

This Procedure must be read alongside our Safeguarding Policy (part 2)



GUILDFORD  
BOROUGH

# **Guildford Borough Council**

## **Safeguarding Policy and Procedure**

### **Part 1: Procedure on how to respond if you have a safeguarding concern**

#### **Document Information**

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## **This Procedure must be read alongside our Safeguarding Policy (part 2)**

### **Introduction**

The safeguarding procedures outlined in this document provide a framework for raising an alert and acting on safeguarding concerns. However, it must be remembered that safeguarding is a dynamic process that must be undertaken with people and is not something that happens to people.

**Our Safeguarding Policy (Part 2)** sets out the definitions of abuse and neglect that may cause you to have safeguarding concerns.

### **Key contact details:**

[Children's Single Point of Access \(CSPA\)](#) – children's safeguarding referrals and concerns

[Multi Agency Safeguarding Hub \(MASH\)](#) – adult safeguarding referrals and concerns

### **Internal Lead Officers for Safeguarding:**

Our internal safeguarding leads are responsible for supporting both our strategic and operational safeguarding practices and are available to provide advice and guidance for all internal staff and councillors who have a safeguarding concern:

- Samantha Hutchison, Executive Head of Community Services, extension 4385
- Jo James, Senior Policy Officer, extension 4703
- Siobhan Kennedy, Homelessness Advice and Allocations Lead, extension 4247
- Andrew Smith, Joint Executive Head of Housing, extension 4352
- Richard Homewood, Joint Executive Head Regulatory Services, extension 4028
- Ali Holman, HR Specialist Business Partner, extension 4008 (LADO lead)
- Lisa Barrett, Community Wellbeing Team Leader, extension 4398 (internal record keeping lead)

### **When to make a request for support or raise a concern**

If a member of staff, volunteer or councillor has a concern that a child or adult is being abused or at risk of abuse, they must report this. This should be raised with their supervisor or manager, or one of the safeguarding leads at the earliest opportunity.

Written records of any incident, which gave rise to the concern should be made as soon as possible and kept up to date throughout. Guidelines for record keeping are set out later in this procedure.

**Important: our responsibility is not to investigate concerns, or make judgements, but to ensure that we share information with the right people, at the right time, in the right way.**

*Reference should be made to Part 2, Safeguarding Policy for Policy scope and definitions*

## **This Procedure must be read alongside our Safeguarding Policy (part 2)**

### ***When to refer a child***

In the case of **children**, a referral to the [C-SPA](#) must be made if there is belief or suspicion that:

- a child is suffering or is likely to suffer **significant harm\***; or
- a child's health or development may be impaired without the provision of services; or
- with the agreement of the person with **parental responsibility**, a child would be likely to benefit from family support services.

*\*Harm is defined as ill-treatment or the impairment of development. Harm becomes significant when comparing the child's health and development with what could be reasonably expected from a child of similar age. If there is any doubt about significance, a referral should always be made.*

### ***Seeking permission***

You should *normally* seek agreement from a person with parental responsibility, explaining why you have concerns. This should be either in writing or recorded as verbal consent with reference to a specific verbal conversation. This should only be done where such discussion and agreement-seeking will not place a child at increased risk of suffering significant harm.

A decision not to seek parental permission before making a referral to Surrey Children's Services must be recorded and the reasons given.

The 'best interests' of the child must be the primary concern when making decisions that may affect them. You should always listen to the views of the child in making decisions to refer concerns.

If there is a need for a referral and parental consent is not given:

- reason(s) for proceeding without parental agreement must be recorded
- Surrey Children's Services must be told that the parent has withheld her/his permission
- The parent must be contacted by the referring professional to inform her/him that after considering their wishes a referral has been made, unless to do so would place the child(ren) at increased risk of Significant Harm.

### ***When to refer an adult***

In the case of adults, a referral to the [MASH](#) must be made if there is belief that an adult:

- has needs for care and support (whether or not these are currently being met)
- is experiencing, or are at risk of, abuse or neglect

## **This Procedure must be read alongside our Safeguarding Policy (part 2)**

### ***Seeking Permission***

The Care Act does not require consent for adult safeguarding work. However, where possible, the person should be informed before referring an adult safeguarding concern to the MASH, unless to do so would present further risk.

Reasons not to inform or consult can include:

- to do so would put the safety of the adult at risk
- it is not possible or within the scope of your role to have a conversation with the adult.

Do not let these reasons prevent you from making a referral.

### ***When a safeguarding concern involves a member of staff or volunteer***

All allegations of abuse or maltreatment of children or adults with care and support needs by a professional, staff member or volunteer must be taken seriously and investigated. If someone does not wish to make a complaint following an allegation of abuse, this does not mean the allegation should not be considered and investigated.

The designated Lead Safeguarding HR Specialist Business Partner must be contacted to provide appropriate advice with regards to disciplinary and grievance procedures and to contacting the Local Authority Designated Officer ([LADO](#)).

The Council's [Whistleblowing Policy](#) supports staff who have a concern about the behaviour of any other employee or volunteer in relation to safeguarding.

## **This Procedure must be read alongside our Safeguarding Policy (part 2)**

### **How to make a request for support or raise a concern about a child or adult**

#### ***You have a Safeguarding concern***

This could be a suspicion, an allegation, an observation or a disclosure of abuse or risk of abuse.

#### ***Is there an immediate risk?***

Where a child or adult is at **immediate risk of harm**, call **999** without delay. There is no requirement to speak to a supervisor or manager before doing so. This should be reported to your manager after the call and followed up with a referral.

#### ***Discuss your concerns***

If there is no immediate risk of harm, a member of staff, volunteer or councillor should raise a concern about safeguarding with their supervisor or manager, depending upon the circumstances and their knowledge or experience. The manager, member of staff or councillor may also seek advice from one of the safeguarding leads directly.

#### ***Making a request for support, a referral or raising a concern***

Following an initial assessment of the situation, either the manager or safeguarding lead will then decide whether a referral should be made, and if so to who:

- Children's Safeguarding Point of Access ([C-SPA](#))
- Multi Agency Safeguarding Hub ([MASH](#))
- an allocated social worker
- Police
- The Local Authority Designated Officer

*If a decision is made not to refer the concern, make a record of the reason for the decision.*

When any concern of significant harm becomes known, the greater the level of perceived risk, the more urgent the action should be.

#### ***Children- C-SPA***

Requests for support or concerns (including referrals) made by professionals should be made by contacting [C-SPA](#)

The link above will provide you with all the relevant and up to date contact details and information to raise your concern including:

- Office hours and emergency contact telephone numbers
- Request for support forms
- Who to contact about existing cases with Children's Services
- Levels of need documents (to advise what kind of support might be needed)

## **This Procedure must be read alongside our Safeguarding Policy (part 2)**

- Child Protection Consultation Line (advice and support to professionals directing you to the most appropriate service to meet the child and family's needs)
- Concerns about individuals or volunteers that work with children

A copy of the contact details for C-SPA is provided in Appendix A- Children's safeguarding referral contacts- print only version. Please note that these details will be reviewed and updated regularly but cannot be guaranteed to be correct.

### **Adults- MASH**

There are two things you might need the [MASH](#) to do for a person with care and support needs who may be experiencing or at risk of abuse or neglect:

- assess their care and support needs (Section 9 duty in the Care Act)
- ensure there is an adult safeguarding enquiry (Section 42 duty in the Care Act)

There is **no difference** in the criteria for making a referral for an assessment or an adult safeguarding enquiry. Where you are concerned that a person:

- is an adult with care and support needs; and
- is experiencing or is at risk of abuse or neglect

You should refer that adult for a safeguarding concern to the [MASH](#), and it is for them to decide the appropriate action.

Make clear in your referral what leads you to believe which of these is a concern. If you have information that can help inform a decision whether the person is unable to protect themselves from the abuse and neglect because of their care and support needs, include it, but you do not have to have this to refer an adult for a safeguarding concern.

The link above will provide you with all the relevant and up to date contact details and information to raise your concern including:

- Office hours and emergency contact telephone numbers
- Referral forms
- Guidance on making a good referral
- Levels of need toolkit (to advise what kind of support might be needed)
- Adult information and advice line (advice and support to professionals concerned)

A copy of the contact details for MASH is provided in Appendix B- Adult's safeguarding referral contacts- print only version. Please note that these details will be reviewed and updated regularly but cannot be guaranteed to be correct.

## **This Procedure must be read alongside our Safeguarding Policy (part 2)**

### **Reporting other safeguarding concerns**

**Domestic Abuse-** concerned that someone may be at risk of harm from domestic abuse

If you are concerned about the safety of a child or young person who is exposed to domestic abuse, you must raise this as a safeguarding concern or referral through [C-SPA](#).

If you are concerned about the safety of an adult with care and support needs who is exposed to domestic abuse, you must raise this as a safeguarding concern or referral through the [MASH](#).

Anyone experiencing domestic abuse can access help and support through the [Healthy Surrey website](#).

If there's an emergency that's ongoing or life is in danger due to domestic abuse call [999](#).

**Prevent-** concerned that someone may be at risk of being drawn into terrorism

If a member of staff, volunteer, agency worker or councillor has concerns that a child or adult may be at risk of being drawn into terrorism due to their vulnerabilities, associations or ideology then you must make a referral by completing the [Prevent Referral Form](#) and returning it to the [Surrey Police Prevent Team](#).

If it's an emergency, always dial 999.

**Modern Slavery-** duty to notify the Home Office of potential victims of modern slavery

The 'duty to notify' provision is set out in the Modern Slavery Act 2015 and applies to all local authorities in England and Wales.

If a member of staff, volunteer, agency worker or councillor suspects a child or adult is a victim of modern slavery they will need to inform the National Referral Mechanism (NCM), which is a framework for identifying victims of human trafficking or modern slavery and ensuring they receive the appropriate support. This must be done using the forms available on the [Home Office website](#).

If it's an emergency, always dial 999.

**Child Sexual Exploitation (CSE) and other forms of exploitation**

If a member of staff, volunteer, agency worker or councillor has a concern that a child, or adult with care and support needs may be at risk of exploitation, they can help by passing relevant information to agencies who are charged with safeguarding.

If you are concerned about the safety of a child or young person who is exposed to any form of exploitation, you must raise this as a safeguarding concern or referral through [C-SPA](#).

If you are concerned about the safety of an adult with care and support needs who is exposed to any form of exploitation, you must raise this as a safeguarding concern or referral through the [MASH](#).



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### **Record your actions**

A written record of any incident, which gave rise to concern about a child or adult with care and support needs, should be made as soon as possible. Continued recording of actions and responses must be maintained throughout. Accurate and up-to-date record keeping is essential for several reasons:

- It helps identify causes for concern at an early stage. Often it is only when several seemingly minor issues are taken together, that a safeguarding concern becomes clear
- it helps to monitor and manage safeguarding practices and accountability
- it supports the safety of the individual concerned
- it ensures that evidence is protected and shows what action has been taken, what decisions have been made and why

*Reference should be made to Part 2, Safeguarding Policy for record, retention, and disposal guidance.*

### ***Mandatory internal record keeping***

All referrals made to C-SPA or the MASH must be referred to the Operational Safeguarding Group using the 'GBC Safeguarding Monitoring Form' accessed through Teams.

Access to the Teams site is made available through contacting Lisa Barrett (see contacts above).

The referrer must complete the GBC Safeguarding Monitoring Form and save it in the Teams folder.

The form asks for details of who has made the referral, the person being referred, the details of the concern and action that has been taken.

Once submitted, the referrer must regularly update the form with any further actions or feedback until the case is closed.

The referrer must also enter the details of who has been referred, the reason for the referral, who referred and when on the 'Referral Spreadsheet' accessed through the Operational Safeguarding Group Teams folder.

A red, amber, or green (RAG) rating must be selected to highlight the risk rating of the case.

The Referral Spreadsheet is reviewed every 6 weeks at an Operational Safeguarding meeting, chaired by the Joint Executive Head, Community Services. Each case is reviewed, and the referrer asked to update the group. The RAG rating is evaluated and updated until the case is closed or resolved. Details of which must be recorded on the safeguarding monitoring form.

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### ***Information Sharing***

Information sharing is essential for effective safeguarding and promoting the welfare of children, and adults with care and support needs. It is a key factor identified in many case reviews, where poor information sharing has resulted in missed opportunities to act.

Information sharing in safeguarding, good practice checklist:

- **Necessary** to only share what is needed to safeguard
- **Proportionate** to the need and level of risk
- **Relevant** for the purpose of safeguarding
- **Adequate** for purpose and quality
- **Accurate** and distinguish between fact and opinion
- **Timely** to reduce the risk of missed opportunities
- **Secure** using the appropriate Egress classification and subject heading
- **Recorded** decision making about whether to, what to share and with who

**Relevant** personal information can be shared lawfully if it is to keep a child or individual at risk, safe from harm, or if it is protecting their well-being.

The UK General Data Protection Regulation (GDPR) and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of safeguarding. They do however provide a framework to ensure that personal information about living individuals is shared appropriately.

The most important consideration is whether sharing information is likely to support the safeguarding and protection of a child or adult with care and support needs.

*Information sharing guidance can be found in our Safeguarding Policy (Part 2)*

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### **Escalation of concerns**

Safeguarding partners in Surrey have recognised that the needs of children and adults with care and support needs, and their families, can often be complex and may require a range of interventions and support that need to be tailored to meet their differing needs and circumstances.

There may be no right or wrong solution and quite legitimately practitioners may exercise their professional judgement differently and have differing opinions of what the right approach should be. It is also the case that exceptionally, the needs of some children, and adults with care and support needs may not easily fit within conventional application of thresholds.

It is of vital importance that, children, adults with care and support needs, and their families do not become entangled in professional disagreements and that where such disputes do occur, they can be resolved together, with minimum delay.

Details of escalation of concerns and key contacts relating to children through the SSCP are set out [here](#).

Details of escalation of concerns and key contacts relating to adults with care and support needs are set out [here](#).

## **This Procedure must be read alongside our Safeguarding Policy (part 2)**

### **Appendix A- Children's safeguarding referral contacts- print only version**

Last updated: January 2023

If you think that a child is in immediate danger you should call 999.

If your query or request for support is for an adult (18 years and over), please contact Adult Social Care.

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

If you are a child or young person being abused or neglected, or an adult who is concerned about a child or young person's safety and wellbeing, you can contact the Children's Services 'Single Point of Access' between 9am to 5pm on Monday to Friday.

**Phone:** 0300 470 9100

**Email:** [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk)

For people with hearing or speech impairments:

**Text line:** 07527 182861

[Sign Language Video Relay Service](#)

During evenings, weekends and bank holidays, the Emergency Duty Team is available:

**Phone:** 01483 517898

**Email:** [edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk)

For people with hearing or speech impairments:

**Text line:** 07800 000388

**Text relay** (a speech-to-text translation service): 18001 01483 517898

#### **Professionals Consultation line**

Professionals may use the C-SPA consultation option if they are unsure about the course of action.

The Child Protection Consultation Line provides advice and support to professionals to ensure we can direct you to the most appropriate service that can meet the child and family's needs. The Consultation Line is open to all professionals who work with families who live in Surrey. Availability: 9am to 5pm, Monday to Friday

Phone: 0300 470 9100 option 3

## **This Procedure must be read alongside our Safeguarding Policy (part 2)**

### Concerns about individuals who work or volunteer with children

The Local Authority Designated Officer (LADO) Service manages allegations against individuals in contact with children and young people in an employed or voluntary role. If you have a relevant concern, please contact the LADO on 0300 123 1650\* or [LADO@surreycc.gov.uk](mailto:LADO@surreycc.gov.uk)  
Availability: Monday to Friday from 9am to 5pm.

### Existing contact with Children's Services

If you have already been in touch with Children's Services and would like to contact your allocated social worker or family support worker directly, please use your local area number.

South-West Surrey: 0300 123 1640

The southwest area covers Guildford and Waverley (Farnham, Godalming, Haslemere and Cranleigh)

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## **Appendix B- Adult's safeguarding referral contacts- print only version**

Last updated: January 2023

If you think that an adult with care and support needs is in immediate danger you should call 999.

### **Multi Agency Safeguarding Hub ([MASH](#))**

If you are concerned about an adult with care and support needs, who is at risk of/or is being abused or neglected and is unable to protect themselves, please refer your concern to the MASH

#### **Concerns of Abuse or Neglect**

Availability: 9am to 5pm, Monday to Friday

**Phone:** 0300 470 9100

**Email:** [ascMASH@surreycc.gov.uk](mailto:ascMASH@surreycc.gov.uk)

**To report a concern:** please use the [ASC level of need toolkit](#) to assist you in referring to the correct team.

**By post:** Surrey MASH for Adults, Quadrant Court, 35 Guildford Road, Woking, Surrey. GU22 7QQ

#### **Information and Advice Line**

Professionals may use the information and advice line option if they are unsure about the course of action.

Availability: 9am to 5pm, Monday to Friday

**Phone:** 0300 200 1005

**Email:** [asc.infoandadvice@surreycc.gov.uk](mailto:asc.infoandadvice@surreycc.gov.uk)

**Textphone (via Text Relay):** 18001 0300 200 1005

**SMS:** 07527 182 861 (for the deaf or hard of hearing)

**VRS:** [Sign Language Video Relay Service](#)

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### **Appendix C: Good practice in responding to someone who discloses a safeguarding concern**

#### ***Do***

- in an emergency ring 999
- ensure the safety of the individual and others if in immediate danger
- listen carefully
- provide support and information to meet their specific communication needs
- use open questions
- tell them that they did a good/right thing in telling you
- tell them you are treating the information seriously
- tell them it was not their fault
- ask them what they need to keep themselves safe
- seek consent to share the information with your lead for safeguarding
- explain that you have a duty to tell your lead for safeguarding
- explain that you will try to take steps to protect them from further abuse or neglect
- preserve any forensic or other evidence
- report concerns using the safeguarding procedure
- use the Whistleblowing Procedures if you feel that you will not be believed, taken seriously or believe that your manager or lead for safeguarding may be causing the risks of abuse to the adult or child

#### ***Do not***

- be judgemental or jump to conclusions
- ask leading questions
- make promises you cannot keep about keeping them safe
- promise to keep secrets
- confront the person alleged to have caused the harm as this could place you at risk, or provide an opportunity to destroy evidence, or intimidate the person alleged to have been harmed or witnesses
- discuss concerns with anyone that does not need to know for example, telling friends or other work colleagues