staff / agency workers / volunteers, a visitor, or other contractor they should report their concerns immediately to one of Council's Designated Safeguarding Officers. There will always be a Designated Safeguarding Officer on duty in all areas, and they may be accessed via the Duty Manger.

If the concern is about a Designated Safeguarding Officer, External Service Providers should report their concerns to Council's Safeguarding Managers'

8.2.6 Dealing with Disclosures

When dealing with a disclosure you should follow the procedures for reporting safeguarding concerns but there are some extra considerations for you to take:

- **Ensure the immediate safety** of the person. If urgent medical / police help is required, call the emergency services.
- **Stay calm and listen attentively:** Avoid expressing your own views on the matter. A reaction of shock or disbelief could cause the person to 'shut down', retract or stop talking so try to stay calm.
- **Express concern and acknowledge what is being said;** They've told you because they want help and trust you'll be the person to believe them and help them
- **Tell them it's not their fault.** Abuse is never the person's fault and they need to know this.
- **Tell the person that s/he did the right thing in telling you;** Reassurance can make a big impact to the person who may have been keeping the abuse secret.

It can be very hard for children and young people to reveal abuse. Often, they fear there may be consequences. Some delay telling someone about abuse for a long time, while others never tell anyone, even if they want to. Children and young people value being believed and it is vital that you act on what you've been told.

- **Say you believe them.** A child or young person could keep abuse secret in fear they won't be believed. They've told you because they want help and trust you'll be the person to believe them and help them
- **Don't talk to the alleged abuser.** Confronting the alleged abuser about what the child's told you could make the situation a lot worse for the child
- **Explain what you'll do next.** If age appropriate, explain to the child or young person you'll need to report the abuse to someone who will be able to help.
- **Let the person know that the information will be taken seriously** and provide details about what will happen next, including the limits and boundaries of confidentiality
- **Explain to them that it is your duty to share your concern** with your Designated Safeguarding Officer unless to do so could increase their risk – i.e. the Designated Safeguarding Officer is the subject of the allegations. In this case contact Council's Safeguarding Managers'
- **Reassure the person that they will be kept involved at every stage;** explain that the Designated Safeguarding Officer will seek their consent before any referral is made to external agencies.
- **If you think a crime has occurred** be aware that medical and forensic evidence might be needed. Consider the need for a timely referral to the police service and make sure nothing you do will contaminate it;
- **Complete a Safeguarding Incident form** as soon as possible and report to your Designated Safeguarding Officer immediately.

8.3 Record keeping Confidentiality and Sharing Information

Confidentiality

Whilst it is important that a partnership approach is adopted to ensure the safety and welfare of children and young people it is of equal importance that all concerned are confident that the information they provide will only be disclosed where it is in the best interests of the child or young person to do so. Causeway Coast and Glens Borough Council policy and procedures have been carefully constructed to ensure such confidentiality while protecting the interests of the child or young person.

Causeway Coast and Glens Borough Council has Designated Safeguarding Officers' who have been specially trained in the area of safeguarding children and young people and are committed to the principle of confidentiality.

According to Co-operating to Safeguard Children and Young People in Northern Ireland 2017, record keeping and information management is a key part of effective inter-agency, inter-disciplinary working in relation to safeguarding and child protection. Failure to record information, understand its significance, share it in an appropriate, purposeful and timely manner and then take appropriate action can hamper the work of those tasked with keeping children safe. Information obtained by organisations in the exercise of their safeguarding and child protection duties may be personal information about a particular child, young person or adult, and therefore is governed by the common law duty of confidentiality, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (the DPA).

The six principles state that

Personal data should be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary
- Accurate and where necessary kept up to date
- Kept in a form which permits identification of data subjects for no longer that is necessary for the purposes for which those data are processed, and
- Processed in a manner that ensures appropriate security of the personal data

Accountability is central to GDPR. Data Controllers are responsible for compliance with the principles and must be able to demonstrate this to data subjects and the regulator.

8.3.1 How to Record a Disclosure

If someone discloses abuse to you, you must complete a Safeguarding Incident Form (see Appendix 3) and give it to your Designated Safeguarding Officer. If you have a literacy or language difficulty, the Designated Safeguarding Officer may assist you to complete the form but this must be acknowledged on the Safeguarding Incident form.

The Safeguarding Incident Form will be retained securely and confidentially by Council's Safeguarding Managers'. All Safeguarding Incident Forms and related documents will be stored in a secure locked cabinet which can only be accessed by Council's Safeguarding Managers'. All electronic files will be password protected and stored on a separate section of the general drive. A log of these documents will be kept by the Safeguarding Managers' to include details of when documents are accessed and corresponding actions taken.

The Safeguarding Managers' have responsibility for keeping safeguarding records securely and for sharing information in an appropriate, purposeful and timely manner with Health & Social Care Trust Gateway Teams and / or the PSNI.

Causeway Coast and Glens Borough Council is the Data Controller under the General Data Protection Regulation (GDPR) for the personal data it gathers for the purposes of processing grant applications.

The personal data is held and stored by the Council in a safe and secure manner and in compliance with General Data Protection Register legislation and in line with the Council's Records Retention and Disposal Schedule.

When recording the disclosure, you must:

- Make a note, as soon as practical, of what was said, using their own words.
- Describe the circumstances in which the disclosure came about. Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate; and,
- be mindful of the need to be confidential at all times, this information must only be shared with your Designated Safeguarding Officer and others only on a need to know basis.

If the child or young person involved is part of an organised group, Council's Designated Safeguarding Officer will inform the group's leader and will make every effort to agree an appropriate course of action.

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only, i.e. Safeguarding Managers', Designated Safeguarding Officers, Line Managers', Social Services, Police, child, parents / carers and employees.

It is extremely important that allegations or concerns are not discussed (unless on a need to know basis), as any breach of confidentiality could be damaging to the child, their family and any child or young person protection investigations that may follow.

You may have concerns when informing the parents of a child or young person and this should be dealt with in a sensitive way and in consultation with Social Services. It is important that the process is done in an open and transparent manner.

If enquiries arise from the public (including parents/carers) or any branch of the media, it is vital that all employees, agency workers, volunteers and elected members are briefed so that they do not make any comments regarding the situation. Employees, agency workers, volunteers and elected members should reply 'no comment' to all questions / enquiries.

A Complaints Procedure is available for children and young people, parents, carers, employees, agency workers, volunteers and elected members at all Council locations and on Council's Website www.causewaycoastandglens.gov.uk Verbal, written or other accessible format complaints can be made to the Chief Executive and then Council's complaints procedure will be activated. A grievance procedure is also available for employees from the Human Resources Department or Council's intranet.

9.0 RECRUITMENT AND SELECTION OF EMPLOYEES

Council implement transparent and clearly defined recruitment and selection procedures in accordance with legislative and statutory requirements as set out in the Local Government Staff Commission Code of Procedures for Recruitment and Selection.

These procedures are in place to screen out those who are not suitable to work with children and young people.

As part of the Councils commitment to safeguarding children and young people we undertake 'Safer Recruitment' when recruiting to posts which are considered 'regulated activity'.

Regulated Activity (definition)

Regulated activity is defined as a position which requires working closely, regularly and unsupervised with children and is defined in Schedule 2 of the Safeguarding Vulnerable Groups (NI) Order 2007, as amended by the Protection of Freedoms Act 2012.

Regulated positions include those whose normal duties require them to care for, train, advise, counsel or are in sole charge of children, or have unsupervised contact with children, as well as the supervisors/managers of individuals in regulated positions.

Access NI

Access NI provides criminal history information to organisations and individuals on three levels of 'Criminal Record Check', standard, enhanced, basic disclosures.

The level of checks required will be determined at the beginning of the recruitment process and the related procedures will be managed by the OD/HR department.

An Access NI Enhanced Disclosure with Barred List Check is required for employees and volunteers in posts designated as regulated activity i.e. those posts which work with children and young people (as defined under the

Safeguarding Vulnerable Groups (NI) Order 2007, as amended by the Protection of Freedoms Act 2012). Before commencing a selection process for a post the line manager in consultation with the OD/HR Officer will determine if the post is considered to be a 'regulated post'.

During the selection process the preferred candidate must give consent for the relevant Access NI Disclosure Check. If the preferred candidate refuses to give consent for the check or if they are found to have withheld information this will be sufficient grounds for the Council to withdraw their conditional offer of employment. Checks will not normally be requested for existing employees however, a check may be requested if, an employee takes up new duties in a regulated position, where this has not previously been the case.

Identification

Council require all those applicants who have to complete the Access NI check to produce evidence of their identity e.g. a long birth certificate. This is important as Access NI can only make checks if the person's identify is confirmed.

Access NI Disclosures

If a Criminal Records check reveals details of convictions which may render the applicant unsuitable for the applied post the appointing manager and the OD/HR officer will discuss the situation with the applicant in accordance with the guidance set out in the Councils Criminal Records Check Policy.

It is an offence for a barred person to work, apply to work or offer to work in Regulated Activity with a group they are barred from working with. Candidates on the Barred List will not be employed in Regulated Activity by the Council. If the checks reveal that a candidate is on the Barred List for Regulated Activity the Council will make a referral to the Disclosure and Barring Service to notify them of the individuals attempt to apply for barred work.

References

Council require two references, (who are not family members) one of which should be a present or most recent employer. Where a post involves work with children the Council may request references from any other previous employment, which involved working with children or young people.

Agency workers

Council will ensure that agency workers in Regulated Activity are required to complete the relevant Access NI checks before they commence work.

Volunteers

Where volunteers work in Council and they are carry out work considered Regulated Activity, the council will:

- Require the Volunteer to complete an application form
- Confirm their identify (e.g. provide a long birth certificate)
- Receive 2 written references
- Organise a meeting with the volunteer to review the details on the application form, review the volunteering role, ensure they are aware of the Safeguarding Children and Young People Policy and Procedures and the induction paperwork
- Give permission for Council to apply to Access NI for an Enhanced Disclosure

Young Workers / Placements

Should the Council engage for any purpose a young person under the age of 18 then a safeguarding and health and safety risk assessment must be completed at initial pre placement induction meeting.

10.0 PHOTOGRAPHY AND VIDEO GUIDANCE

The purpose of this guidance is to protect the interests of Council and the privacy and protection of visitors, especially in relation to safeguarding children and Human Rights Legislation. It is not feasible to always ban cameras or camera phones so we have to consider how to reduce the risk to children and young people.

Children and young people may be identified, contacted or groomed

Including the child's personal information (full name, address) alongside their image can make them identifiable and therefore vulnerable to individuals looking to locate, contact or 'groom' children or young people for abuse.

Even if personal details are kept confidential, other details identifying the organisation, school or club, or e.g. their favourite sportsperson or team, can also be used to groom the child or young person.

There's increased risk of identification of, and contact with, a child or young person:

- by someone in circumstances where there are legal restrictions – such as if the child is in local-authority care or placed with an adoptive family
- where it's potentially dangerous to reveal the child's whereabouts to an estranged parent due to previous concerns about domestic violence

Someone might make inappropriate or illegal images of children

Photo or video content may itself be inappropriate, or images may be used inappropriately or out of context. Some individuals may deliberately target Council activities and set out to take inappropriate photos in ways that are potentially illegal and harmful, such as:

- images of children changing (e.g. For drama activities)
- photos taken in the toilets
- using a camera at ground level to photograph up girls' skirts
- images that appear ambiguous can be used inappropriately and out of context by others (for example, images from some angles of children playing etc.)
- images can easily be copied and edited, perhaps to create child-abuse images
- images shared privately online can be re-shared, possibly entering the public domain on websites or social media

In relation to all of the above it is important that Council ensure that if a member of staff / agency worker or volunteer suspects that someone is taking inappropriate images, they should report this immediately to the Designated Safeguarding Officer.

Staff / Agency Workers / Volunteers

Staff / Agency Workers / Volunteers should not take photographs or films of children & young people attending Council activities with their own personal mobiles. If photographs of children & young people are needed for promotional reasons consent should be sought from a parent / guardian and photographs should be taken using appropriate equipment.

General Visitors

General visitors may try to take photographs with normal domestic cameras of their friends and family in Council.

Staff / agency workers / volunteers must however be aware of abuse of this whereby adults may be taking photographs of children or young people who are not part of their family. This behaviour is not in keeping with our safeguarding children and young people policy and procedures and should be politely but firmly stopped.

Press Photographs

Professional photographers who are taking publicity shots on behalf of Council must seek written consent from the people they are photographing.

If the person is Under 18 then the adult accompanying them must give permission this can be either a parent or teacher.

It is the duty of the activity leader to ensure that this permission is obtained BEFORE the photograph is taken.

The photographic permission must state the purpose of the photography and how the photograph is being used. The permission form should be retained and filed for future reference.

CCTV

Notices indicating that Council uses CCTV should be in public view on all floors. In addition, the reason for using CCTV should be mentioned in the publicly displayed notice of the policy. CCTV should only be used for security reason such as the protection of visitors and the building.

11.0 MANAGING RISK AND SUPERVISION

Council comes into contact with children and young people across a very diverse range of activities and contexts ranging across leisure and sports development, theatre, arts development, play area maintenance etc. It is unrealistic to determine a prescriptive adult to child ratio for each differing activity and therefore a risk assessment must be carried out to determine the appropriate adult to child ratios in respect of the nature of the activity and the likely risks, safeguarding issues and health and safety requirements.

Levels of supervision must be adequate whether at Council's facilities or on an external journey / visit. Therefore, when deciding how many adults are required to supervise, assessors must take into account any practical considerations that may be relevant and the number of participants in the group. The risk assessment may well indicate the need for an enhanced level of supervision and employees for a particular activity.

In completing the assessment, Council's Code of Behaviour must be adhered to (See **Appendix 1**)

12.0 GRANT AID RECIPIENTS

Recipients of grant aid from Causeway Coast and Glens Borough Council, particularly organisations with substantial access to children and young people, must demonstrate to Council that they have fully taken on board safeguarding issues. They may do this by either producing a copy of their own Safeguarding Children and Young People Policy or in the absence of a policy the recipients must adopt Councils Safeguarding Children and Young People Policy & Procedures. As part of the grants process these groups must confirm on the Community Services Small Grant Aid Application Form their commitment to safeguarding issues.

Council would also encourage these groups to ensure that they have carried out adequate checks on those who will have unavoidable, substantial access to children and young people.

13.0 ANONYMOUS COMPLAINTS ABOUT SAFEGUARDING ISSUES

Anonymous complaints re: safeguarding issues can be difficult to deal with but should not be ignored. They should be taken seriously and brought to the attention of the Designated Safeguarding Officers' who will treat them in accordance with this policy. The information will be checked out and handled in a confidential and appropriate manner.

14.0 COMMUNICATION

Council will promote awareness of safeguarding children and young people issues through a variety of media where possible. This may include training and information sessions, supervision, leaflets, webpage, posters, signage, etc. For guidance on texting and emailing, please refer to Appendix 9.

15.0 IMPLEMENTATION PLAN & REVIEW

The following plan outlines the mechanisms that Council will use to ensure that these policy and procedures are implemented in an effective, efficient and professional manner.

An annual report will be prepared for the Senior Management Team and Council by the Sport & Wellbeing Development Manager and the Participation Manager; Sport, Recreation & Play (Safeguarding Managers') as to the implementation of these policy and procedures.

These Managers' will ensure:

- That the policy and procedures will be reviewed every three years in conjunction with the Designated Safeguarding Officers' to take account of developments in the area of child protection.
- Recommendations for changes to the policy and procedures in keeping with current best practice
- Compliance of the policy and procedures throughout Council
- That safeguarding training is delivered across Council to employees, agency workers, volunteers and elected members at the appropriate level as outlined in Section 6: Training of Employees / Agency Workers / Volunteers and Elected Members

16.0 SECTION 75 EQUALITY AND GOOD RELATIONS

All children and young people should be valued and treated in an equitable and fair manner regardless of ability or disability, gender, age, religion, social, cultural & ethnic background or political persuasion, and sexual orientation.

Causeway Coast and Glens Borough Council is also fully committed to meeting its obligations in relation to Equality and Good Relations under Section 75 of the Northern Ireland Act. In this regard this policy will be screened using Section 75 guidelines and will be subject to an Equality Impact Assessment if found necessary as a result of the screening process.

Disclaimer note: These safeguarding policy and procedure materials were drawn up specifically for Causeway Coast and Glens Borough Council with the assistance and advice of the NSPCC and conform to current child protection legislation and guidance. The NSPCC cannot accept any responsibility for the implementation and application of the procedures by Causeway Coast and Glens Borough Council.

17.0 CONTACTS

Any issues or queries relating to these policy and procedures please see **Appendix 10** for contact details.

NB: In the event of the Designated Safeguarding Officers' not being available or the issue has taken place outside the hours of 9am to 5pm, the employee / agency worker or volunteer should:

- Refer any concerns they have to their immediate line manager
- Complete the Appendix 3 Safeguarding Incident Form
- Ensure the Safeguarding Incident Form and details are given to the Designated Safeguarding Officer as soon as possible

Should the line manager believe that there could be risk to a child or young person they should contact the Regional Emergency Social Work Service (RESWS) for further advice. Telephone (028) 9504 9999 or contact the PSNI dialing 999

APPENDIX 1

SAFEGUARDING CHILDREN AND YOUNG PEOPLE CODE OF BEHAVIOUR

In light of varied activities across business units within Causeway Coast and Glens Borough Council, it is recognised that it is not practical to provide definitive instructions that would apply to all situations at all times to guarantee the protection of children and young people and also the protection of staff / agency workers / volunteers / regular contractors or external service providers.

However, stated below are the standards of behaviour required of staff / agency workers / volunteers / regular contractors and external service providers in order to fulfil their roles within Causeway Coast and Glens Borough Council. This should assist in the safeguarding of children and young people and provide protection for staff / agency workers / volunteers / regular contractors or external service providers.

Staff / Agency Workers / Volunteers / Regular contractors **MUST**:

- Implement the Safeguarding Policy and Procedures at all times
- Create a climate conducive to a positive experience, engaging with children and young people, building up self-esteem, knowledge and skill
- Use positive and affirming language in communicating and show respect and inclusiveness
- Maintain the well-being, physical and emotional safety of children and young people during their visit
- Be mindful of their language and behaviour while at work with regards to gender, sexuality, race, religion, class or political background.

Staff / Agency Workers / Volunteers / Regular contractors **MUST NEVER**:

- Engage in rough, physical games, including horseplay, with members of the public at Causeway Coast and Glens Borough Council.
- Allow or engage in inappropriate physical contact of any kind
- Make sexually suggestive comments to members of the general public at Causeway Coast and Glens Borough Council

It is strongly recommended that staff / agency workers / volunteers / regular contractors **DO NOT** as part of their role, except in emergency situations:

- Go into the toilet with children or young people, unless in exceptional circumstances to meet the needs of the person and where possible another adult should be present. Staff / Agency Workers / Volunteers are expected to use the designated staff toilets and should not use public toilets during public opening hours. In an emergency, a staff member may use the public toilets if unoccupied by unsupervised children and young people.
- Spend time alone with a child or young person. Staff / Agency Workers / Volunteers should make sure to remain in public areas with the child or return to public areas as soon as possible.

Staff / Agency Workers / Volunteers / Regular contractors must learn to recognise vulnerable safeguarding situations. There may be times when it is impossible to avoid such situations, however, the decision by staff / agency workers / volunteers / regular contractors to place themselves in such a situation should be influenced by what is in the best interests of the child's or young person's welfare.

Physical Contact with Council Visitors who are Children & Young People

As part of their role, staff / agency workers / volunteers / regular contractors should not have gratuitous or unnecessary physical contact with members of the general public who are visiting Causeway Coast and Glens Borough Council.

However, there will be times when it is necessary and appropriate for staff / agency workers / volunteers / regular contractors to have some physical contact with the general public. This may be to:

- develop specific skills or techniques within an activity;
- treat an injury;
- meet the requirements of the activity;
- comfort a distressed child or young person or to celebrate their success.
- Intervene in an emergency

The main principles of appropriate physical contact are:

- Physical contact should always be with the child's or young person's permission – resistance from should be respected (depending on the age and developmental stage of the child, the capacity of the adult, or the level of risk to the child, adult, or others).
- Physical contact should always be in response to the person's needs i.e. physical safety, emotional well-being and educational guidance
- Do not do things of a personal nature for children or young people that they can do for themselves or that their parent/leader/carer can do for them.
- Physical contact should always be appropriate to the age and stage of development of the child or young person.
- Children or young people should be encouraged to voice concerns they have if any physical contact makes them feel uncomfortable or threatened.
- You should explain the nature of and reason for the physical contact to the person.
- Physical contact should always take place in an open or public environment and not take place in secret or out of sight of others.
- Physical contact with breasts, buttocks, or groin area should be avoided. If such parts of the anatomy require physical contact due to intimate care or assistance in physical activities, others should be made aware.

If staff / agency workers / volunteers / regular contractors feel uncomfortable about the way a child or young person has instigated physical contact, this should be discussed with the Designated Safeguarding Officer and recorded on a Safeguarding Incident Form.

Children or Adults who need specific assistance due to disability or injury

In the case of a child or young people with a disability specific support or assistance may be required:

- Parents/carers, essential aids, or delegate care providers should be asked to undertake all intimate or personal care tasks for the visitor. This is not an appropriate role for staff / agency workers / volunteers / regular contractors.
- When children or adults with disabilities are lifted or manually supported, they should be treated with dignity and respect.
- Relevant health and safety guidelines must be followed to ensure the safety of the child or adult.

Physical intervention with a child or young person

On rare occasions, it may be necessary to physically intervene with a child or adult without their permission to:

- Prevent physical injury of the individual or other visitors or staff / agency workers / volunteers or yourself
- Prevent an injury or accident from occurring
- Prevent damage to any property
- Prevent or stop the commission of a criminal offence.

In all circumstances such physical intervention must be appropriate and reasonable otherwise your action can be defined as assault.

Lost or Found Children or Adults at Risk

Staff / agency workers / volunteers should follow their specific business unit procedures in cases of lost or found children or adults at risk. External Service Providers should refer such cases to staff / agency workers / volunteers immediately.

Implications for staff / agency workers / volunteers

Staff / agency workers / volunteers who breach the code of behaviour will be subject to the disciplinary procedure.

If an allegation against a staff member, agency worker or a volunteer has occurred, an investigation will be carried out in line with Causeway Coast and Glens Borough Council's disciplinary procedure. The investigating officer will be required to liaise with the Designated Officer to clarify if she/he has any relevant records of any safeguarding information in relation to the individual. Where an overlap in the roles could jeopardise an investigation and or the principles of natural justice, the business unit manager will make a temporary appointment as is required.

If the investigation finds that the member of staff has acted inappropriately or not acted in the best interests of the child or young person, the disciplinary procedure will be invoked including making contact with the DBS as appropriate.

If the investigation finds that the member of staff has acted inappropriately or not acted in the best interests of the adult, the disciplinary procedure will be invoked.

Implications for External Service Providers

A breach of the Safeguarding Code of Behaviour may, if after investigation inappropriate behaviour is believed to have occurred, lead to the External Service Provider's contract being terminated.

Furthermore Causeway Coast and Glens Borough Council will inform DBS where a contract has been terminated due to posing a risk to children or will inform the ISA where a contract has been terminated due to posing a risk to adults at risk.

If an allegation against an external service provider has occurred the incident will be referred to the External Service Provider's management and an investigation will be carried out in line with Causeway Coast and Glens Borough Council's Safeguarding Policy and Procedures.

Safeguarding Managers' and / or Head of Service (Sport & Wellbeing) from Causeway Coast and Glens Borough Council will liaise with the External Service Provider's Manager to clarify any information. The matter will be referred to social service Gateway team and/or the PSNI as relevant.

Children or young people who need specific assistance due to disability or injury

In the case of a child or young person with a disability specific support or assistance may be required:

- Parents/carers or their essential aids should be asked to undertake all intimate or personal care tasks for their child or young person. This is not an appropriate role for staff / agency workers / volunteers.
- When children or young people with disabilities are lifted or manually supported, they should be treated with dignity and respect.
- Relevant health and safety guidelines must be followed to ensure the safety of the child or young person and those assisting.

APPENDIX 2

DECLARATION OF SAFEGUARDING FORM (CHILDREN, YOUNG PEOPLE AND ADULTS)

Safeguarding Declaration Clubs & Organisations

"Causeway Coast and Glens Borough Council" is committed to creating and maintaining the safest possible environment for children and young people and adults who use its facilities".

Clubs & Organisations Using Council facilities

All clubs or organisations which have substantial child and young people membership and who are seeking to use any council owned facilities must be able to demonstrate that they are committed to the principles of safeguarding. Completion of the following information is therefore required before any such club or organisation will be granted authorisation to use Council facilities.

Name of Club/ Organisation:

Address & Contact Tel Number of Chairperson or Secretary:

| ESSENTIAL | | |
|--|-----|----|
| 1. The club / organisation has a Safeguarding Children and Young People Policy/Procedures in place (if so please attach a copy) | Yes | No |
| 2. Where a policy is not in place they are willing to adopt the Council Safeguarding Children and Young People Policy and Procedures. A copy of Council's will be provided for them | Yes | No |
| 3. At no time will any adult be left alone with any child or young person during activities | Yes | No |
| 4. All incidents of reported or suspected abuse, no matter how trivial, will be reported to the Designated Safeguarding Officer's immediately or other appropriate authority as appropriate | Yes | No |
| 5. Persons using facilities on behalf of this organisation / club will, at all times, follow all guidelines as laid down in Causeway Coast and Glens Borough Council's Safeguarding Children and Young People Policy & Procedures. | Yes | No |
| 6. All adults involved in supervising children and young people within the club / organisation have been subject to appropriate AccessNI checks | Yes | No |

Signed: _____ **Print Name:** _____

Position in Organisation / Club: _____ **Date:** _____

Signed: _____ **Print Name:** _____

Position in Council: _____ **Date:** _____

APPENDIX 3

Safeguarding Incident Form

Please complete this form and pass to your Designated Safeguarding Officer / Safeguarding Manager within 24 Hours of the incident happening/concern arising

If the person at risk is in imminent danger of harm you should refer directly to the police or social services without delay.

| Section 1a: Your Details | |
|---------------------------------|--|
| Name | |
| Role | |
| Designated Safeguarding Officer | |

| Section 1b: Person at Risk's Details (Complete to the best of your Knowledge) | | |
|---|---|----------------------|
| Child / Young Person <input type="checkbox"/> | Adult <input type="checkbox"/> | |
| Surname: | Known As: | |
| Forename: | | |
| Address: | Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other: _____ | |
| Postcode: | Mobile No: | |
| Telephone No: | Language Spoken: | |
| Date of Birth: | | |
| Does the person have a Disability? | If Yes, What Disability: (& source of diagnosis) | Other Special Needs: |

| Section 1c: Parent/Guardian/Carer's Details | |
|--|--|
| Parent/Guardian/ Carer's Name | |
| Contact Information | |
| Have parents /guardian/carers been notified of this incident/concern? Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| If YES please provide details of what was said/action agreed: | |
| If NO, please provide details of why: | |

| Section 2: Details of Incident/Concern | |
|---|--|
| CONCERN <input type="checkbox"/> | INCIDENT <input type="checkbox"/> |
| Does the Concern/Incident Involve: Staff/Volunteers <input type="checkbox"/> General Public <input type="checkbox"/> Teacher/Group Leader <input type="checkbox"/> | |
| DETAILS OF THE INCIDENT OR CONCERNS: What are you worried about? Who are you worried about? Where did the incident happen/concern arise? When (date and time of incident)? Any witnesses? (Continue on a separate sheet if necessary) | |
| Individual's Account Of The Incident: If recording a verbal disclosure by an Individual use their words. | |
| Please provide details of any person involved in this incident or alleged to have caused the incident / injury: | |
| Have You Reported The Incident To An External Agency? Yes <input type="checkbox"/> No <input type="checkbox"/> If YES please provide details what agency and what was said/action agreed: | |
| Print Name | |
| Date | |
| Signature | |

Section 3: To be Completed by the Designated Safeguarding Officer

I confirm that I received this form on: _____

I confirm that I have reviewed the information on this form with 24 hours of receipt and have decided to take the following action:

- Refer immediately by telephone to Gateway Team / Regional Emergency Social Work Service / PSNI / Ambulance.
- Contact External Agencies for advice/information
- Refer to Gateway Team in writing. **REMEMBER** it is important to gain consent for any referrals to Adult Services if the person has capacity.
- Contact external agency to follow up referral made by staff / agency worker / volunteer
- Take no Further Action
- Contact Safeguarding Manager

Please give explanation of your decision, and if you have contacted an external agency for any reason, please provide details what agency and what was said/action agreed:

(continue you on a separate sheet as necessary)

Signature of DSO:

Date:

Whatever your decision, you MUST:

- 1. Record in writing all actions taken, the reasons for these, and by whom the actions were taken.**
- 2. Forward records (securely) to Safeguarding Manager re: Safeguarding Case File (in line with GDPR guidelines)**
- 3. Keep a full record of all actions and decisions**
- 4. Ensure pastoral care is provided to staff/volunteer as appropriate**

Further Outcomes/Actions (*attach extra sheets as necessary*)

APPENDIX 4

GUIDANCE ON WORKING WITH WORK PLACEMENT STUDENTS

Due to the fact that we offer a facility whereby students from schools and colleges are able to learn about certain business areas of Causeway Coast and Glens Borough Council and its facilities for short and long-term periods, some staff will be required to work on a one-to-one basis with a young person from 15 - 18 years of age.

It is recognised that schools and colleges expect those undertaking work experience placements to develop independence, responsibility, and the ability to make their own decisions and to apply learning. It is also recognised that it is not always practical to have two or more staff working with one young person during work experience placements for a variety of reasons. However, it is also appreciated that in the light of the entire content of this policy, the welfare of the child or young person must be paramount.

Therefore, to enable staff / agency workers / volunteers and work experience students to have a positive experience, the actions below must be followed:

- Causeway Coast and Glens Borough Council will provide all work experience students with an Induction Pack prior to or on the first day of their placement. This Induction Pack includes all necessary details for the work experience student to be aware of Causeway Coast and Glens Borough Council expectations of him / her, aspects of relevant policies and procedures, and general operational information.
- If it identified that the student has literacy or learning difficulties, alternative methods will be applied to ensure that the student receives the full induction information e.g. verbal explanation etc.
- All work experience students will be provided with an I.D. badge on commencement of their placement. The I.D. badge will be handed in by the student on leaving on the first day of his / her placement.
- A work programme will be developed detailing:
 - Proposed activities for the duration of the student's placement
 - Who will have overall supervisory responsibility for the student
 - Details of individuals who the student may be assigned to work with at different times during the placement
- If staff are expected to spend time alone with a student, the staff member must:
 - always ensure that the student's supervisor or another staff member knows your location and the proposed activity;
 - ensure that a door is left ajar or that there is a clear view into the room / exhibit through a window;

- Where possible and practical, staff must not travel alone in a vehicle with the student
- All staff that will come into contact with the student during the work experience placement must adhere to all aspects of this policy. All staff / agency workers / volunteers are considered to have a supervisory role with regards to Work Experience students, even if they are not working directly with the young person. It is illegal for an adult to have a sexual relationship with a person under the age of 18 if the adult works with the young person in a supervisory capacity, even if the relationship is consensual. This is considered an “abuse of trust” and is therefore a criminal offence. Causeway Coast and Glens Borough Council discipline procedures will be applied plus the involvement of the relevant external agencies.
- If an adult staff member, agency worker or volunteer feels they are the recipient of sexual advances from a work experience student, the staff member / agency worker / volunteer should immediately report this to the Designated Safeguarding Officer and complete a Safeguarding Incident Form.

APPENDIX 5

CONSENT FORM FOR THE USE OF CAMERAS AND OTHER IMAGE RECORDERS / SOCIAL MEDIA EQUIPMENT

Location: _____

Date of Event: _____

PERMISSION TO TAKE PHOTOGRAPHS OR RECORD IMAGES

There is evidence that some people have used children and young people activities and events, as an opportunity to take inappropriate photographs or video footage. In order to protect children and young people from such abuses Council's policy is that:

“Photography and the recording of images of any kind are allowed only with the written permission of the management of the premises”.

The procedure for obtaining permission is to complete the form below and forward to the Duty Manager prior to taking photographs or recording any images.

Details of Person Requesting Permission

Name: _____

Address: _____

Telephone No: _____

Name of the Subject: _____

Relationship of Photographer and Subject: _____

Reason for Photography: _____

How do you intend to use the image? _____

Declaration

I _____ hereby declare that the information provided is valid and that the images will only be used for the reasons given.

I also understand and agree that if anyone has any complaints or expresses concern about my use of photographic or recording equipment I will respect the rights of other people and stop when requested. I also agree that I will not take any photographs or record any images in swimming pools, health suites, toilets, changing areas or any other area designated by management.

Signed: _____ Date: _____

Signature of person authorising Photography / Visual Images: _____

Date: _____ Print Name _____

APPENDIX 6

SOCIAL MEDIA GUIDANCE

Introduction

This guidance has been developed to support staff throughout Causeway Coast and Glens Borough Council. Further guidance can be obtained from your Line Manager, Human Resources or the designated individual within your business area tasked with managing social media.

All of us are very passionate about what we do on a daily basis. We believe in open communication and you are encouraged to tell the world about your work and share your passion. Whether you do so by participating in a blog, wiki, online social network or any other form of online publishing or discussion is completely up to you, so long as, you do so with regard to the guidance contained therein.

These new ways of communicating are changing the way we talk to each other and even how we talk to our customers, visitors, supporters, target audiences and stakeholders.

In order to avoid any problems or misunderstandings this guidance aims to:

- Set out clear standards on the use of social media by all staff, agency workers and volunteers;
- Ensure expectations, with regard to the use of social media, are clearly set out;
- And the consequence for misuse.

Definition

For the purposes of this guidance, Social Media means any online publication and commentary **including but not limited to**; internet postings; blogs; wikis; Facebook; LinkedIn; Twitter; Flickr; YouTube and Instagram. It covers all forms of social media including those yet to come into being.

Application of this Guidance.

This guidance applies to the use of social media for work / business and personal use; regardless of whether access is during working time and regardless of whether postings are made using the organisation's equipment or facilities, or if equipment belonging to members of staff.

Breach of this guidance may result in disciplinary action up to and including dismissal. Disciplinary action may be taken regardless of whether the breach is committed during working hours, and regardless of who owns the equipment or facilities used in committing the breach.

Official Use of Social Media

Throughout Causeway Coast and Glens Borough Council, specific posts have been assigned responsibility for managing social media interactions for business purposes; keeping customers / supporters up to date and promoting various aspects of the business. They are responsible for directly commenting on behalf of a business division within the group. Those responsible for making comment must ensure all comments are in keeping with the core values of the group and individual business units. Only those staff who have been authorised to communicate on behalf of a business division can make such representation.

Inappropriate use of social media such as cyber bullying or sexting must be reported immediately to the Designated Safeguarding Officer. In the event that a Designated Safeguarding Officer is targeted by such an incident they must notify Council's Safeguarding Managers' immediately.

Personal use of Social Media

Whilst the business recognises that employees and workers have a right to a personal life outside of work, staff, agency workers and volunteers must also be mindful of the consequences of making comments on social media sites which could be deemed as inappropriate behaviour. This can range from; opinions / images which could be misconstrued; information of a confidential nature; complaints or information of a politically sensitive nature; essentially information which could reflect negatively on our corporate reputation. You are **personally responsible** for the content you publish on blogs, wikis or any other form of user-generated media. Please remember that the internet never forgets. This means that everything you publish will be visible to the world for a very, very long time. **Common sense** is a huge factor here. If you are about to publish something that makes you even the slightest bit uncomfortable, review. If you are still unsure, and it is related to the business, talk to your manager, Marketing Manager, HR or a member of your Senior Management Team.

Any unauthorised staff member, agency worker or volunteer, who makes a comment expressing a view *on behalf* of the business will face disciplinary action. Staff, agency workers or volunteers making a comment on a social media site should always make it clear that they are speaking on their own behalf and they should apply the principles as set out below. Only a few people are official spokespeople, so if you are not one of them you must make it clear that you are speaking for yourself and not for the business. You can use a disclaimer like *'the postings on this site are my own and do not necessarily represent the position, strategy or opinions of Causeway Coast and Glens Borough Council.* Please always write in the first person and don't use your company email address for private communications; and please consider that even anonymous postings on Wikipedia can be traced back to the company.

Examples of inappropriate behaviour can include:

- Comments which could damage the reputation of any of our business divisions including criticism of a division, its staff, customers, competitors, suppliers or other stakeholders.
- The disclosure of confidential information, including comments regarding operational matters, or comments in relation to a crisis management situation.
- Posting comments about sensitive business-related topics, such as our performance. Even if you make it clear that your views on topics do not represent those of the organisation, your comments could still damage our reputation.
- Posting comments which jeopardise intellectual property, trade secrets, artist announcements and other associated confidential information which could be damaging to the business.
- Disclosing details of customers visiting Causeway Coast and Glens Borough Council, in particular those of interest in the media, unless with prior approval.
- Photographs or videos of employees / agency workers / volunteers behaving inappropriately even where it is not overtly obvious that the images relate to the business. Furthermore we would ask staff to be mindful of colleagues' right to privacy and should seek expressed permission when posting images or information about others.
- Staff should not photograph / video members of the public who are using Council's services and post on social media without their knowledge or permission
- Expressing opinions regarding or showing images of illegal behaviour
- Falsely registering on another person's site
- Posting threatening, bullying or harassing comments
- Derogatory, disparaging, defamatory, discriminatory, offensive or illegal comments.
- Adding business contacts made during the course of your employment to personal social networking accounts, such as Facebook accounts or LinkedIn accounts, should only be done with the expressed permission of your manager.

It is important to be aware that once a comment or image is posted on a social media site it ceases to be private. Where we believe comments or images fall into the above categories the incident will be referred to the Disciplinary Procedure. Any person suspected of committing a breach of this policy will be required to co-

operate with an investigation, which may involve handing over relevant passwords and login details. Staff, agency workers or volunteers may be required to remove internet postings which are deemed to constitute a breach of this guidance.

Compliance

The business reserves the right to monitor, intercept and review, without further notice, staff activities using its IT resources and communication systems. This includes, but is not limited to, social media postings. We also reserve the right to carry out monitor/intercept resources/systems to ensure that our rules are being complied with for legitimate business purpose and you are consenting to such monitoring by your acknowledgement of this guidance. There is a reasonable expectation that internet or social media may be accessed during authorised breaks however this must be kept reasonable levels where work is not interfered with. Do not use our IT resources and communications systems for any matter that you wish to be kept private or confidential from the organisation.

Social media should never be used in a way that breaches any of our other policies. If an internet post would breach any of our policies in another forum, it will also breach them in an online forum.

Where inappropriate social media usage is brought to our attention, we reserve the right to investigate concerns or complaints and can request that information is taken down from a site if it is causing concern. Failure to comply could result in disciplinary action.

If you have any concerns or require further guidance in relation to this guidance please contact the HR Department.

Monitoring and Review

The application and effectiveness of the approach to social media will be kept under review by the appropriate department. Those within your business unit with responsibility for social media will report on social media interaction and address areas of concern with the Unit Manager.

Business Representation on Social Media

Introduction

The following aims to set out clear guidelines for those posts tasked with managing social media interactions on behalf of the business unit.

Who it applies to:

Those positions who have been authorised to use social media for business purposes and have been expressly directed by the Unit Manager to interact on social media sites on behalf of the business unit.

Only staff appropriately authorised have express permission to comment or interact with social media on behalf of the business. As outlined in this guidance, unauthorised comments on behalf of the business will be in breach of the policy and staff could face disciplinary action. Staff / agency workers / volunteers making personal interactions on social media should do so within the constraints of this guidance.

General Principles for those acting on behalf of their business unit

- Social Media interactions should be in line with their Unit's ethos and core values.
- Updates on social media should be factual, accurate and transparent. Always use your own name.
- Posts must be respectful and meaningful, avoid criticism, keeping opinions polite and respectful.
- Interact as if you were talking to someone; avoid being condescending or pedantic.
- Never publish confidential information; never endorse illegal or controversial statements
- Stick to your area of expertise.
- Be aware of copyright

Golden Rules

- Always stop and think before you post.
- Check you have added value
- If you make a mistake, correct it with honesty and ensure your line manager is aware.
- Consider if this something which needs to be referred to our PR representatives. Then contact your Unit Manager.

APPENDIX 7

SAFEGUARDING AGREEMENT FOR EXTERNAL SERVICE PROVIDERS

| | |
|--|--|
| Business / Organisation Name: | |
|--|--|

| | |
|---|--|
| Business / Organisation address: | |
|---|--|

I, hereby, confirm that Causeway Coast and Glens Borough Council has provided me with their Safeguarding Code of Behaviour. I agree to disseminate the information to the relevant employees within my company and that I, and my employees, understand and agree to abide by these Safeguarding Codes of Behaviours during the tenure of my contract with Causeway Coast and Glens Borough Council.

I understand that if I, or my employees, do not abide by The Safeguarding Code of Behaviour then Causeway Coast and Glens Borough Council may discontinue either mine or my company's services or assistance and Causeway Coast and Glens Borough Council will not be bound by an existing contracts or agreements.

Name: _____

Position: _____

Signature: _____ **Date:** _____

Liaison Staff member's signature: _____ **Date** _____

Form to be given to your liaison staff member in Causeway Coast and Glens Borough Council.

Staff to forward a copy to Council's Safeguarding Managers' for safekeeping.

APPENDIX 8

PROCEDURES FOR REPORTING SAFEGUARDING CONCERNS

Safeguarding Procedures Flowchart for all staff, agency workers or volunteers

You must complete a Safeguarding Incident Form & report to your Designated Safeguarding Officer if you:

- suspect that a child, young person or adult at risk has been, or is at risk of being abused; or
- have had a disclosure made to you; or
- receive a complaint from a member of the public relating to a child's, young person's or adult's at risk safeguarding issues; or
- have a direct allegation made against your or another member of staff, agency worker, volunteer; or
- observe concerning behaviours by a member of the public (adult or young person) relating to Safeguarding
- become aware that poor safeguarding practice is taking place, suspect poor safeguarding practice may be occurring, or you are told about something that may be poor safeguarding practice.

If you have a concern about the **welfare of a child, young person or an adult at risk** or the behaviour of an adult in relation to a child or an adult at risk **YOU MUST:**

- Record your concern in writing using the Safeguarding Incident form; and,
- Report your concern immediately to a Designated Safeguarding Officer,

If the child or adult at risk is in imminent danger of harm you should refer directly to the police or social services without delay.

On receiving the report of a concern, the Designated Safeguarding Officer will:

- Review the concern, along with any other relevant information and decide, often in liaison with others, what actions should be taken. Advice and support should be sought from any of the people listed below if you are unsure what action you should take;
- Inform Council's Safeguarding Manager
- Record in writing all actions taken, the reasons for these and by whom the actions were taken.
- Refer to Social Services Gateway team or out of hours contact the Regional Emergency Social Work Service when appropriate.

If the child or adult at risk is in imminent danger of harm you should refer to the police or Social Services without delay.

Safeguarding Contacts

Gateway team: Western Trust 028 7131 4090, Northern Trust 028 7032 5462 A duty social worker is available to take your call Monday - Friday 9am - 5pm (excluding bank holidays)

Regional Emergency Social Work Service (RESWS) Tel: (028) 9504 9999 A duty social worker is available to take your call 5pm - 9am weekdays or 24 hours at weekends and bank holidays.

PSNI: Telephone: 101

NSPCC helpline: 0808 800 5000 or email: help@nspcc.org.uk

APPENDIX 9 Text and Email Messaging

Text messaging: benefits and risks

Many NGBs, CSPs and other sports organisations are keen to utilise text messaging systems to help to improve the success of the Sport Unlimited and other programmes. This may be by helping to remind young people about the sport and activity sessions that they have signed up to, and by promoting additional activities. The significant benefit of text messaging is that it is not only cheap, but it is one of the most direct forms of communication as most young people have mobile phones with them at all times.

It is therefore hoped that text messages will help to:

- attract more young people to the sessions, activities and clubs
- improve retention rates
- effectively signpost young people to other high quality, accredited activities and sports clubs at the end of particular programmes.

For children and young people the safeguarding risks associated with texting include:

- inappropriate access to, use or sharing of personal details (e.g. names, mobile phone numbers)
- unwanted contact with children/young people by adults with poor intent; text bullying by peers
- being sent offensive or otherwise inappropriate materials
- grooming for sexual abuse
- direct contact and actual abuse

For adults involved risks include:

- misinterpretation of their communication with young people
- potential investigation (internal or by statutory agencies)
- potential disciplinary action

Due to these risks, the CPSU has produced this guidance, which NGBs, CSPs, other relevant Community Sport Network partners, clubs, and Sport Unlimited activity deliverers should follow when using text messages to communicate with young people. These guidelines will help to ensure that effective safeguarding measures are put in place to protect children and young people and to minimise risk.

Bulk or Bundled Text Messages

These guidelines primarily relate to the use of bulk (or bundled) texts i.e. the same text message being sent to several young people involved with a particular activity or programme. Bulk (or bundled) texting presents fewer opportunities for misuse and abuse than personal, one-to-one texting arrangements between coaches/volunteers and children which should be strongly discouraged. Although clubs and other sports organisations may develop and operate their own texting

systems, there are also commercial organisations that offer bulk/bundle texting services, so practical arrangements will vary.

Guidelines for using Bulk (or Bundled) Text Messaging

1. Only staff that have been through relevant safeguarding checks (e.g. enhanced level DBS checks (formally the Criminal Records Bureau) and references) should use and have access to the text messaging system. Ideally these staff should also have undertaken a recognised safeguarding training (e.g. sports coach UK 'Safeguarding & Protecting Children' workshop or an equivalent).
2. The numbers of staff with access to the system, particularly data relating to young people, should be kept to a practical minimum, and their details recorded and maintained by the organisation's lead child protection officer. A record should be made of the mobile phone number/s which will be used to send the texts – ideally this should be a single number used consistently. Some systems involve a commercial bulk/bundle texts provider actually issuing the text messages, but in other cases this may be undertaken by a member of staff.
3. Consent must be obtained prior to sending the young people text messages. For young people aged 15 or under, specific consent must be obtained from their parents, for example via an amended Sport Unlimited registration form or similar. Parents of younger children should be offered the option to be copied into any texts their child will be sent. Although parental consent is not required for young people aged 16 and over, written consent must be obtained from these individuals themselves. Please note that for the over 16's (who are children as defined by the Children Act 1989) it is still recommended that their parents are also informed of the intention to send their children text messages, the reason for this, and that the organisation has taken steps to ensure their child's safety in this respect.
4. The young people's mobile phone numbers should be stored in either a locked secure cabinet, or on an electronic system which is password protected, with access only available to the staff identified in point 1 above. The mobile phone numbers should not be shared with anyone else, and should only be used for the purposes of the text messaging system as part of the Sport Unlimited programme.
5. All text messages must be sent via a bundle to a group of young people i.e. the same standard text message being sent to every member of the group. The text messaging system should never be used to send text messages on an individual basis (i.e. to just one person), or to less than 5 people.
6. All text messages sent must make it clear to the young people receiving it which organisation has sent the message, rather than simply giving the mobile phone number that the system uses to send the message.
7. Young people should not be given the opportunity to text back to the system. It should only be used as a one-way communication channel.

8. The text messages which are sent must never contain any offensive, abusive or inappropriate language.

9. When this guidance is being provided in relation to the Sport Unlimited programme, all of the text messages sent must be directly related to the Sport Unlimited programmes/sessions. The text messaging system may be used to signpost young people already on the Sport Unlimited programme to alternative sport and physical activity opportunities. However, the text messaging system and mobile phone numbers must never be used for any other reason or in any other way.

10. All of the text messages sent should include a sentence at the bottom which provides the young people with the opportunity to unsubscribe from receiving any further text messages.

11. All text messages sent to young people should also be sent to an external moderator – preferably someone with designated safeguarding responsibility in the organisation. Hence, it is essential that the moderator's mobile phone number is included in every 'communication group' that is set up, and in every text messaging bundle that is sent out. The moderator's role will be to ensure that the text system is being used appropriately, and to respond to any concerns arising.

12. Consideration will be given to initiating the organisation's child protection and disciplinary procedures should any breaches of this protocol arise, including consultation with or referral to statutory agencies if indications of illegal activity (e.g. grooming for abuse) come to light.

13. County Sports Partnerships should insist on the application of the guidance above by any individuals or organisations using the text messaging system as part of the Sport Unlimited or any other funded programme. This should include a signed commitment on behalf of the organisation and those individuals who will operate the texting system to abide by the guidance. If additional partners also want to use the system, a similar guidance document should also be drawn up and agreed between the CSP and the organisation concerned.

Guidelines for Texting Individual Young People

The use of text messaging to communicate with individual young participants increases the vulnerability of both the young person and (typically) the coach - see 'benefits and risks' above. However, there may be exceptional circumstances in which it is justified, subject to appropriate safeguarding considerations. For example the coach of an elite athlete who is not part of a group of participants may need to pass on information about practical training arrangements or feedback on competition results.

In these circumstances the following guidelines will apply:

1. The coach should have been through relevant safeguarding checks (e.g. enhanced level DBS checks and references), and have undertaken a

recognised safeguarding training (e.g. sports coach UK ‘Safeguarding & Protecting Children’ workshop or an equivalent).

2. The decision to use text messaging should not be made by a coach in isolation, and should be discussed and agreed with the organisation’s designated safeguarding officer. This will ensure that the organisation’s safeguarding expectations and requirements can be clarified, and an undertaking given by the coach to comply with them.

3. In circumstances where this guidance is being developed and applied retrospectively, clubs/organisations should take steps to identify where texting is already being used by staff to communicate with young athletes, and to ensure that these guidelines are both effectively communicated to and agreed with all parties.

4. The details of coaches using text messaging should be recorded and maintained by the organisation’s lead child protection officer. A record should be made of the mobile phone number/s which will be used to send the texts – ideally this should be a single number used consistently.

5. Consent must be obtained prior to sending the young people text messages. For young people aged 15 or under, specific consent must be obtained from their parents. Parents should be offered the option to be copied into any texts their child will be sent.

6. Although parental consent is not required for young people aged 16 and over, written consent must be obtained from these individuals themselves. Please note that for the over 16’s (who are children as defined by the Children Act 1989) it is still recommended that their parents are also informed of the intention to send their children text messages, the reason for this, and that the organisation has taken steps to ensure their child’s safety in this respect.

7. Information to young athletes and parents should include details of how any concerns arising from the use of text messaging can be reported in line with the organisation’s safeguarding policies and procedures.

8. The young people’s mobile phone numbers should be stored in either a locked secure cabinet, or on an electronic system which is password protected, with access only available to the staff identified in point 1 above. The mobile phone numbers should not be shared with anyone else, and should only be used for the purposes of the specific sports programme.

9. The content should relate solely to sports activity. Messages should reflect the professional relationship between coach and athlete, and the coach’s position of trust. Text messages and mobile phones must never be used for any other reason or in any other way.

10. The text messages which are sent must never contain any offensive, abusive or inappropriate language, and care must be taken to avoid over-familiarity or language that could be misinterpreted or misconstrued.

11. All text messages sent to young people should also be sent either to a parent or to an external moderator – preferably someone with designated safeguarding responsibility in the organisation. The moderator’s role will be

to ensure that text messaging is being used appropriately in line with the organisation's procedures, and to respond to any concerns arising.

12. Consideration will be given to initiating the organisation's child protection and disciplinary procedures should any breaches of this protocol arise, including consultation with or referral to statutory agencies if indications of illegal activity (e.g. grooming for abuse) come to light.

13. Young people should not be encouraged to text back; ideally it should only be used as a one-way communication channel. Young people should be made aware that if or when they choose or need to text the coach (for example to confirm attendance or advise on a travel delay), they should ensure that the content of messages relates only to matters relevant to the sports activity, and that they are (like the coach) required to copy in either a parent or the identified moderator (e.g. club welfare officer) to all communications.

14. All young people and parents should be given the opportunity to withdraw from receiving any further text messages.

Email – Safeguarding Guidelines

Many CSPs and other sports organisations are keen to utilise emails to help to improve the success of the Sport Unlimited or other programmes, by helping to remind young people about the sport and activity sessions that they have signed up to, and to promote additional activities. The significant benefit of emails is that it is not only cheap, but it is one of the most direct forms of communication with young people.

It is hoped that using the system will help to: attract more young people to the sessions; improve the session retention rates; and it will also be useful in effectively signposting the young people to other high quality, accredited activities and sports clubs afterwards.

For children and young people the safeguarding risks associated with email include:

- inappropriate access to, use or sharing of personal details (e.g. names, email addresses);
- unwanted contact with children/young people by adults with bad intent;
- being sent offensive or otherwise inappropriate material
- online bullying by peers;
- grooming for sexual abuse;
- direct contact and abuse.

For adults involved risks include:

- misinterpretation of their communication with young people
- potential investigation (internal or by statutory agencies)
- potential disciplinary action

Due to these risks, the CPSU have produced guidelines below, which CSPs, other relevant Community Sport Network partners, and Sport Unlimited activity deliverers should follow when using emails to communicate with young people. These guidelines will help to ensure that effective safeguarding measures are put in place to protect children and young people and to minimise risk.

These guidelines are based on the principle that the same email is sent to several young people involved with a particular activity or programme – as this presents fewer opportunities for misuse and abuse than personal, one-to-one email arrangements between coaches/volunteers and children. There are commercial organisations that offer bulk emailing facilities, although the exact practical arrangements may vary.

Email Guidelines

1. Only staff that have been through relevant safeguarding checks (e.g. enhanced DBS checks and references) should use and have access to the email messaging system. Ideally these staff should also have undertaken a recognised safeguarding training (e.g. sports coach UK Safeguarding and Protecting Children workshop or an equivalent).
2. The numbers of staff with access to the system, particularly data relating to young people, should be kept to a practical minimum, and their details recorded and maintained by the organisation's lead child protection officer. A record should be made of the staff member responsible for sending out the emails, and of the computer which will be used – ideally this should be a single, secure, organisational (rather than a private) computer used consistently. Some systems may involve the emails being issued by a commercial provider, but in other cases this may be undertaken by a member of staff.
3. The young people's details should be stored in either a locked secure cabinet, or on an electronic system which is password protected, with access only available to the staff identified in point 1 above. The names and email addresses should not be shared with anyone else, and should only be used for the purposes of the communication system as part of the Sport Unlimited or other specified programme.
4. Consent must be obtained prior to sending the young people email messages. For young people aged 15 or under, specific consent must be obtained from their parents, for example via an amended Sport Unlimited registration form or similar. Parents of all children should be offered the option to be copied into any messages their child will be sent. Although parental consent is not required for young people aged 16 and over, written consent must be obtained from these individual young people themselves. Please note that for the over 16's it is still recommended that their parents are also informed of the intention to send their children emails, the reason for this, and what steps the organisation has taken to ensure their child's safety in this respect.

5. All emails must be sent to a group of young people i.e. the same standard email message being sent to every member of the group. The email messaging system should never be used to send messages on an individual basis (i.e. to just one person), or to less than 5 people.
6. All emails sent must make it clear to the young people receiving it which organisation has sent the message, rather than simply giving the issuing email address or name of an individual.
7. Young people should not be encouraged or given the opportunity to email back to the system. It should only be used as a one-way communication channel.
8. The emails must never contain any offensive, abusive or inappropriate language.
9. When this guidance is being provided in relation to the Sport Unlimited programme, all of the emails sent must be direct related to the Sport Unlimited programmes/sessions. The messaging system may be used to signpost young people on the Sport Unlimited programme to alternative sport and physical activity opportunities. However, the email system must never be used for any other reason or in any other way.
10. All of the emails should include a sentence at the bottom which provides the young people with the opportunity to unsubscribe from receiving any further messages, and signpost to how any concerns arising can be reported.
11. All emails sent to young people must also be sent to an external moderator – preferably someone with designated safeguarding responsibility in the organisation. Hence, it is essential that the moderator’s email address is included in every ‘communication group’ that is set up, and in every message that is sent out. The moderator’s role will be to ensure that the email system is being used appropriately, and to respond to any concerns arising.
12. Consideration will be given to initiating the organisation’s child protection and disciplinary procedures should any breaches of this protocol arise, including consultation with or referral to statutory agencies if indications of illegal activity (e.g. grooming for abuse) come to light.
13. County Sports Partnerships should insist on in the application of the guidance above by any individuals or organisations using the email messaging system as part of the Sport Unlimited or any other funded programme. This should include a signed commitment on behalf of the organisation and those individuals who will operate the email system to abide by the guidance. If additional partners also want to use the system, a similar guidance document should also be drawn up and agreed between the CSP and the organisation concerned.

Child Protection in Sport Unit, CPSU Briefings; November 2102

APPENDIX 10

Contacts

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|---|--|
| Department of Health, Social Services & Public Safety | Tel: 02890 520 500 |
| PSNI C.A.I.U. (Child Abuse Investigation Unit) | Tel: 02890 259 299 or 101 ext. 30299 |
| NSPCC NI Regional Office Child Protection | Tel: 028 90351135 Helpline: 08088005000 |
| ChildLine (N.I.) | Freephone: 0800 1111 |
| Health & Social Care Board HQ | Tel: 0300 555 0115 |
| Education Authority (Omagh) | Tel: 028 8241 1411 |
| The Chief Constable | Tel: 101 |
| Sport NI | Tel: 028 9038 1222 |
| Gateway Team (Children related) ADD ADULT NUMBER | Tel: 028 7032 5462 / 028 9334 0165 |
| Out of Hours Emergency Service (after 5pm each evening at weekends, and public/bank holidays) | Tel: 028 7035 2221 |
| Physical Disability Team (Young Physical Disabled under 65s) | Tel: 028 7135 4031 |
| Children's Law Centre | Tel: 028 9024 5704 www.childrenslawcentre.org |
| Anti-Bullying Websites Bullying UK | www.bullying.co.uk |
| ACE (Advisory Centre for Education) Advice on bullying | www.ace-ed.org.uk Helpline 0808 800 5793 |
| Anti-bullying Alliance | www.antibullyingalliance.org.uk |

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| Behaviour Management | www.parenting-ed.org |
| Bullying Good advice for children on bullying is outlined here - how to recognise it, and what to do if you are the victim or know of someone who is. For those unwilling to tell anybody, help is available on the site via email. | www.bullying.co.uk |
| Child Exploitation Online Protection | www.ceop.gov.uk |
| Child Protection in Sport Unit (CPSU) Newsletter email "subscribe" to cpsu@nspcc.org.uk | paul.stephenson@nspcc.org.uk www.thecpsu.org.uk 028 90351135 |
| ChildLine Northern Ireland Got a problem? ChildLine has helped hundreds of thousands of children in trouble or danger. If you feel you can't face ringing them, check out their website. There are fact sheets on many subjects including bullying. | www.childline.org.uk Helpline 0800 11 11 |
| Children's Law Centre | www.childrenslawcentre.org Philips House, York St, Belfast, BT15 1AB CHALKY Helpline 0808 808 5678 |
| Counselling for young people | www.contactyouth.org |
| Department Of Culture Arts and Leisure | www.dcalni.gov.uk |
| Domestic Violence | www.womensaid.org.uk |
| Drugs and alcohol | www.contactyouth.org |
| Health | www.kidsallergies.co.uk |
| Health and Social Care Trust Gateway Teams Belfast HSC Trust Gateway Team Northern HSC Trust Gateway Team South-Eastern HSC Trust Gateway Team Southern HSC Trust Gateway Team Western HSC Trust Gateway Team | 028 9050 7000 028 7032 5462 028 9334 0165 0800 7837 745 028 7134 5171 |

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|---|--|
| <p>Out of Hours Contact There will be a recorded message at each of the above numbers which will provide Emergency Out of Hours numbers.</p> | 0300 1234 333 |
| <p>Internet Safety</p> | www.iwf.org.uk |
| <p>Kidscape Open Monday to Friday between 10am and 4pm. Nearly everyone is bullied at some time in their lives according to this charity. It offers information and support to young people and their parents.</p> | www.kidscape.org.uk 020 7730 3300 |
| <p>National Children's Bureau</p> | www.ncb.org.uk |
| <p>NEXUS</p> | www.nexusni.org |
| <p>NI Commissioner for Children & Young People</p> | www.nickey.org |
| <p>NSPCC Child Protection Helpline</p> | www.nspcc.org.uk Helpline 0808 800 5000 |
| <p>Parent line Plus Advice for parents on supporting a child who is being bullied.</p> | www.parentlineplus.org.uk Freephone 0808 800 2222 |
| <p>Parents Advice Centre Parenting Education Project, Parenting Forum NI and The Men's Project –</p> | www.parentsadvicecentre.org Freephone 0808 8010 722 |
| <p>Parents Centre</p> | www.parentscentre.gov.uk |
| <p>Special Education Needs</p> | www.throughtheroof.org |
| <p>Sport Northern Ireland</p> | www.sportni.net Tel: 028 90381222 |
| <p>Suicide and self-harm</p> | www.lifelinehelpline.info Tel: 0808 808 8000 www.samaritans.org |
| <p>Volunteer Now 028 90232020</p> | For further information on developing a Safeguarding policy, see Our Duty to Care / Getting it Right http://www.volunteernow.co.uk/ |

Council's Designated Safeguarding Team Contacts

Safeguarding Managers' details:

Roger Downey
Participation Manager
CC&GBC
Cloonavin
Tel: 028 7034 7234
Mobile: 07540884437

Damian McAfee
Sport & Wellbeing Development Manager
CC&GBC
Cloonavin
Tel: 028 7034 7234
Mobile: 07713326044

Email: roger.downey@causewaycoastandglens.gov.uk

Email: damian.mcafee@causewaycoastandglens.gov.uk

Designated Safeguarding Officers' details: **TBC**

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SAFEGUARDING ADULTS

POLICY and PROCEDURES

September 2018

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| Safeguarding Adults Policy and Procedures |
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1.0 POLICY STATEMENT

Causeway Coast and Glens Borough Council is dedicated to the comfort and safety of all our service users. We recognise our duty of care and want to ensure that adults at risk are protected from harm while they visit our premises. The following Safeguarding Adults Policies and Procedures outline the systems and procedures in place within Causeway Coast and Glens Borough Council in order to achieve this aim. Its successful achievement requires co-operation and partnership between our staff/volunteers and our many users.

Causeway Coast and Glens Borough Council is committed to creating and maintaining a safe and positive environment and accepts our responsibility to safeguard the welfare of all adults involved in our activities in accordance with the Safeguarding Adults Operational Procedures (Sept 2016). Causeway Coast and Glens Borough Council's Safeguarding Adults policy and procedures apply to all individuals over the age of 18 at risk of harm.

Causeway Coast and Glens Borough Council is committed to the delivery of a quality service that also promotes good practice which protects adults at risk from harm. It will also ensure procedures are in place to safeguard its staff and volunteers and the service from potential allegations.

These Safeguarding Adults Policies and Procedures are applicable to anyone associated within Causeway Coast and Glens Borough Council who may have direct or indirect contact with adults at risk.

Please note a change in the use of term previously used within an adult safeguarding policy from "vulnerable adults" to now using the term "adults at risk." (See Section 3 for Safeguarding Definitions)

All staff / agency workers / volunteers have a responsibility to ensure that Causeway Coast and Glens Borough Council is a safe environment for all visitors who attend. Therefore, all staff/volunteers/regular contractors should be vigilant and alert to possible safeguarding incidents at all times when the public are using the building. All incidents must be reported in accordance with the procedures laid out in this document.

Principles of Safeguarding Adults at Risk

The guidance given in the policy and procedures is based on the following principles:

- A Rights-Based Approach: To promote and respect an adult's right to be safe and secure; to freedom from harm and coercion; to equality of treatment; to the protection of the law; to privacy; to confidentiality; and freedom from discrimination.
- An Empowering Approach: To empower adults to make informed choices about their lives, to maximise their opportunities to participate in wider

society, to keep themselves safe and free from harm and enabled to manage their own decisions in respect of exposure to risk.

- **Person-Centred Approach:** To promote and facilitate full participation of adults in all decisions affecting their lives taking full account of their views, wishes and feelings and, where appropriate, the views of others who have an interest in his or her safety and well-being.
- **A Consent-Driven Approach:** To make a presumption that the adult has the ability to give or withhold consent; to make informed choices; to help inform choice through the provision of information, and the identification of options and alternatives; to have particular regard to the needs of individuals who require support with communication, advocacy or who lack the capacity to consent; and intervening in the life of an adult against his or her wishes only in particular circumstances, for very specific purposes and always in accordance with the law.
- **A Collaborative Approach:** To acknowledge that Safeguarding Adults will be most effective when it has the full support of the wider public and of safeguarding partners across the statutory, voluntary, community, independent and faith sectors working together and is delivered in a way where roles, responsibilities and lines of accountability are clearly defined and understood. Working in partnership and a person-centred approach will work hand-in-hand.

All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.

We will seek to ensure that Causeway Coast and Glens Borough Council is inclusive and make reasonable adjustments for any ability, disability or impairment, we will also commit to continuous development, monitoring, and review. **The rights, dignity and worth of all adults will always be respected.**

We recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, for example those who have a dependency on others or have different communication needs.

We recognise that an adult with an impairment or a disability may or may not identify themselves/be identified as an adult 'at risk' or vulnerable.

Working in Partnership

The diversity of Causeway Coast and Glens Borough Council's functions and settings means there can be great variation in practice when it comes to safeguarding adults at risk. We will endeavour to work in partnership with a range of stakeholders to promote safeguarding.

Good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with adults at risk and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

Equality

Causeway Coast and Glens Borough Council is committed to ensuring that equity is incorporated across all aspects of its development.

- We respect the rights, dignity and worth of every person and will treat everyone equally within the context of their activity while at Causeway Coast and Glens Borough Council, regardless of age, ability, gender, race, ethnicity, religious belief, sexuality or social/economic status.
- We are committed to everyone having the right to enjoy their activity in an environment free from threat of intimidation, harassment and abuse.
- We have a responsibility to oppose discriminatory behaviour and promote equality of opportunity.
- We will deal with any incidence of discriminatory behaviour seriously, according to Causeway Coast and Glens Borough Council's disciplinary procedures.

2.0 AIMS OF SAFEGUARDING ADULTS POLICY AND PROCEDURES:

This aim of this document is to:

- demonstrate Causeway Coast and Glens Borough Council commitment to providing and maintaining an organisation that protects adults from harm, and protects staff / agency workers / volunteers and the organisation itself from potential allegations;
- promote zero-tolerance of harm to all adults from abuse, exploitation, or neglect;
- influence the way our organisation thinks about harm to adults resulting from abuse, exploitation or neglect by embedding a culture which recognises every adult's right to respect and dignity, honesty, humanity and compassion in every aspect of their life;
- prevent and reduce the risk of harm to adults, while supporting people's right to maintain control over their lives and make informed choices free from coercion;
- encourage our staff / agency workers / volunteers to work collaboratively across sectors and on an inter-agency and multi-disciplinary basis, to introduce a range of preventative measures to promote an individual's capacity to keep themselves safe and to prevent harm occurring;
- establish clear guidance for reporting concerns that an adult is, or may be, at risk of being harmed or in need of protection and how these will be responded to;

- promote access to justice for adults at risk who have been harmed as a result of abuse, exploitation or neglect;
- promote a continuous learning approach to adult safeguarding;
- ensure our staff are carefully selected, vetted and trained in issues of safeguarding adults;
- provide guidance on appropriate and relevant supervision; including the appointment of designated safeguarding officers within each of our business units;
- ensure staff are aware of the adults safeguarding policy and procedures within Causeway Coast and Glens Borough Council; their role within the policy and the consequence of not following these procedures;
- ensure appropriate action is always taken in the event of an incident, in-line with best practice;
- provide clear procedures and guidance on how staff / agency workers / volunteers / regular contractors must deal with any safeguarding issues or concerns;
- provide guidelines on appropriate safeguarding training for staff / agency workers / volunteers;
- provide guidelines for staff / agency workers / volunteers when dealing with adults at risk;
- provide a Safeguarding Adults Code of Behaviour for staff/volunteers; and,
- provide a complaints procedure with guidance on how a complaint can be raised regarding a safeguarding issue.

We will ensure staff / agency workers / volunteers / regular contractors are aware of the safeguarding standards within the organisation, their role within the policy, and the consequence of not following our procedures.

Causeway Coast and Glens Borough Council will ensure that appropriate training or awareness is given to staff / agency workers / volunteers to ensure an understanding of their role in recognising abuse and to familiarise them with our Safeguarding Adults Policies and Procedures.

We are committed to reviewing our policies, procedures, practices and training in line with changes in legislation and best practice or at a minimum every three years.

3.0 SAFEGUARDING DEFINITIONS

In recent years there has been a marked shift away from using the term 'vulnerable' to describe adults potentially at risk from harm or abuse. To assist working through and understanding this policy a number of key definitions need to be explained:

Adult is anyone aged 18 or over.

Adult at risk of harm: is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- a) **Personal characteristics** which may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain.

AND / OR

- b) **Life circumstances** which may include, but are not limited to, isolation, socio-economic factors and environmental living conditions.

Adult in need of protection: is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- a) Personal characteristics **AND / OR**
- b) Life circumstances **AND**
- c) Who is unable to protect their own well-being, property, assets, rights or other interests; **AND**
- d) Where the action or inaction of another person or persons is causing, or is likely to cause, him / her to be harmed

Abuse is a violation of an individual's human and civil rights by another person or persons. See pages 14 - 17 for further explanations on the types of abuse.

Adult Safeguarding is protecting a person's right to live in safety, free from abuse and neglect.

Adult Safeguarding Champion (ASC) this is a requirement for targeted services i.e. all organisations or groups that have volunteers or staff who are required to be vetted at any level under the Safeguarding Vulnerable Groups (Northern Ireland) Order 2007. If an organisation or group does not have staff or volunteers who are required to be vetted, then it is not compulsory to have an ASC. However, having an ASC is identified as good practice for every group or organisation. All providers of targeted services are required to have an ASC and a Safeguarding Adults policy which demonstrates a zero tolerance of harm to adults.

Members of the public, voluntary and community groups NOT required to have an Adult Safeguarding Champion (ASC) should report all adult at risk or in need of protection safeguarding concerns directly to the Health and Social Care (HSC) Trust Adult Protection Gateway Service. They can do so by phoning the Trust's single point of contact telephone number.

Capacity refers to the ability to make a decision at a particular time, for example when under considerable stress. The starting assumption must always be that a

person has the capacity to make a decision unless it can be established that they lack capacity.

Local Adult Safeguarding Partnerships (LASPs) the five LASPs are located within, and accountable to, their respective HSC Trusts. Their role is to implement the Northern Ireland Adult Safeguarding Partnership (NIASP) Strategic Plan, policy and operational procedures locally. Each LASP has responsibility to promote all aspects of safeguarding activity in its area and to promote multi-disciplinary, multi-agency and interagency cooperation, including the sharing of learning and best practice.

Northern Ireland Adult Safeguarding Partnership (NIASP) is a regional collaborative body led by the Health and Social Care Board (HSCB). It is supported in its work by all its constituent members, who have made a commitment to adult safeguarding.

Self-Neglect is when a concern has arisen due to the person seriously neglecting his / her own care and welfare and putting him/herself and/or others at serious risk. Responding to cases of self-neglect poses many challenges.

4.0 LEGAL BACKGROUND INFORMATION

We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights which states that everyone is entitled to 'all rights and freedoms set forth therein, without distinction of any kind, such as age, disability, gender, race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status'.

The practices and procedures within this policy are based on the principles contained within UK legislation and Government Guidance and have been developed to complement the Safeguarding Adults Board's policy and procedures, and take the following into consideration:

- Adult Safeguarding: Prevention and Protection in Partnership (July 2015)
- Adult Safeguarding Operational Procedures (Sept 2016).
- The Protection of Freedoms Act 2012
- Family Homes and Domestic Violence (NI) Order 1998
- The Safeguarding Vulnerable Groups (NI) Order 2007
- The Sexual Offences (Northern Ireland) Order 2008
- The Human Rights Act 1998
- The Data Protection Act 1994 and 1998
- The Disability Discrimination Act 1995
- Justice Act (Northern Ireland) 2015

5.0 DESIGNATED SAFEGUARDING OFFICERS

Designated Safeguarding Officers are responsible for acting as a source of advice on safeguarding matters, for co-ordinating action within the organisation and for liaising with Health and Social Services Trusts, the PSNI, and other agencies about suspected or actual cases of abuse. There will be a suitable number Designated Safeguarding Officers who will ensure they carry out all relevant designated officer duties

The Designated Safeguarding Officers shall be made known to all staff / agency workers / volunteers and those who use our services as the people to address safeguarding concerns. A list of current Designated Safeguarding Officers and contact details can be found in Appendix 4 of this document.

Designated Safeguarding Officer

As part of their role, The Designated Safeguarding Officers will:

- accept any safeguarding concerns raised within Causeway Coast and Glens Borough Council whether the alleged abuse involves an external person or Causeway Coast and Glens Borough Council personnel;
- support Causeway Coast and Glens Borough Council staff / agency workers / volunteers or others to record concerns or suspicions of abuse;
- seek advice from the relevant agencies on safeguarding concerns and report / refer these concerns, if appropriate. If a disclosure / concern relates to Causeway Coast and Glens Borough Council, the Designated Safeguarding Officer will also liaise with Council's Safeguarding Managers' and / or Head of Service (Sport & Wellbeing);
- record all further action taken on a Safeguarding Incident Form and if a disclosure / concern relates to a Causeway Coast and Glens Borough Council employee, inform HR within the relevant boundaries of confidentiality;
- ensure all matters relating to safeguarding are maintained as written records throughout and on completion of the matter. Such records are to be kept securely and confidentially by Council's Safeguarding Managers' with access limited to nominated personnel;
- establish contact with the relevant Health & Social Services Trusts and PSNI;
- keep up to date with relevant legislation, good practice and policy developments;
- ensure that they are knowledgeable about safeguarding and undertakes any training, considered necessary, to remain updated on new developments;
- liaise with HR to assist the implementation of the safeguarding Training Programme;

- fulfil any other relevant duties that may become apparent as the role of Designated Safeguarding Officer develops.
- liaise with HR to ensure the ongoing implementation and review of our Safeguarding Adults Policies and Procedures;

Safeguarding Concerns about a Designated Safeguarding Officer

If the concern is about a Designated Safeguarding Officer, staff / agency workers / volunteers should report to HR.

Procedures for dealing with & recording safeguarding incidents are outlined in Section 11 of this document.

6.0 SAFE RECRUITMENT

Safe recruitment and selection procedures help to ensure a safe work place by deterring and screening out unsuitable individuals.

Causeway Coast and Glens Borough Council will endeavour to promote the safety of adults at all times and provide a safe environment, by following carefully the procedures for recruitment and selection of staff, agency workers and volunteers and by carrying out the appropriate vetting procedure for staff, agency workers and volunteers.

RECRUITMENT AND SELECTION OF EMPLOYEES

Council implements transparent and clearly defined recruitment and selection procedures in accordance with legislative and statutory requirements as set out in the Local Government Staff Commission Code of Procedures for Recruitment and Selection. These procedures are in place to screen out those who are not suitable to work with adults at risk.

As part of Councils commitment to safeguarding adults at risk we undertake 'Safer Recruitment' when recruiting to posts which are considered 'regulated activity'.

Access NI

Access NI provides criminal history information to organisations and individuals on three levels of 'Criminal Record Check', standard, enhanced, basic disclosures. The level of checks required will be determined at the beginning of the recruitment process and the related procedures will be managed by the OD/HR department.

An Access NI Enhanced Disclosure with Barred List Check is required for employees, agency workers and volunteers in posts designated as regulated activity i.e. those posts which work with children and young people (as defined under the Safeguarding Vulnerable Groups (NI) Order 2007, as amended by the Protection of Freedoms Act 2012). Before commencing a selection process for a post the line manager in consultation with the OD/HR Officer will determine if the post is considered to be a 'regulated post'.

During the selection process the preferred candidate must give consent for the relevant Access NI Disclosure Check. If the preferred candidate refuses to give consent for the check or if they are found to have withheld information this will be sufficient grounds for the Council to withdraw their conditional offer of employment.

Checks will not normally be requested for existing employees however, a check may be requested if, an employee takes up new duties in a regulated position, where this has not previously been the case.

Identification

Council require all those applicants who have to complete the Access NI check to produce evidence of their identity e.g. a long birth certificate. This is important as Access NI can only make checks if the person's identity is confirmed.

Access NI Disclosures

If a Criminal Records check reveals details of convictions which may render the applicant unsuitable for the applied post the appointing manager and the OD/HR officer will discuss the situation with the applicant in accordance with the guidance set out in the Councils Criminal Records Check Policy.

It is an offence for a barred person to work, apply to work or offer to work in Regulated Activity with a group they are barred from working with. Candidates on the Barred List will not be employed in Regulated Activity by Council. If the checks reveal that a candidate is on the Barred List for Regulated Activity the Council will make a referral to the Disclosure and Barring Service to notify them of the individuals attempt to apply for barred work.

References

Council require two references, (who are not family members) one of which should be a present or most recent employer. Where a post involves work with adults at risk the Council may request references from any other previous employment, which involved working with adults at risk.

Agency workers

Council will ensure that agency workers in Regulated Activity are required to complete the relevant Access NI checks before they commence work.

Volunteers

Where volunteers work in Council and they are carry out work considered Regulated Activity, the council will:

- Require the Volunteer to complete an application form
- Confirm their identity (e.g. provide a long birth certificate)
- Receive 2 written references

- Organise a meeting with the volunteer to review the details on the application form, review the volunteering role, ensure they are aware of the Adult Safeguarding Policy and Procedures and the induction paperwork
- Give permission for Council to apply to Access NI for an Enhanced Disclosure

7.0 TRAINING

Learning and development must not be seen as a one off event, but a continuous process which requires the investment of time and resources within Causeway Coast and Glens Borough Councils to create a learning environment and a competent workforce. Each organisation must take responsibility to develop both knowledge and expertise in safeguarding and protecting adults, and seek to identify the most appropriate and relevant opportunities to develop the confidence, abilities and competence of staff and volunteers.

Causeway Coast and Glens Borough Council is committed to providing all staff / agency workers / volunteers with appropriate Safeguarding awareness sessions or the relevant level of training in accordance with the Northern Ireland Adult Safeguarding Partnership Training Strategy 2013. HR will be responsible for ensuring that staff / agency workers / volunteers are made aware of and implement Causeway Coast and Glens Borough Council Safeguarding Adults Policy and Procedures as appropriate to the job roles using existing organisational system and guidelines.

At each level, the training or awareness raising will identify:

- Required safeguarding knowledge and skills
- Key learning outcomes
- Target audience

Safeguarding Adults at Risk Training Schedule:

Level 1: Safeguarding Awareness

All staff / agency workers / volunteers within the organisation.

This will involve familiarising staff / agency workers / volunteers with the working environment, with Causeway Coast and Glens Borough Council expectations and the requirements of the job. All staff / agency workers / volunteers will be provided with a code of behaviour, which they must read. The code of behaviour will draw particular attention to Causeway Coast and Glens Borough Council Safeguarding Adults Policies and Procedures.

Level 2: Safeguarding Adults Training

All staff / agency workers / volunteers who have relevant contact with adults at risk, or with carers/parents of adults at risk and those who have regular contact with adults at risks, or adults known or suspected of posing a risk to adults at risk. This 3-hour, face-to-face training session will enable managers, staff, agency workers and volunteers to understand their roles and responsibilities in relation to safeguarding adults at risk within the context of the organisation's policies and procedures.

Level 3: Designated Safeguarding Officer Training

All Designated Safeguarding Officers.

This full-day, face-to-face training session will enable DSOs to become familiar with the role and responsibilities of their role and to develop competence and confidence in carrying out this role.

Completion of **Level 1: Safeguarding Awareness** and attendance at all subsequent relevant training is a mandatory requirement and individual training records will be maintained by HR.

8.0 RECORD KEEPING CONFIDENTIALITY AND SHARING INFORMATION

Confidentiality

Whilst it is important that a partnership approach is adopted to ensure the safety and welfare of adults at risk it is of equal importance that all concerned are confident that the information they provide will only be disclosed where it is in the best interests of the adult at risk to do so. Causeway Coast and Glens Borough Council policy and procedures have been carefully constructed to ensure such confidentiality while protecting the interests of the adult at risk.

Causeway Coast and Glens Borough Council has Designated Safeguarding Officers' who have been specially trained in the area of safeguarding and are committed to the principle of confidentiality.

Information obtained by organisations in the exercise of their safeguarding duties may be of a personal nature about a particular adult at risk, and therefore is governed by the common law duty of confidentiality, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (the DPA).

The six principles state that

Personal data should be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes

- Adequate, relevant and limited to what is necessary
- Accurate and where necessary kept up to date
- Kept in a form which permits identification of data subjects for no longer that is necessary for the purposes for which those data are processed, and
- Processed in a manner that ensures appropriate security of the personal data

Accountability is central to GDPR. Data Controllers are responsible for compliance with the principles and must be able to demonstrate this to data subjects and the regulator.

9.0 CATEGORIES OF ABUSE

Abuse is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to another individual or violates their human or civil rights. Abuse is the misuse of power and control that one person has over another. It can involve direct and indirect contact and can include online abuse.

Adult Safeguarding Operational Procedures 2016

Everyone who works with adults or comes into contact with adults through their work, should be able to recognise, and know how to act upon, indicators that an adult's welfare or safety may be at risk. It is essential that staff / agency workers / volunteers understand the different types of abuse that adults may suffer. Abuse is not always straightforward to identify and a person may experience more than one type of harm or significant harm. Harm can be caused by:

- Physical abuse
- Sexual violence and abuse
- Psychological/Emotional abuse
- Financial Abuse
- Institutional Abuse

Physical abuse: Physical abuse is the use of physical force or mistreatment of one person by another which may or may not result in actual physical injury. This may include hitting, pushing, rough handling, exposure to heat or cold, force feeding, improper administration of medication, denial of treatment, misuse or illegal use of restraint and deprivation of liberty. Female genital mutilation (FGM) is considered a form of physical AND sexual abuse.

Sexual violence and abuse: Sexual abuse is 'any behaviour (physical, psychological, verbal, virtual/online) perceived to be of a sexual nature which is controlling, coercive, exploitative, harmful, or unwanted that is inflicted on anyone (irrespective of age, ethnicity, religion, gender, gender identity, sexual orientation

or any form of disability). Sexual violence and abuse can take many forms and may include non-contact sexual activities, such as indecent exposure, stalking, grooming, being made to look at or be involved in the production of sexually abusive material, or being made to watch sexual activities. It may involve physical contact, including but not limited to non-consensual penetrative sexual activities or non-penetrative sexual activities, such as intentional touching (known as groping). Sexual violence can be found across all sections of society, irrelevant of gender, age, ability, religion, race, ethnicity, personal circumstances, financial background or sexual orientation.

Psychological / emotional abuse: Psychological / emotional abuse is behaviour that is psychologically harmful or inflicts mental distress by threat, humiliation or other verbal/non-verbal conduct. This may include threats, humiliation or ridicule, provoking fear of violence, shouting, yelling and swearing, blaming, controlling, intimidation and coercion.

Financial abuse: Financial abuse is actual or attempted theft, fraud or burglary. It is the misappropriation or misuse of money, property, benefits, material goods or other asset transactions which the person did not or could not consent to, or which were invalidated by intimidation, coercion or deception. This may include exploitation, embezzlement, withholding pension or benefits or pressure exerted around wills, property or inheritance.

Institutional abuse: Institutional abuse is the mistreatment or neglect of an adult by a regime or individuals in settings which adults who may be at risk reside in or use. This can occur in any organisation, within and outside Health and Social Care (HSC) provision. Institutional abuse may occur when the routines, systems and regimes result in poor standards of care, poor practice and behaviours, inflexible regimes and rigid routines which violate the dignity and human rights of the adults and place them at risk of harm. Institutional abuse may occur within a culture that denies, restricts or curtails privacy, dignity, choice and independence. It involves the collective failure of a service provider or an organisation to provide safe and appropriate services, and includes a failure to ensure that the necessary preventative and/or protective measures are in place.

Neglect: Neglect occurs when a person deliberately withholds, or fails to provide, appropriate and adequate care and support which is required by another adult. It may be through a lack of knowledge or awareness, or through a failure to take reasonable action given the information and facts available to them at the time. It may include physical neglect to the extent that health or well-being is impaired, administering too much or too little medication, failure to provide access to appropriate health or social care, withholding the necessities of life, such as adequate nutrition, heating or clothing, or failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the capacity to assess risk.

Exploitation is the deliberate maltreatment, manipulation or abuse of power and control over another person; to take advantage of another person or situation usually, but not always, for personal gain from using them as a commodity. It may manifest itself in many forms including slavery, servitude, forced or compulsory labour, domestic violence and abuse, sexual violence and abuse, or human trafficking.

This list of types of harmful conduct is neither exhaustive nor listed here in any order of priority. There are other indicators which should not be ignored. It is also possible that if a person is being harmed in one way, he/ she may very well be experiencing harm in other ways.

Adult Safeguarding Operational Procedures 2016

Related Definitions

Victims of domestic violence and abuse, sexual violence and abuse, human trafficking and hate crime are regarded as adults in need of protection. There are specific strategies and mechanisms in place designed to meet the particular care and protection needs of these adults and to promote access to justice through the criminal justice system. It is essential such safeguarding concerns are referred to the appropriate services as outlined below.

Domestic violence and abuse: Domestic violence or abuse is ‘threatening, controlling, coercive behaviour, violence or abuse (psychological, virtual, physical, verbal, sexual, financial or emotional) inflicted on anyone (irrespective of age, ethnicity, religion, gender, gender identity, sexual orientation or any form of disability) by a current or former intimate partner or family member’. Domestic violence and abuse is essentially a pattern of behaviour which is characterised by the exercise of control and the misuse of power by one person over another. It is usually frequent and persistent. It can include violence by a son, daughter, mother, father, husband, wife, life partner or any other person who has a close relationship with the victim. It occurs right across society, regardless of age, gender, race, ethnic or religious group, sexual orientation, wealth, disability or geography.

The response to any adult facing this situation will usually require a referral to specialist services such as Women’s Aid or the Men’s Advisory Project. In high risk cases a referral will also be made to the Multi- Agency Risk Assessment (MARAC) process. Specialist services will then decide if the case needs to be referred to a HSC Trust for action under the safeguarding procedures. If in doubt, anyone with a concern can ring the Domestic and Sexual Violence helpline (0808 802 1414) to receive advice and guidance about how best to proceed.

Human Trafficking/Modern Slavery: Human trafficking/modern slavery involves the acquisition and movement of people by improper means, such as force, threat or deception, for the purposes of exploiting them. It can take many forms, such as domestic servitude, forced criminality, forced labour, sexual exploitation and organ harvesting. Victims of human trafficking/ modern slavery can come from all walks of life; they can be male or female, children or adults, and they may come from

migrant or indigenous communities. The response to adults at risk experiencing human trafficking/modern slavery will always be to report the incident to the Police Service.

Hate crime: Hate crime is any incident which constitutes a criminal offence perceived by the victim or any other person as being motivated by prejudice, discrimination or hate towards a person's actual or perceived race, religious belief, sexual orientation, disability, political opinion or gender identity. The response to adults at risk experiencing hate crime will usually be to report the incident to the Police Service.

Adult Safeguarding Operational Procedures 2016

Self-Neglect and Self Harm

Is when a person seriously neglects his/her own care and welfare and putting him/herself and/or others at serious risk. The seriousness of this issue lies in the recognition that self-neglect in vulnerable persons is often not just a personal preference or a behavioural idiosyncrasy, but a spectrum of behaviours associated with increased morbidity, mortality and impairments in activities of daily living. Therefore, self-neglect referrals should be viewed as alerts to potentially serious underlying problems requiring evaluation and treatment (Naik et al, 2007).

Self-harm or self-neglect are not included within the definition of an 'adult in need of protection'. Each case will require a professional Health and Social Care (HSC) assessment to determine the appropriate response and consider if any underlying factors require a protection response. For example self-harm may be the manifestation of harm which has been perpetrated by a third party and which the adult feels unable to disclose.

People wish to respect autonomy and may not wish to be intrusive. However, if concerned or aware of a significant negative change in behaviour, the Odyssey Group must consider making contact or alerting statutory services.

Adult Safeguarding Operational Procedures 2016

10.0 RECOGNISING ABUSE

Being alert to potential abuse plays a major role in ensuring that adults are safeguarded and it is important that all concerns about possible abuse are taken seriously and appropriate action is taken.

There are a variety of ways that you could be alerted that an adult is suffering harm:

- they may disclose to you;
- someone else may tell you of their concerns or something that causes you concern;

- they may show some signs of physical injury for which there does not appear to be a satisfactory or credible explanation;
- their demeanour/behaviour may lead you to suspect abuse or neglect;
- the behaviour of a person close to them makes you feel uncomfortable (this may include another staff member, volunteer, peer or family member); or
- through general good neighbourliness and social guardianship.

Adult Safeguarding Operational Procedures 2016

Recognising adult abuse is not easy. It is not our responsibility to decide whether or not adult abuse has taken place or if an adult is at significant risk of harm from someone. We do, however, have both a responsibility and duty, as set out in our adults safeguarding policy and procedures, to act in order that the appropriate agencies can investigate and take any necessary action to protect an adult.

Abuse can occur from:

- Parents/Carers;
- Intimate Partners;
- Friends;
- Adults in a position of trust;
- People within the wider family circle or neighbourhood;
- Strangers.

In general, there are 3 possible situations where staff / agency workers / volunteers / regular contractors may need to respond to a concern or case of alleged or suspected abuse:

1. Responding to an adult disclosing abuse, i.e. an adult makes an allegation of abuse
2. Responding to allegations or concerns against an staff / agency workers / volunteers / regular contractors
3. Responding to allegations or concerns against any other person, i.e. parent, carer, other service user.

Abuse or harm occurs as much from omissions and lack of protection as from commission of actual acts of abuse. You should report any concerns you have for the welfare of adult at Causeway Coast and Glens Borough Council to the Designated Safeguarding Officer using the Safeguarding Incident Form.

Health and Social Care Trust (HSCT) Adult Safeguarding Team teams should always be informed when there are reasonable grounds for concern that an adult may have been abused, or is being abused, or is at risk of abuse.

11.0 SAFEGUARDING ADULTS PROCEDURES

Stage 1 – Reporting or Raising Concerns

All staff, agency workers or volunteers
If concerns or allegations come to your attention
Do not investigate yourself

Listen, record what you witnessed, heard, or were told and record your actions
Notify your Designated Safeguarding Officer.



Emergency Action

If the adult is in need of immediate protection from harm you must contact the PSNI, Ambulance, or the H&SCT Gateway team **immediately.**

Inform the Designated Safeguarding Officer at the earliest opportunity.

Write careful notes in the Safeguarding Incident Form of what you witnessed, heard, or were told.

Sign and date the form and give it to the Designated Safeguarding Officer

Timescale
Immediately



Non-Emergency Action

If the adult is not at risk of immediate harm, write careful notes of what you witnessed, heard, or were told on the Safeguarding Incident Form.

Sign and date the form and give it to the Designated Safeguarding Officer

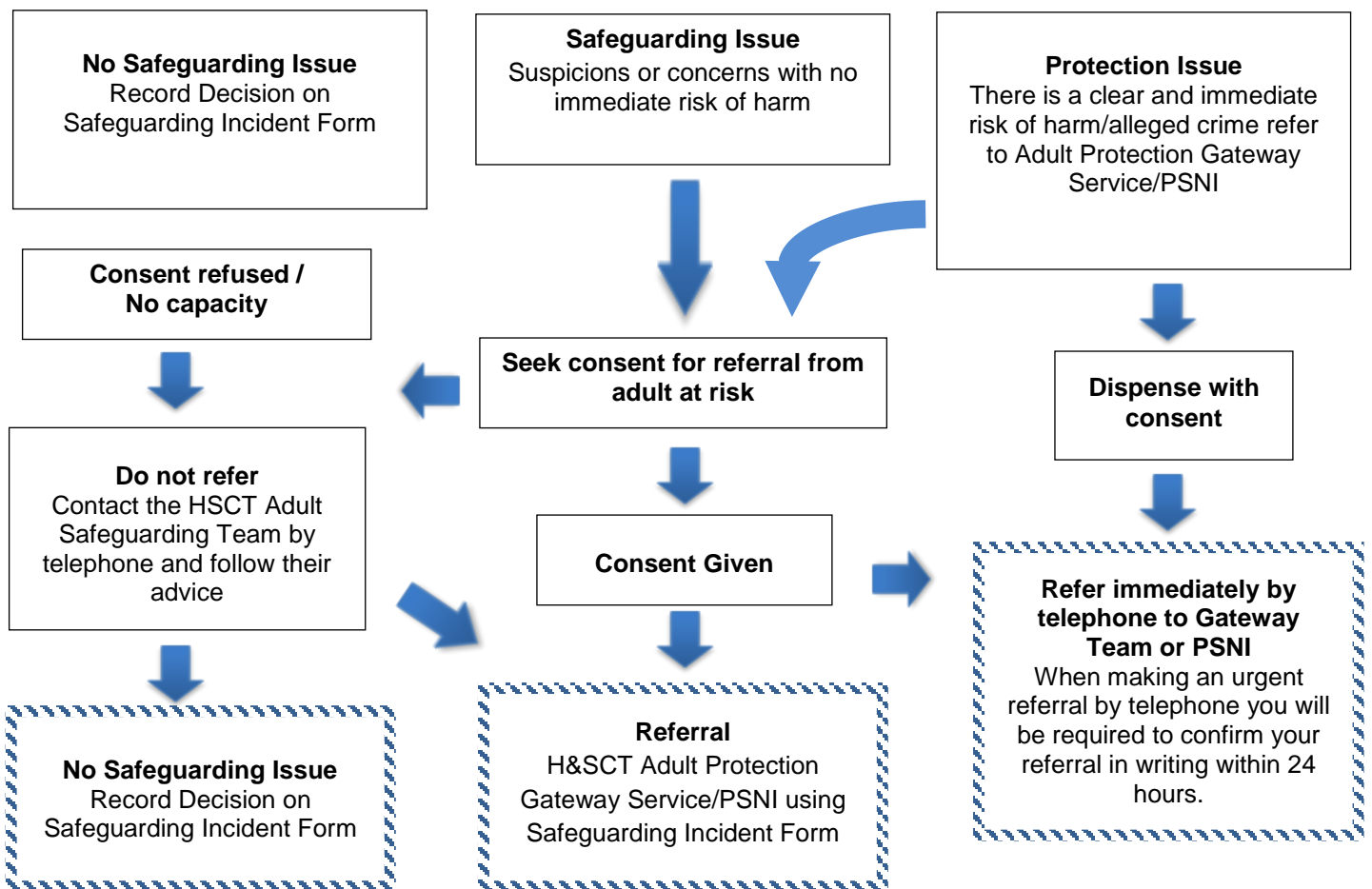
Timescale
As soon as possible
within 24 Hours

Stage 2 – Reviewing & Referring Concerns Designated Safeguarding Officers

On receiving the report of a concern, the Designated Safeguarding Officer must review the concern along with any other relevant information and decide, often in liaison with others including the adult at risk, what actions should be taken.

If you are unsure what action you should take **seek advice** and support from the Adult Gateway Team or PSNI.

If the adult at risk is in imminent danger of harm you should refer directly to the police or social services without delay.



Whatever your decision or outcome, you **MUST**:

1. Record in writing all actions taken, the reasons for these, and by whom the actions were taken.
2. Start a Safeguarding Case File (kept as per data protection guidelines)
3. Keep a full record of all actions and decisions
4. Ensure pastoral care is provided to staff / agency workers / volunteers as appropriate

You will need to provide as much detail as possible (adult's name, address, circumstances). Make sure you have this to hand when making a referral.

Stage 3 - Assessments and Enquiries Safeguarding Managers' & Authorities

The Designated Safeguarding Officer may attend strategy meetings and ensure that any recommendations made at that meeting are fed back to the relevant people within Causeway Coast and Glens Borough Council

The relevant social services team will commence an assessment and may decide to hold a strategy meeting. This is a meeting of professionals, such as police, education, social services and any other organisations. This may include Council's Safeguarding Managers'.

As a result of the information shared at the strategy meeting the police and/or social services may make further enquiries or assessments of the matter and will keep other agencies updated if necessary.

Stage 4 – Outcomes Safeguarding Managers' & Authorities

Council's Safeguarding Managers' should keep in touch with Social Services until the assessment and enquiries are concluded.

OUTCOME - NO FURTHER ACTION

If it is assessed that the concerns are unfounded Social Services may decide to take no further action.

In these circumstances, the adult or family may still receive support from Social Care Services or other agencies.

However, Causeway Coast and Glens Borough Council may wish to proceed with their internal procedures.

OUTCOME - FURTHER ASSESSMENTS

Whatever the outcome by Social Services the situation will be discussed with HR and further risk assessments may be recommended. Causeway Coast and Glens Borough Council may wish to proceed with their internal procedures.

Outcomes of any assessments and decisions by social services must be recorded along with any internal actions taken by Causeway Coast and Glens Borough Council.
If any new concerns arise a new referral should be made to the Gateway team.

Timescale
Ongoing

Responding to Allegations of or concerns against a member of staff, agency worker, elected member or any other person

- Take all allegations or concerns seriously
- Record in writing on a Safeguarding Incident Form all the details that you are aware of as soon as possible.
- Report to and inform Council's Designated Safeguarding Officer as soon as possible
- The Designated Safeguarding Officer will inform the relevant persons, i.e. social services and / or the Police if appropriate
- The Designated Safeguarding Officer should inform the Head of OD/HR as soon as possible.
- Depending on the allegation, the individual may be asked to stand aside from duties or be temporarily suspended pending an investigation.

Safeguarding Concerns / Allegations about a Designated Safeguarding Officer

If the concern / allegation is about a Designated Safeguarding Officer, staff / agency workers / volunteers should refer such concerns to Council's Safeguarding Managers' and / or Head of Service (Sport & Wellbeing) who will follow the steps outlined above.

Concerns about failures to adhere to Safeguarding Policy and Procedures

If a Council employee / agency worker / volunteer has concerns about a colleague not fulfilling the requirements of Council's Safeguarding Policy and Procedures, these concerns should be taken to any member of Council's Designated Safeguarding Team. The Designated Safeguarding Officer should refer to Council's Safeguarding Managers'.

Support for External Service Providers

Should an external provider have any concerns regarding Council's staff / agency workers / volunteers, a visitor, or other contractor they should report their concerns immediately to one of Council's Designated Safeguarding Officers. There will always be a Designated Safeguarding Officer on duty in all areas, and they may be accessed via the Duty Manger.

If the concern is about a Designated Safeguarding Officer, External Service Providers should report their concerns to Council's Safeguarding Managers'

Dealing with Disclosures

When dealing with a disclosure you should follow the procedures for reporting safeguarding concerns but there are some extra considerations for you to take:

- **Ensure the immediate safety** of the person. If urgent medical / police help is required, call the emergency services.
- **Stay calm and listen attentively:** Avoid expressing your own views on the matter. A reaction of shock or disbelief could cause the person to 'shut down', retract or stop talking so try to stay calm.
- **Express concern and acknowledge what is being said;** They've told you because they want help and trust you'll be the person to believe them and help them
- **Tell them it's not their fault.** Abuse is never the person's fault and they need to know this.
- **Tell the person that s/he did the right thing in telling you;** Reassurance can make a big impact to the person who may have been keeping the abuse secret.

It can be very hard for adults at risk to reveal abuse. Often, they fear there may be consequences. Some delay telling someone about abuse for a long time, while others never tell anyone, even if they want to. Adults at risk value being believed and it is vital that you act on what you've been told.

- **Say you believe them.** An adult at risk could keep abuse secret in fear they won't be believed. They've told you because they want help and trust you'll be the person to believe them and help them
- **Don't talk to the alleged abuser.** Confronting the alleged abuser about what the adult at risk told you could make the situation a lot worse for the adult at risk
- **Explain what you'll do next.** Explain to the adult at risk you'll need to report the abuse to someone who will be able to help.
- **Let the person know that the information will be taken seriously** and provide details about what will happen next, including the limits and boundaries of confidentiality
- **Explain to them that it is your duty to share your concern** with your Designated Safeguarding Officer unless to do so could increase their risk – i.e. the Designated Safeguarding Officer is the subject of the allegations. In this case contact Council's Safeguarding Managers'
- **Reassure the person that they will be kept involved at every stage;** explain that the Designated Safeguarding Officer will seek their consent before any referral is made to external agencies.
- **If you think a crime has occurred** be aware that medical and forensic evidence might be needed. Consider the need for a timely referral to the police service and make sure nothing you do will contaminate it;

- **Complete a Safeguarding Incident form** as soon as possible and report to your Designated Safeguarding Officer immediately.

DO NOT

- Stop someone disclosing to you
- Promise to keep secrets
- Criticise the alleged perpetrator
- Make promises about the future
- Use leading questions or put words in the person's mouth
- Press the person for more details or make them repeat the story
- Gossip about the disclosure or pass on the information to anyone who does not have a legitimate need to know
- Contact the alleged person to have caused the harm
- Attempt to investigate yourself
- Leave details of your concerns on a voicemail or by email

Don't delay reporting the abuse. The sooner the abuse is reported after a disclosure the better.

Report immediately to the Designated Safeguarding Officer. Complete a Safeguarding Incident Form and pass to the Designated Safeguarding Officer as soon as possible. The Designated Safeguarding Officer will take any immediate action required to ensure the adult at risk of harm is safe and make a decision as to when it is appropriate to speak with the adult at risk of harm about the concerns and any proposed actions.

How to Record a Disclosure

If someone discloses abuse to you, you must complete a Safeguarding Incident Form (see Appendix 3) and give it to your Designated Safeguarding Officer. If you have a literacy or language difficulties, the Designated Safeguarding Officer may assist you to complete the form but this must be acknowledged this on the incident form.

The Safeguarding Incident Form will be retained securely and confidentially by the Safeguarding Managers'. Safeguarding records will be retained with protected status as per GDPR guidelines.

When recording the disclosure you must:

- Make a note, as soon as practical, of what the adult has said, using their own words.
- Describe the circumstances in which the disclosure came about. Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate; and,

- be mindful of the need to be confidential at all times, this information must only be shared with your Designated Safeguarding Officer and others only on a need to know basis.

Depending on the individual circumstances e.g. age of the adult, level of understanding, it may be necessary for an advocate to be present to enable the adult's voice to be heard more effectively. This might be the adult's group leader, carer or parent, unless she or he is the person of concern. If the supervising person is not available, another member of staff can be availed of to assist in representing the voice of the adult if appropriate. If the adult at risk is part of an organised group the Designated Safeguarding Officer will inform the group's leader and will make every effort to agree an appropriate course of action.

Consent and Capacity

It is important to include the adult at risk throughout the process and seek consent for any referral to social services or the PSNI unless the adult in need of protection is in imminent danger of harm. **Designated Safeguarding Officers are not in the position to determine capacity of adults;** if you are unsure if an adult is able to consent you should contact the H&SCT Trust Adult Safeguarding Team for advice and guidance. If an adult at risk does not want a referral made to the HSC Trust or PSNI, the Designated Safeguarding Officer must contact the Adult Safeguarding Team for advice and guidance about whether or not to make a referral. These factors will influence whether or not a referral without consent needs to be made:

- Do they have capacity to make this decision?
- Have they been given full and accurate information in a way which they understand?
- Are they experiencing undue influence or coercion?
- Is the person causing harm a member of staff, a volunteer or someone who only has contact with the adult at risk because they both use the service?
- Is anyone else at risk from the person causing harm?
- Is a crime suspected or alleged?

The H&SCT may determine that a referral without consent should be made and you should follow their instructions for making the referral.

If it is determined that the concern(s) do not meet the definition of an adult at risk or an adult in need of protection and a referral cannot be made without consent, the concerns raised must be recorded; including any action taken; and the reasons for not referring to H&SC Trust. In situations where the adult in need of protection is in imminent danger it may not be possible to discuss with them their wishes and obtaining a valid consent may not be achievable. Under these circumstances, staff / agency workers / volunteers should take whatever action they feel is appropriate to protect the adult in need of protection, including seeking medical and/or PSNI intervention.

Appendix 1 Quick Glance Safeguarding Flowchart Safeguarding Procedures

If you have a concern about the welfare of a child / young person or an adult at risk or the behaviour of an adult in relation to a child or an adult at risk

YOU MUST:

Record your concern in writing; (using the Safeguarding Incident form)
Report your concerns immediately to your Designated Safeguarding Officer.

If the child or adult at risk is in imminent danger of harm you should refer to the police or social services without delay.



On receiving the report of a concern, the Designated Safeguarding Officer must:

1. Review the concern, along with any other relevant information and decide, often in liaison with others, what actions should be taken. Advice and support should be sought from any of the people listed below if you are unsure what action you should take;
2. Refer in telephone to Social Services gateway team or out of hours contact the Regional Emergency Social Work Service, and then follow up in writing within 24 hours.
3. Record in writing all actions taken, the reasons for these and by whom the actions were taken.

If the child or adult at risk is in imminent danger of harm you should refer to the police or Social Services without delay.

Children & Young People Safeguarding Contacts

Gateway team

Western HSC Trust 028 7131 4090 / 0300 1234 333
Northern Trust 028 7032 5462

Regional Emergency Social Work Service

028 9504 9999
5pm to 9am weekdays or 24 hours at weekends and bank holidays.

PSNI: Telephone: 101

NSPCC helpline: 0808 800 5000 or email:

help@nspcc.org.uk

Adult Safeguarding Contacts

Adult Safeguarding Team

Western 028 8283 5980
Northern 028 9441 3659

Regional Emergency Social Work Service

028 9504 9999
5pm to 9am weekdays or 24 hours at weekends and bank holidays.

PSNI Telephone: 101

Appendix 2: Safeguarding Adults Code of Behaviour

In light of varied activities across business units within Causeway Coast and Glens Borough Council it is recognised that it is not practical to provide definitive instructions that would apply to all situations at all times to guarantee the protection of adults at risk and staff / agency workers / volunteers. However, stated below are the standards of behaviour required of staff / agency workers / volunteers in order to fulfil their roles within Causeway Coast and Glens Borough Council. This should assist in the protection of adults at risk and staff / agency workers / volunteers.

Staff / agency workers / volunteers **must**:

- Implement the Safeguarding Adults Policies and Procedures at all times
- Create a climate conducive to a positive experience, engaging with adults at risk, building up self-esteem, knowledge and skill
- Use positive and affirming language in communicating, show respect, and inclusiveness
- Maintain the well-being of adults at risk and their physical and emotional safety during their visit
- Be mindful of their language and behaviour while at work with regards to gender, sexuality, race, religion, class or political background.

Staff / agency workers / volunteers **must never**:

- Engage in rough, physical games, including horseplay, with members of the public at Causeway Coast and Glens Borough Council.
- Allow or engage in inappropriate physical contact of any kind
- Make sexually suggestive comments to members of the general public or other staff members, agency workers or volunteers at Causeway Coast and Glens Borough Council.

It is strongly recommended that staff / agency workers / volunteers / regular contractors **do not**, as part of their role, except in emergency situations:

- Have adults at risk on their own in a vehicle.
- Go into the toilet with adults at risk unless in exceptional circumstances to meet the needs of the adult and where another adult is present or gives permission (this may include a parent, teacher, group leader or carer). staff / agency workers / volunteers are expected to use the designated staff toilets and should not use public toilets during public opening hours. In an emergency, a staff member may use the family toilet if unoccupied.
- Spend time alone with an adult at risk unless clearly observed or seen by others.

Staff / agency workers / volunteers must learn to recognise vulnerable safeguarding situations. There may be times when it is impossible to avoid such situations, however, the decision by staff / agency workers / volunteers to place

themselves in such a situation should be influenced by what is in the best interests of the adult at risk's welfare.

Physical Contact with Adults at Risk

As part of their role, staff / agency workers / volunteers should not have gratuitous or unnecessary physical contact with adults at risk or members of the general public who are visiting Causeway Coast and Glens Borough Council.

However, there will be times when it is necessary and appropriate for staff / agency workers / volunteers to have some physical contact with adults at risk or the general public. This may be to:

- develop specific skills or techniques within an activity;
 - treat an injury;
 - meet the requirements of the activity;
 - comfort a distressed adult or to celebrate their success.
-
- The main principles of appropriate physical contact are:
 - Physical contact should always be with the adult's permission – resistance from an adult should be respected (depending on capacity of the adult and level of risk to the adult or others).
 - Physical contact should always be in response to the adult's needs, i.e. physical safety, emotional well-being and educational guidance
 - Do not do things of a personal nature for adults that they can do for themselves or that their parent/leader/carer can do for them.
 - Adults should be encouraged to voice concerns they have if any physical contact makes them feel uncomfortable or threatened.
 - Adults should explain the nature of and reason for the physical contact to the adult.
 - Physical contact should always take place in an open or public environment and not take place in secret or out of sight of others.
 - Physical contact with breasts, buttocks, or groin area should be avoided. If such parts of the anatomy require physical contact due to assistance in physical activities, others should be made aware.

If staff / agency workers / volunteers feel uncomfortable about the way an adult at risk has instigated physical contact, this should be discussed with their Designated Safeguarding Officer and recorded on a Safeguarding Incident Form.

Adults who need specific assistance due to disability or injury

In the case of an adult with a disability specific support or assistance may be required:

- Parents/carers or their delegated care providers should be asked to undertake all intimate or personal care tasks for the adult. This is not an appropriate role for staff / agency workers / volunteers.
- When adults with disabilities are lifted or manually supported, they should be treated with dignity and respect.

- Relevant health and safety guidelines must be followed to ensure the safety of the adult and those assisting.

Physical intervention

On rare occasions, it may be necessary to physically intervene with an adult without their permission to:

- Prevent physical injury of the individual or other visitors or staff / agency workers / volunteers or yourself
- Prevent an injury or accident from occurring
- Prevent damage to any property
- Prevent or stop the commission of a criminal offence.

In all circumstances, such physical intervention must be appropriate and reasonable; otherwise your action can be defined as assault.

Implications for staff/volunteers

Staff / agency workers / volunteers who breach the code of behaviour will be subject to the disciplinary procedure. If an allegation against a staff member, agency worker or a volunteer has occurred, an investigation will be carried out in line with Causeway Coast and Glens Borough Council disciplinary procedure. The investigating officer will be required to liaise with the Designated Officer to clarify if she/he has any relevant records of any other safeguarding information in relation to the individual. Where an overlap in the roles could jeopardise an investigation and or the principles of natural justice, HR will make a temporary appointment as is required. If the investigation finds that the member of staff has acted inappropriately or not acted in the best interests of the adult, the disciplinary procedure will be invoked.

APPENDIX 3: Safeguarding Incident Form

Safeguarding Incident Form

Please complete this form and pass to your Designated Safeguarding Officer / Safeguarding Manager within 24 Hours of the incident happening/concern arising

If the person at risk is in imminent danger of harm you should refer directly to the police or social services without delay.

| Section 1a: Your Details | |
|---------------------------------|--|
| Name | |
| Role | |
| Designated Safeguarding Officer | |

| Section 1b: Person at Risk's Details (Complete to the best of your Knowledge) | | |
|---|---|----------------------|
| Child / Young Person <input type="checkbox"/> | Adult <input type="checkbox"/> | |
| Surname: | Known As: | |
| Forename: | | |
| Address: | Gender | |
| Postcode: | <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other: _____ | |
| Telephone No: | Mobile No: | |
| Date of Birth: | Language Spoken: | |
| Does the person have a Disability? | If Yes, What Disability: (& source of diagnosis) | Other Special Needs: |

| Section 1c: Parent/Guardian/Carer's Details | |
|--|--|
| Parent/Guardian/ Carer's Name | |
| Contact Information | |
| Have parents /guardian/carers been notified of this incident/concern? Yes <input type="checkbox"/> No <input type="checkbox"/> If YES please provide details of what was said/action agreed: If NO, please provide details of why: | |

| Section 2: Details of Incident/Concern | |
|---|--|
| CONCERN <input type="checkbox"/> | INCIDENT <input type="checkbox"/> |
| Does the Concern/Incident Involve: Staff/Volunteers <input type="checkbox"/> General Public <input type="checkbox"/> Teacher/Group Leader <input type="checkbox"/> | |
| DETAILS OF THE INCIDENT OR CONCERNS: What are you worried about? Who are you worried about? Where did the incident happen/concern arise? When (date and time of incident)? Any witnesses? (Continue on a separate sheet if necessary) | |
| Individual's Account Of The Incident: If recording a verbal disclosure by an Individual use their words. | |
| Please provide details of any person involved in this incident or alleged to have caused the incident / injury: | |
| Have You Reported The Incident To An External Agency? Yes <input type="checkbox"/> No <input type="checkbox"/> If YES please provide details what agency and what was said/action agreed: | |
| Print Name | |
| Date | |
| Signature | |

Section 3: To be Completed by the Designated Safeguarding Officer

I confirm that I received this form on: _____

I confirm that I have reviewed the information on this form with 24 hours of receipt and have decided to take the following action:

- Refer immediately by telephone to Gateway Team / Regional Emergency Social Work Service / PSNI / Ambulance.
- Contact External Agencies for advice/information
- Refer to Gateway Team in writing. **REMEMBER** it is important to gain consent for any referrals to Adult Services if the person has capacity.
- Contact external agency to follow up referral made by staff / agency worker / volunteer
- Take no Further Action
- Contact Safeguarding Manager

Please give explanation of your decision, and if you have contacted an external agency for any reason, please provide details what agency and what was said/action agreed:

(continue you on a separate sheet as necessary)

Signature of DSO:

Date:

Whatever your decision, you MUST:

- 1. Record in writing all actions taken, the reasons for these, and by whom the actions were taken.**
- 2. Forward records (securely) to Safeguarding Manager re: Safeguarding Case File (in line with GDPR guidelines)**
- 3. Keep a full record of all actions and decisions**
- 4. Ensure pastoral care is provided to staff/volunteer as appropriate**

Further Outcomes/Actions (*attach extra sheets as necessary*)

APPENDIX 4: Contacts Designated Safeguarding Team

Safeguarding Managers' details:

Roger Downey
Participation Manager
CC&GBC
Cloonavin
Tel: 028 7034 7234
Mobile: 07540884437

Damian McAfee
Sport & Wellbeing Development Manager
CC&GBC
Cloonavin
Tel: 028 7034 7234
Mobile: 07713326044

Email: roger.downey@causewaycoastandglens.gov.uk

Email: damian.mcafee@causewaycoastandglens.gov.uk

Designated Safeguarding Officers' details: TBC

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NSPCC stands for the National Society for the Prevention of Cruelty to Children. They are the leading children's charity in the UK, specialising in child protection and dedicated to the fight for every childhood. They are the only UK children's charity with statutory powers and that means they can take action to safeguard children at risk of abuse.

As the UK's leading child protection charity, we understand the child protection issues that people working with children and organisations can face.

Disclaimer note: These safeguarding policy and procedure materials were drawn up specifically for Causeway Coast and Glens Borough Council with the assistance and advice of the NSPCC and conform to current safeguarding legislation and guidance. The NSPCC cannot accept any responsibility for the implementation and application of the procedures by Causeway Coast and Glens Borough Council.