Guildford Borough Council – Safeguarding Policy and Procedure

Part 2- Safeguarding Policy

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This Policy must be read alongside our Safeguarding Procedures (part 1)

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Purpose

This policy sets out how the Council will meet its obligations to safeguard children, and adults with care and support needs. It applies to staff, agency workers, volunteers, and contractors employed by the Council. It is also applicable to councillors undertaking official duties on behalf of the Council.

This policy compliments and supports the Surrey Safeguarding Children Partnership (SSCP) and Surrey Safeguarding Adults Board (SSAB) multi-agency procedures.

It is vital for successful safeguarding that this policy and our related safeguarding procedures in Part 1 (Procedure on how to respond if you have a safeguarding concern) are understood and applied consistently at an individual, managerial, and organisation level.

This policy sets out the responsibilities of the organisation, our staff, and our managers to meet training requirements, undertake safer recruitment practices and take action to safeguard children and adults with care and support needs.

The aims of safeguarding are to:

- prevent harm and reduce the risk of abuse or neglect
- stop abuse or neglect wherever possible
- prevent impairment of development and enable individuals to have the best outcomes
- safeguard individuals in such a way that supports them in making choices and having control over how they want to live
- promote an approach that concentrates on improving life for the individual
- raise public awareness so that communities, alongside professionals, play their part in preventing, identifying, and responding to abuse and neglect
- provide accessible information and support to help people understand what constitutes abuse and neglect, and how to respond
- address what has caused the abuse or neglect

Safeguarding and promoting the welfare of children-

specifically aims to:

- protect children from maltreatment
- prevent impairment of children's health or development
- ensure that children grow up in circumstances consistent with the provision of safe and effective care
- take action to enable all children to have the best outcomes

Safeguarding adults with care and support needs-

specifically aims to address where there is an impact on:

- managing and maintaining nutrition
- maintaining personal hygiene
- managing toilet needs

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- being appropriately clothed
- being able to make use of the home safely
- maintaining a habitable home environment
- developing and maintaining family or other personal relationships
- accessing and engaging in work, training, education, or volunteering
- making use of necessary facilities or services in the local community including
- public transport and recreational facilities or services
- carrying out any caring responsibilities the adult has for a child

This Policy must be read alongside our Safeguarding Procedures (part 1)

Policy Context

Introduction

We recognise our statutory responsibilities for safeguarding and our role to safeguard and promote the welfare of all children, and adults with care and support needs, that we support, provide services for, and interact with. This includes a timely and appropriate response where there is a concern that a child, or adult with care and support needs is at risk of or is experiencing abuse or neglect.

This Safeguarding Policy is underpinned by a range of legislation and statutory guidance including, but not limited to the following:

The Children Acts 1989 and 2004

The Children Act 1989 and Children Act 2004 along with the statutory guidance, *Working Together to Safeguard Children 2018*, provide the current framework for safeguarding children.

Statutory responsibility for the effective implementation of local safeguarding children arrangements is fulfilled by the Surrey Safeguarding Children Partnership (SSCP). We work with the SSCP to ensure we meet our statutory duties to safeguard and promote the welfare of children when discharging all our functions. This includes any services or function we contract out.

This policy and procedure have been written under the guidance of the SSCP procedures manual.

The Care Act 2014

The Care Act 2014 along with the statutory guidance *Care and Support Statutory Guidance 2022,* sets out the legal framework for how local authorities and other statutory agencies, including district and borough councils, should protect adults with care and support needs who are at risk of abuse or neglect.

This legislation places a duty on Surrey County Council (SCC) as the lead authority for adults with care and support needs to:

- make enquiries where there is reasonable cause to suspect that an adult in its area:
    - has needs for care and support (whether or not the authority is meeting any of those needs),
    - is experiencing, or is at risk of, abuse or neglect, and
    - as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.
- conduct Safeguarding Adult Reviews (SARs)
- establish a safeguarding adults board

The Surrey Safeguarding Adults Board (SSAB) is responsible for the effectiveness of adult safeguarding work across the county, co-ordinating activities to ensure adults with care and support needs are protected. We work with SSAB, to ensure we meet our statutory duties

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to safeguarding and promote the welfare of adults with care and support needs in delivering our functions and those we contract out.

This policy and procedure has been written under the guidance of the SSAB Policy and Procedures documents

The Mental Capacity Act 2005

The primary purpose of the Mental Capacity Act (MCA) is to promote and safeguard decision-making within a legal framework.

The Act assumes that a person has full legal capacity to make decisions themselves unless it can be shown that they lack capacity.

Professionals and other staff need to understand and always work in line with the Mental Capacity Act 2005 (MCA).

The MCA and the Care Act work together to promote the empowerment, safety, and wellbeing of adults with care and support needs. In all safeguarding activity, due regard must be given to the Mental Capacity Act 2005.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Policy scope and definitions

This policy is defined by its purpose and context, including the statutory duties set out in legislation.

Our Safeguarding Procedures are set out in Part 1 (Procedure on how to respond if you have a safeguarding concern).

What is the definition of 'child' in this policy?

The term 'child' is used to encapsulate all children and young people up to the age of 18 years of age, including unborn babies.

Who is an adult at risk of abuse and neglect who may require safeguarding?

The safeguarding duties apply to an adult (someone aged 18 or over) who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and
- is experiencing, or at risk of, abuse or neglect and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

What is the definition of abuse/neglect?

Defining abuse or neglect is complex and rests on many factors. Abuse may be physical, verbal, or psychological, it may be an act of neglect, failing to prevent harm or occur where a person is persuaded to enter a financial or sexual transaction to which they have not, or cannot consent. Incidents of abuse may be one-off or multiple and affect one person or more. Abuse or neglect may be the result of deliberate intent, negligence, or ignorance. Exploitation can be a common theme in the experience of abuse or neglect.

Abuse or neglect can take many different forms and there are common types of abuse that affect adults and children, as set out below respectively.

Where does abuse take place?

Abuse and neglect can happen anywhere including but not limited to:

- Domestic settings: including in own homes, or another person's
- Institutional settings: including nurseries, play schemes, day centres, residential care, nursing homes and hospitals
- Public settings: including in the street, any public area or social or work environment

Safeguarding – the wider context

Safeguarding is part of the wider context of integrated services for children and adults with care and support needs. Safeguarding is everybody's business, but there are several functions delivered by the Council where safeguarding is closely linked. These functions are highlighted through the 'Implementation- roles and responsibilities' section of this policy.

Categories of abuse

Categories of abuse used in relation to child safeguarding

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

Emotional Abuse is a form of significant harm that involves the persistent emotional maltreatment of a child, such as to cause effects on the child's emotional development.

Sexual Abuse and Exploitation is a form of significant harm which involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether the child is aware of what is happening or not. The activities 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 of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the Internet). Sexual abuse and exploitation are not solely perpetrated by adult males. Women can also commit acts of sexual abuse and exploitation, as can other children.

Neglect is a form of significant harm which involves the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy because of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing, and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger,
- ensure adequate supervision (including the use of inadequate caregivers)
- ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs. Persistent failure to meet a child's basic physical and/or psychological needs likely to result in the serious impairment of the child's health or development.

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Categories of abuse used in relation to adult safeguarding

Physical abuse is a form of significant harm which may involve assault, hitting, slapping, pushing, scalding, and burning or physical punishments. Physical abuse may also involve rough handling, misuse of medication, inappropriate or unlawful use of restraint, making someone purposefully uncomfortable, involuntary isolation or confinement, or forcible feeding or withholding food.

Domestic violence or abuse can be characterised by any indicators of abuse including psychological, physical, sexual, financial, emotional abuse. Domestic violence or abuse can also include threats and intimidation, harassment, and stalking, online or digital abuse and coercive control.

Sexual abuse can include rape, attempted rape or sexual assault, inappropriate touch anywhere, non- consensual masturbation of either or both persons, non- consensual sexual penetration or attempted penetration, any sexual activity that the person lacks the capacity to consent to. It can also include inappropriate looking, sexual teasing or innuendo or sexual harassment, sexual photography or forced use of pornography or witnessing of sexual acts.

Psychological or emotional abuse can include enforced social isolation or preventing someone from accessing services or supportive networks. It can also include removing mobility or communication aids or intentionally leaving someone unattended when they need assistance, failing to respect privacy, or threatening abandonment. It can be characterised by intimidation, coercion, harassment, use of threats, humiliation, bullying, cyber bullying, swearing or verbal abuse.

Financial or material abuse can include theft, fraud, scamming, coercion, or misuse of power in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits. It can also include preventing a person from accessing their own money, benefits or assets or denying assistance to access benefits or manage their finances.

Modern slavery is a complex crime and may involve multiple forms of exploitation. An individual could have been a victim of human trafficking and/or slavery, servitude and forced or compulsory labour. Victims may not be aware that they are being trafficked or exploited, and may have consented to elements of their exploitation, or accepted their situation. You do not need to be certain that someone is a victim.

Discriminatory abuse can include unequal treatment based on protective characteristics under the Equality Act 2010 including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, or sexual orientation.

Organisational or institutional abuse can be characterised through policy, practice, processes, or structure and can be a one-off incident or ongoing. It can be characterised by discouraging visits or the involvement of relatives or friends, inappropriate use of restraints, misuse of medication, abusive or disrespectful attitudes towards people using the service

and interference with personal correspondence or communication. It can also be characterised by a lack of leadership and supervision, respect for dignity and privacy. Institutions can be inadequate in providing appropriate quality of care by being run down or overcrowded, have authoritarian management or rigid regimes, insufficient or high turnover of staff, fail to respond to abuse or manage residents with abusive behaviour, not provide adequate food and drink, or assistance with eating and not offering choice or promoting independence.

Neglect and acts of omission can include failure to provide or allow access to food, shelter, clothing, heating, stimulation, and activity, personal or medical care or not taking account of cultural, religious, ethical, social, recreational or education needs. It can also involve preventing the person from making their own decisions or ignoring or isolating the person.

Self-neglect is characterised by a lack of self-care to an extent that it threatens personal health and safety or neglecting to care for one's personal hygiene, health, or surroundings. It can also include an inability to avoid self-harm or failure to seek help or access services to meet health and social care needs.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Additional vulnerabilities

Vulnerability factors in the context of safeguarding, are factors that are known to increase the risk of abuse or neglect. These are the situations, behaviours or underlying characteristics of children, adults with care and support needs, their parents or carers, their families, or their social environment, that increase their vulnerability to abuse or neglect.

Having one or more of these characteristics does not automatically mean a child or adult with care and support needs will experience abuse or neglect. And not having any of them does not mean that abuse or neglect will not occur.

The following are factors that can increase vulnerability to child abuse and neglect:

- exposure to domestic abuse
- disabilities
- looked after children
- age and gender of child impacting their ability to recognise abuse or neglect
- parental experience of child abuse or neglect
- parental substance misuse
- parental mental health problems

The following are factors that can increase vulnerability to abuse and neglect of **adults** with care and support needs

- lack of mental capacity
- disabilities
- previous experience of abuse
- physical dependency
- isolation and social exclusion
- lack of access to information and support
- discrimination
- lack of or difficulty communicating

It is important for professionals to understand risk and vulnerability factors so they can identify which families or individuals need extra support to help keep them safe.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Links to other strategies, policies, and procedures

Appendix 1 sets out the linked policies and procedures that should be read alongside this policy as reference is made or implied to specific legislation or procedures.

Further guidance, advice, and best practice

The following policies and procedures from our statutory partners provide more detailed guidance, advice, and support for specific safeguarding related issues.

Surrey Safeguarding Partnership Procedures Manual- reflects current legislation, government statutory guidance and expectations, and accepted best practice. The manual also includes procedures for specific circumstances. It covers all boroughs and districts served by the Surrey Safeguarding Children Partnership.

Surrey Safeguarding Adults Board Adult Safeguarding Policy and Procedures- sets out how Surrey Safeguarding Adults Board will co-ordinate and ensure the effectiveness of what each of its members does to help and protect adults in Surrey.

Surrey multi agency information sharing protocol (MAISP) -is an overarching framework that identifies the commitments that are required by each partner organisation to enable the responsible sharing of personal information to take place.

It provides guidance for practitioners on best practice when sharing information between organisations. It outlines the principles, standards, lawful and justifiable basis for using and sharing information about people. It also links to sources of further advice and support.

We are signed up to tier 1 of the MAISP and tier 2 in relation to the Surrey Crime and Disorder Information Sharing Protocol.

Healthy Surrey provides more information on community safety issues such as domestic abuse, anti-social behaviour, prevent (counter terrorism), serious and organised crime and child exploitation.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Policy approach

Safeguarding is everybody's business

It is everyone's responsibility to work together to promote the welfare and to protect children, and adults with care and support needs.

A child centred approach to safeguarding

A child centred approach is fundamental to safeguarding and promoting the welfare of every child. A child centred approach means keeping the child in focus when making decisions about their lives and working in partnership with them and their families. All practitioners should follow the principles of the Children Acts 1989 and 2004 - that state that the welfare of children is paramount. Whatever the form of abuse or neglect, practitioners should put the needs of children first when determining what action to take.

Children and families- Effective Family Resilience and The Family Safeguarding Model

In Surrey the approach for helping families early is embedded within the 'Family Resilience' model. The [guidance for practitioners](#) sets out how the SSCP will respond to the requirements of children and families across four levels of need (Universal, Early Help, Targeted Help and Specialist). This model works alongside the 'Family Safeguarding' model adopted through Children's social care.

'Effective Family Resilience' for children and families is relevant to everyone who works in services that support children and families.

Contextual Safeguarding- Children

Traditional approaches to protecting children from harm have focussed on the risk of violence and abuse from inside the home, usually from a parent or carer or another trusted adult. These approaches do not always address the time that children spend outside the home and the influence of peers on young people's development and safety. Contextual safeguarding recognises that as young people grow and develop, they are influenced by a whole range of environments and people outside of their family. Working with partners and other agencies is a critical part of safeguarding practices for children.

Contextual safeguarding is relevant to everyone who works in services that support children and families.

The Six Principles of Adult Safeguarding The six principles of adult safeguarding are embedded in the Care Act and apply to all health and care settings. In applying good practice, we will adopt these principles in our safeguarding when working with adults with care and support needs.

1. Empowerment- people being supported and encouraged to make their own decisions and informed consent
2. Prevention- it is better to take action before harm occurs.
3. Proportionality- the least intrusive response appropriate to the risk presented.
4. Protection- support and representation for those in greatest need.

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5. Partnership- local solutions through services working with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse.
6. Accountability- accountability and transparency in safeguarding practice.

Making Safeguarding Personal- Adults with care and support needs

The Care Act promotes 'Making Safeguarding Personal' which means that the adult at risk should be at the centre of all enquiries and decisions being made throughout the safeguarding process. The Local Government Association (LGA) and Association of Directors of Adult Social Care (ADASS) have developed a support offer to help councils and their partners embed the Making Safeguarding Personal (MSP) approach.

Making Safeguarding Personal is relevant to everyone who works in services that support adults with care and support needs.

Professional curiosity

Professional curiosity means exploring every possible indicator of abuse or neglect and trying to understand what the life of that child or adult with care and support needs is like on a day-to-day basis – their routines, thoughts, feelings, and relationships with family members. A professional may have the opportunity to identify abuse and neglect even if they come into contact with a family for an unrelated reason.

To effectively apply the principles of professional curiosity it is crucial that practitioners maintain an open mind – this includes being willing to think the unthinkable. People who abuse or neglect others do not fit any particular profile. They are not always aggressive and obstructive, may be charismatic, well-educated, and sociable. It is natural for a practitioner to want to believe the best of those that provide care and support to children or adults with care and support needs and thinking the unthinkable does not mean assuming the worst. It means keeping an open mind and being able to think objectively about the evidence presented.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Implementation - Roles and responsibilities

Our organisation

We believe that the safety and well-being of children and adults with care and support needs that are at risk, have a fundamental and equal right to be protected from harm regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation.

We deliver our statutory responsibilities by:

- being clear about the expectations and responsibilities of our staff, agency workers, volunteers, contractors and councillors through our policy and procedure
- appointment of a Lead Councillor for Children and Adult Safeguarding
- establishment of internal strategic and operational safeguarding groups
- appointment of lead safeguarding officers across the organisation to provide designated, professional support and advice to the organisation
- being represented at local and countywide safeguarding groups and boards
- providing information as requested by the Safeguarding Partnerships and Boards, including the completion of statutory returns
- discharging our duties across all our functions
- embedding safeguarding practices in our recruitment of staff and volunteers involved in the delivery of our services
- ensuring our staff, volunteers and councillors access appropriate safeguarding training
- embedding safeguarding practices in our procurement practices

Safeguarding Leads

Our internal safeguarding leads are responsible for supporting both our strategic and operational safeguarding practices and are identified in our Part 1: Safeguarding Procedure. The safeguarding leads are available to provide advice and guidance for all **internal** staff and councillors who have a safeguarding concern. Advice for external customers should be directed to contact SCC through the [Children's Single Point of Contact (C-SPA)](#) or the [Multi Agency Safeguarding Hub (MASH).](#)

Our staff

All staff, agency workers, volunteers, and contractors employed by the Council, and councillors undertaking official duties are responsible for:

- being aware of our safeguarding policy and procedures
- implementing this policy and our safeguarding procedures where they have a concern about a child or an adult with care and support needs
- keeping their knowledge and skills up to date by meeting the training requirements expected of their role
- taking all reasonable actions in line with the expectations set out in this policy and our safeguarding procedures

- taking all reasonable actions to prevent children and adults with care and support needs from experiencing abuse and neglect.

In addition, all **managers** have a responsibility to:

- ensuring the people, they manage are made aware of the expectations on them regarding this policy and our safeguarding procedures
- undertake safer recruitment practices
- ensure the mandatory corporate induction process is followed by all staff, volunteers and agency staff under their supervision including identifying and accessing appropriate policies and training
- monitoring, reviewing, and recording training and development needs of staff, volunteers and agency staff under their supervision including refresher training
- ensuring the appropriate level of safeguarding supervision is provided to all staff, volunteers, and agency staff under their supervision through one-to-one meetings and team meetings

We will work in accordance with guidance and good practice from the [Surrey Safeguarding Children Partnership](#) and [Surrey Safeguarding Adults Board](#). All staff and councillors are encouraged to familiarise themselves with and regularly review the information on their websites.

Our procurement, contracting, commissioning and grant funding

We procure and commission various services, which range from construction, building maintenance and cleaning contracts and direct delivery of services such as leisure centre management and outreach services for the homeless.

When we commission or procure services, we must be satisfied that that our procurement and contract management processes and procedures take account of our safeguarding responsibilities. This includes checking, where required, that tenderers have appropriate safeguarding policies and practices and that our contracts include safeguarding clauses. Safeguarding clauses are drafted with consideration for the nature of the contract and include reference to written procedures being in place. They also state any relevant requirements for contractors and sub-contractors to ensure that all personnel are Disclosure and Barring Service (DBS) checked to the level required by the Council. We will request evidence of DBS references from suppliers.

Any contractor or sub-contractor engaged by us in areas where workers are likely to come into regular contact with children or adults with care and support needs should have its own safeguarding policies.

We should also ensure that our contract management is robust, and that safeguarding is addressed in regular contract management meetings with service providers. In addition, any contract monitoring reports refer to safeguarding e.g., Spectrum, G Live.

We also grant aid voluntary and community organisations through grant schemes and service level agreements. Where appropriate, provision is made for safeguarding policies

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and procedures to be provided from all grant funded organisations working with children and adults with care and support needs.

As a minimum, any organisation receiving funding from us that works with children and young people or adults with care and support needs will be expected to have a statement of policy and procedure regarding safeguarding in place and understood by employees and volunteers, that is also available to service users.

Commissioned/contracted or grant-funded organisations with minimal contact with children, young people, or vulnerable adults have the option to adopt our policy if deemed suitable.

The Council as a Licensing Authority

The Council is the licensing authority for a range of services with distinct responsibilities legislated under the Licensing Act 2003, the Gambling Act 2005 and the public protection and economic growth aspects of licensing.:

- setting the local framework through a statement of licensing policy
- considering applications with a view to promoting the licensing objectives
- undertaking inspection and enforcement activities to ensure conditions of licences are being met, and to ensure that any operator who requires a licence has one
- maintaining the required statutory registers

We must ensure we take the steps necessary to prevent crime, protect public safety, protect children from harm and prevent public nuisance through the licensing process.

Our licensing responsibilities include taxi and private hire vehicles and drivers, alcohol and entertainment, charitable collections, gambling, animal licensing, cosmetic procedures, external seating, and street trading.

We must ensure that all relevant checks are carried out prior to issuing licenses and, if a safeguarding concern is raised at any time during the process, our safeguarding policy and procedure must be followed.

Taxi licensing

We recognise the important role that Hackney Carriages and Private Hire vehicles play in enabling people to travel around the borough. Most licence holders operate to a good standard and want to provide the best possible service to their customers. There is however evidence to support the view that taxis and private hire vehicles are a high-risk environment. In terms of risks to passengers, this can be seen in abuse and exploitation of children and vulnerable adults facilitated and, in some cases, perpetrated by the trade and the number of sexual crimes reported which involve taxi and private hire vehicle.

Our taxi licensing policy and practices set our standards to both protect the public and build public confidence in the licensed trade. It is designed to promote improved professional behaviour amongst licence holders, to increase their awareness of safeguarding issues, and to allow those that share our commitment to a high standard of service to thrive. The policy

requires several measures, including driver training (including disability and safeguarding awareness) enhanced DBS checks (including mandatory subscription to the DBS update service) and from April 2023 mandatory CCTV in all licensed vehicles. These measures support our commitment to safeguarding in taxi licensing.

Partnership information sharing

We have a duty to work in partnership and co-operate with SCC and the police to safeguard children and vulnerable adults when it is legal and necessary to do so. Initial safeguarding enquires in relation to children are managed by the C-SPA following reports of safeguarding concerns by the public or professionals. Concerns regarding adults with care and support needs are managed by the MASH).

As we provide services to children, adults with care and support needs and their families, we may be asked to share information we hold to enable any safeguarding risks to be assessed and managed appropriately. Some of this information may be of a sensitive nature.

All sharing of personal information is governed by data protection legislation mainly the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018. The Surrey Multi Agency Information Sharing Protocol (MAISP) is an agreed set of principles about sharing personal or confidential information in Surrey. All staff should have regard to the MAISP when sharing information. We are signed up to tiers 1 and 2 of the MAISP.

Appendix 1 sets out the linked policies and procedures that should be read alongside this policy as reference is made or implied to specific legislation or procedures.

Media and publications

We must ensure that any publications and our use of media channels takes account of our safeguarding responsibilities and promotes the welfare and well-being of children, and adults with care and support needs.

We may have contact with the public through our marketing and communications where our safeguarding responsibilities must be applied, including:

- conversations on social media accounts
- content online
- discussion groups or comment boxes on our website
- events delivered by the Council

This includes the use of images and [consent for the use of photographs and videos](#).

Listening to the views of customers

We deliver a wide range of public services with associated strategies, policies, and business plans. Our responsibilities under the <u>Public Sector Equality Duty</u> ensure that we foster good relationships with all of our customers and service users to improve the effectiveness, accessibility and satisfaction with our services.

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Staff Well-being

We recognise that responding to safeguarding concerns can influence staff well-being. Our [Employee Assistance Programme](#) provides a free and confidential service that is accessed directly by the staff member.

Staff Well-being

This Policy must be read alongside our Safeguarding Procedures (part 1)

Community Safety and Safeguarding

Safeguarding is a cross cutting theme with implications for practice and delivery across our community safety work. This can include children and adults who need safeguarding. Our safeguarding principles and procedures apply when we are planning for and responding to community safety interventions.

Domestic Abuse

Adults and children experiencing domestic abuse need to be seen, safe and heard, and free from the harm caused by perpetrator behaviour. This can include children and adults who need safeguarding. Effective safeguarding practices draw on specialist expert support to work with survivors, children and perpetrators in a way that achieves safety.

Serious organised crime

Serious and organised crime (SOC) is planned and conducted by people working together on an ongoing basis. SOC almost always involves the exploitation of vulnerable people:

- modern slavery
- county lines and cuckooing
- child exploitation

This can include children and adults who need safeguarding.

Anti-Social behaviour

Anti-Social Behaviour (ASB) covers a wide range of incidents and is dealt with by several different agencies. Victims and perpetrators of anti-social behaviour can include children and adults who need safeguarding including through:

- Housing issues
- Complaints
- Regulatory and environmental issues
- Community wellbeing
- the Community Trigger

Prevent

The prevent programme aims to stop people being drawn into terrorism and ensure that they are given appropriate advice and support. This can include children and adults who need safeguarding.

Our Community Safety Partnership (Safer Guildford Partnership) works with Healthy Surrey to plan and respond to community safety issues. Our strategies and policies that link these Community Safety themes are set out in Appendix 1.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Safer recruitment and training

Safer Recruitment

We are committed to ensuring that we have recruitment procedures in place, which help deter, reject, or identify people who might abuse children or adults with care and support needs, or who are otherwise unsuited to work with them.

We understand that effective safer recruitment practices are promoted through all aspects of recruitment and do not rely on one single method of checks (for example a DBS or references).

All existing and new posts are assessed to determine if they are eligible for any form of Disclosure and Barring Service (DBS) checks within the legal framework. The type of check available is determined by the role:

- a basic check, which shows unspent convictions and conditional cautions
- a standard check, which shows spent and unspent convictions and cautions
- an enhanced check, which shows the same as a standard check plus any information held by local police that's considered relevant to the role
- an enhanced check with barred lists, which shows the same as an enhanced check plus whether the applicant is on the list of people barred from doing the role

A DBS check has no official expiry date. Any information included will be accurate at the time the check was carried out. Our policy is to review the status of the role and undertake DBS checks every 3 years where applicable. A renewal list is produced by HR every quarter for review by managers.

All vacancy adverts include a standardised commitment statement to safeguarding. The standard terms in our job profile template includes the expectation for all employees to commit to our safeguarding policies.

All recruiting managers and any other staff responsible for the induction of new starters must ensure the corporate induction process is followed.

All recruiting managers for roles that work with children or adults with care and support needs must complete the Safer Recruitment online training provided by Surrey Children's Services Academy. Making safeguarding an integral part of our recruitment and culture.

Training and professional development

We recognise that for staff to fulfil their own duties in line with our statutory safeguarding duties, they will have different training needs, which are dependent on their degree of contact with children and adults with care and support needs, their level of responsibility and their independence with decision-making.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Managers are responsible for:

- ensuring staff complete mandatory safeguarding training as part of their induction
- using the pathway guidance documents to identifying additional training needs above level 1 (Appendix 2)
- ensuring their staff access the appropriate level of training freely available through the relevant safeguarding board/partnership
- reviewing and monitoring safeguarding training including refreshers through the Performance Development Framework
- ensuring safeguarding training is recorded at an individual or team level
- Receiving and reviewing DBS renewal list provided by HR every quarter to ensure their staff have a relevant and valid check.

Training pathways

Our training pathways align to the guidance provided by SSCP and SSAB and support managers to identify what training job roles require. Further details can be found in the pathway guidance document in Appendix 2.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Governance, performance, and policy review
Strategic and operational safeguarding groups

The Council's Strategic Safeguarding Group (SSG) is the key mechanism for driving forward the strategic priorities for safeguarding across the Council and for agreeing how each service will co-operate to safeguard and promote the welfare of children, and adults with care and support needs.

The group is responsible for ensuring the Council is meeting its statutory duties across both adult and children's safeguarding.

The Council's Operational Safeguarding Delivery Group (OSDG) is the key mechanism for communication between specialist service delivery staff. It also supports the dissemination of information from the Strategic Safeguarding Group (SSG) to service delivery areas.

The overall aim of the group is to ensure that staff with responsibility for delivering services, can safeguard and promote the welfare of children, and adults with care and support needs. The group provides a forum for sharing best practice and learning from thematic reviews, highlighting barriers in service delivery and escalating issues to the SSG.

Terms of reference for these groups are provided in Appendix 3.

Performance and Quality Assurance

We are represented on the SSCP and SSAB by a nominated district and borough officer. We are responsible for ensuring that we provide any data that is required by the boards for their respective Performance and Quality Assurance Frameworks. We are also expected to complete any returns and comply with any audit requirements including the statutory Section 11 audit for children's safeguarding. Action plans are monitored by the boards to ensure that partners are fulfilling statutory obligations.

Safeguarding audits can also be undertaken by our internal auditors as part of the annual audit work programme.

The Strategic Safeguarding Group (SSG) is responsible for developing, monitoring, delivering, and reporting on an annual safeguarding action plan. It reflects the recommendations made in the latest Section 11 and SSAB quality assurance audits (our statutory responsibilities) as well as the outstanding actions from the internal audits (non statutory). Progress against the action plan is presented to Corporate Management Board (CMB) twice a year and to Corporate Governance and Standards Committee annually.

Policy monitoring and review

Our Safeguarding Policy and Procedures will be monitored and reviewed by the SSG to ensure our approach takes account of changing legislation, learning from reviews, best practice, and experience across the organisation.

A full review will be undertaken every 2 years to ensure the policy and procedures are relevant and up to date.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Approval of minor changes is delegated to the Joint Executive Head, Community Services in consultation with the SSG and the relevant Lead Councillor. More fundamental changes will be escalated to the Executive in line with the Council's strategy and policy review processes.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Appendix 1: Links to Guildford Borough Council strategies, policies, and procedures

Code of conduct for staff: sets out the rules and requirements that staff must follow to maintain the high standards expected by the public.

Covert Surveillance Policy: this policy describes the regulation in place that covers covert surveillance and the process to follow.

Disciplinary Policy and Procedure: this policy covers our disciplinary rules and procedures that must be followed by managers so that individuals are treated fairly and consistently.

Equality and Diversity Policy: outlines our commitment to equality and diversity, the grounds of discrimination and how to report discrimination.

Induction checklist for managers: process for managers to follow when inducting new employees including safeguarding raining requirements

IT, Information Management, and Information Security Policies: a framework of different policies for users and managers that address the need to protect confidential and sensitive information from disclosure, unauthorised access, loss, corruption, and interference.

Licensing policies - Gambling and Taxi: sets out our standard of protecting the public and building public confidence in the licensed trade within the borough

Lone working and Violence at work policy: requirements set out what services need to do to manage the risks associated with working alone or dealing with violence at work.

Modern Slavery Motion- Charter against Modern Slavery: sets out the Council's commitment to the eradication of Modern Slavery in Council contracts.

Prevent Strategy (Applied Resilience): to be added

Privacy & Data Protection Policy – guidance on the safe handling of personal information

Procurement Procedure Rules: applies to all purchases of works, goods and services that must be followed so that the Council is fair, open, transparent, non-discriminatory, and lawful.

Record and Retention and Disposal Schedule: This working document aims to set out the legislation, guidance, and policy about record retention

Recruitment and selection handbook

Recruitment of ex-offenders

Staff information booklet

Safer Guildford Partnership Plan 2021-2024: The SGP is a statutory partnership with its roles and responsibilities set out in the Crime and Disorder Act 1998. The SGP Partnership Plan sets out how the 'responsible authorities' (statutory partners) who make up the SGP, will work together to reduce crime and disorder in Guildford

This Policy must be read alongside our Safeguarding Procedures (part 1)

Taxi Licensing Policy: sets out the principles we will use and standards we set when dealing with hackney carriage and private hire vehicles; hackney carriage and private hire vehicle drivers and private hire operators

Whistleblowing Policy: sets out how to raise serious concerns about possible wrongdoing that is taking place, or rules that are being broken in the Council.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Appendix 2: Guildford Borough Council Training Pathways

What training is available?

Mandatory corporate induction and refresher
Mandatory safeguarding training for all staff, volunteers, agency workers

Completion within first 3 months of employment.
Refresher: every 3 years
Delivery method:

- Self-serve staff and councillors: eLearn safeguarding course provided by Workrite
- Non-self-serve staff: bespoke face to face in house delivery (service based)

Working Together to Safeguarding Children (level 1 child safeguarding)

Mandatory level training for staff with infrequent contact with children, young people and/or parents/carers who may become aware of possible abuse or neglect.

- Completion within first 6 months of employment.
  Refresher: every 3 years
  Delivery method: in house delivery face to face- through train the trainer and E Learning available: Working Together eLearning SSCP

Adults Safeguarding Essentials (level 1 adult safeguarding)

Mandatory level 1 training for staff with infrequent or indirect contact with adults with care and support needs who may become aware of possible abuse or neglect

Completion within first 6 months of employment.
Refresher: every 3 years
Delivery method: SSAB through *Surrey Skills Academy*

This Policy must be read alongside our Safeguarding Procedures (part 1)

Councillor induction and refresher
Introduction to safeguarding training for all councillors as part of the councillor training programme plus eLearn mandatory safeguarding induction training

Refresher: every 2 years
Delivery method:

- Introduction to safeguarding delivered face to face in house
- Self-serve mandatory induction: eLearn safeguarding course provided by Workrite

Training for level 1 and above:

SCCP training and SSAB training provide a broad annual programme of both online and face to face training in all areas of safeguarding. This training can be accessed free of charge. All training undertaken is recorded through personal log ins to the course portals.

Surrey Safeguarding Children Partnership

SSCP provides around 60 partnership safeguarding workshops for practitioners, managers, and volunteers through the Surrey Children's Services Academy. They are provided to meet statutory duties and develop additional skills and knowledge for those working with children, young people, and their families in Surrey.

The workshops reflect learning and good practice from case reviews, audits, domestic homicide reviews and child deaths as well as changes in legislation, policy, and guidance. They are provided to meet statutory duties and develop additional skills and knowledge

Learning is multi agency, providing professionals with a vital opportunity to learn from each other and with each other; ensuring that professionals work together and share information within the safeguarding process to ensure positive outcomes for children and families.

Surrey Safeguarding Adults Board

SSAB provides a range of learning opportunities to support Surrey adult social care providers through the Surrey Skills Academy. It is the role of the Surrey SSAB to ensure that staff who work with adults with care and support needs can effectively and appropriately meet their statutory responsibilities and have received the necessary training.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Safer Guildford Partnership annual programme

The Safer Guildford Partnership provide a free annual training programme for all partner members and their staff. Training themes are based on the SGP priorities:

- Suicide awareness
- Domestic Abuse
- Prevent
- Fraud

What training do people need?

SSCP and SSAB both have training pathways that set out the expectations of staff roles and responsibilities. Guidance on how these are applied within the Council are set out below:

This Policy must be read alongside our Safeguarding Procedures (part 1)

SSCP Pathway- CHILDREN

Group	Descriptor	Typical roles	Training
Group 0	All staff as part of a corporate induction /mandatory training contractual within 3 months of employment and refresher every 3 years	All staff, temp and perm and volunteers	**Mandatory:** Self-serve staff- eLearn through Workrite Non-self-serve staff- bespoke service-based face to face Within 3 months Refresher every 2 years Additional optional free training accessed through Safer Guildford Partnership annual training programme (above)
Group 1	Above plus Staff in infrequent or indirect contact with children, young people and/or parents/carers who may become aware of possible abuse or neglect.	Customer service, environmental health, compliance, park rangers, heritage and leisure staff, community centre staff	**Mandatory:** Above plus Working Together to Safeguard Children Availability: • in house delivery face to face- through train the trainer Length: 3 hours Face to face Within 6 months Refresher every 3 years E Learning option available: Working Together eLearning- SSCP

This Policy must be read alongside our Safeguarding Procedures (part 1)

Group	Descriptor	Typical roles	Training
Group 2	Above plus Those in regular contact or have a period of intense but irregular contact, with children, young people and/or parents/carers	housing staff, family support team, playworkers, sports and leisure staff, disability specialists, community youth groups, play scheme volunteers	**Mandatory:** Above plus **Additional e learning training** to be discussed with manager, available annually through SSCP including: Effective Family Resilience and Early Help Assessment, contextual safeguarding, FGM and domestic abuse training Refreshers set by SSCP
Group 3	Managers and lead officers who work predominantly with children, young people and/or their parents/carers and who could potentially contribute to assessing, planning, intervening, and reviewing the needs of a child and parenting capacity where there are safeguarding concerns.	Senior Officers /Managers/Deputy/Designated Safeguarding Leads (DSLs)	**Mandatory:** Above plus **Foundation Module 1:** Multi-Agency Safeguarding Children – Family Resilience and Family Safeguarding and Foundation **Foundation Module 2:** Multi-Agency Safeguarding Children – Family Resilience and Family Safeguarding and Foundation **Additional e learning training** to be discussed with manager, available annually through SSCP to meet specific needs of role Refreshers set by SSCP
Group 4	Members of the workforce who have specific responsibilities in relation to undertaking child protection or who work with complex cases with children in need	Family support team	
Group 5	Professional advisors, named and designated lead professionals.	Playwork leads, Family Support leads	
Group 6	Operational managers who supervise staff in groups 4 and 5	Managers of groups 4 and 5	

This Policy must be read alongside our Safeguarding Procedures (part 1)

Aligned ADULT pathway using same principles

Group	Descriptor	Typical roles	Training
Group 0	All staff as part of a corporate induction /mandatory training contractual within 3 months of employment and refresher every 3 years	All staff, temp and perm and volunteers	**Mandatory:** Self-serve staff- eLearn through Workrite Non-self-serve staff- bespoke service-based face to face Within 3 months Refresher every 2 years Additional optional free training accessed through Safer Guildford Partnership annual training programme (above)
Group 1	Above plus Staff in infrequent or indirect contact with adults with care and support needs who may become aware of possible abuse or neglect.	Customer service, environmental health, park rangers, heritage and leisure staff community centre staff, compliance staff, environmental health staff, community safety, housing staff, community wellbeing advisors	**Mandatory:** Above plus SSAB Adult Safeguarding Essentials Availability: •online/in person through Surrey Skills Academy Within 6 months Refresher set by SSAB
Group 2	Above plus Those in regular contact or have a period of intense but irregular contact, with adults with care and support needs or their carers	housing staff, family support team, playworkers, sports and leisure staff, disability specialists, community youth groups, play scheme volunteers	**Mandatory:** Above plus Additional e learning training to be discussed with manager, available annually through SSAB including: •Medication administration •Person centred care

This Policy must be read alongside our Safeguarding Procedures (part 1)

Group	Descriptor	Typical roles	Training
			•Moving and handling people •DOLS- an introduction •Medical conditions •Infection control awareness •Reporting and recording •The Mental Capacity Act awareness •SSAB webinars
Group 3	Managers and lead officers who work predominantly with adults with care and support needs or their carers, and who could potentially contribute to assessing, planning, intervening, and reviewing the needs of a child and parenting capacity where there are safeguarding concerns.	Senior Officers /Managers/Deputy/Designated Safeguarding Leads (DSLs)	**Mandatory:** Above plus Additional e learning training to be discussed with manager, available annually through SSCP to meet specific needs of role
Group 4	Members of the workforce who have specific responsibilities in relation to undertaking adult protection or who work with complex cases with adults with care and support needs	Family support team	SSAB Contributing to a section 42 enquiry Availability: •online through SSAB
Group 5	Professional advisors, named and designated lead professionals.	Playwork leads, Family Support leads	
Group 6	Operational managers who supervise staff in groups 4 and 5	Managers of groups 4 and 5	

This Policy must be read alongside our Safeguarding Procedures (part 1)

SSAB Competency Framework approach

The Safeguarding Adults Board have developed a **competency framework** and **guidance** to assist employers to identify the training needs of their staff (including volunteers) working with adults.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Appendix 3: Terms of Reference for Strategic Safeguarding Group and Operational Safeguarding Group

Guildford Borough Council Strategic Safeguarding Group (SSG)

Terms of Reference

Overview of group:

The Council's Strategic Safeguarding Group (SSG) is the key mechanism for driving forward the strategic priorities for safeguarding across the Council and for agreeing how each service will co-operate to safeguard and promote the welfare of children, and adults with care and support needs.

The group is responsible for ensuring the Council is meeting its statutory duties across both adult and children's safeguarding by:

- responding to the legislation within the Children's Acts (1989 and 2004) and the statutory guidance 'Working Together to Safeguard Children' (2018).
- responding to the legislation within the Care Act 2014 and the Mental Capacity Act 2005 and the statutory guidance 'Care and Support Statutory Guidance' (updated 2020)
- coordinating the effective implementation of policies and procedures
- promoting a culture of effective safeguarding practice across the organisation
- communicating the need to safeguard and promote welfare to all staff, volunteers, councillors, and contractors

The objectives of the SSG are:

- To promote the welfare of children, and adults with care and supports needs, consistent with statutory guidance and best practice.

- To develop and agree corporate policies and procedures for safeguarding including the action to be taken where there are concerns about the safety or welfare of a child or of an adult with care and support needs.

- To influence and develop the Council's response to safeguarding within corporate policies and procedures relating to:

    - staff recruitment, vetting and barring, induction, training, development, supervision, discipline, and conduct
    - information sharing and management of data

- To ensure representation of the Council within the Surrey Safeguarding Partnership groups for adults and children

- To monitor, report on and challenge the effectiveness of what is done to safeguard and promote the welfare of children and of adults with care and support needs, across the Council.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Membership

Members must commit to their responsibilities to ensure the Council is meeting its statutory duties to safeguard and promote the welfare of children and of adults with care and support needs:

Lead Councillor for Community
Joint Strategic Director Community Wellbeing- Corporate Management Team lead for safeguarding
Joint Executive Head- Community Services- JMT Safeguarding Lead
Senior Policy Officer – Strategic Lead Officer for safeguarding
Joint Executive Head- Organisational Development
Joint Executive Head- Communications and Customer Service
Joint Executive Head- Regulatory Services
Joint Executive Head- Housing Services
Joint Executive Head- Commercial Services
Joint Executive Head- Legal and Democratic Services
Specialist – HR - Training

Frequency of meetings:

Quarterly

The Council's internal audit programme includes safeguarding every 2 years. The outcome of the audit is an action plan for improvement which is reflected in the SSG action plan. A biannual progress report is presented to CMB. An annual progress report is required by Corporate Governance and Standards Committee.

This Policy must be read alongside our Safeguarding Procedures (part 1)
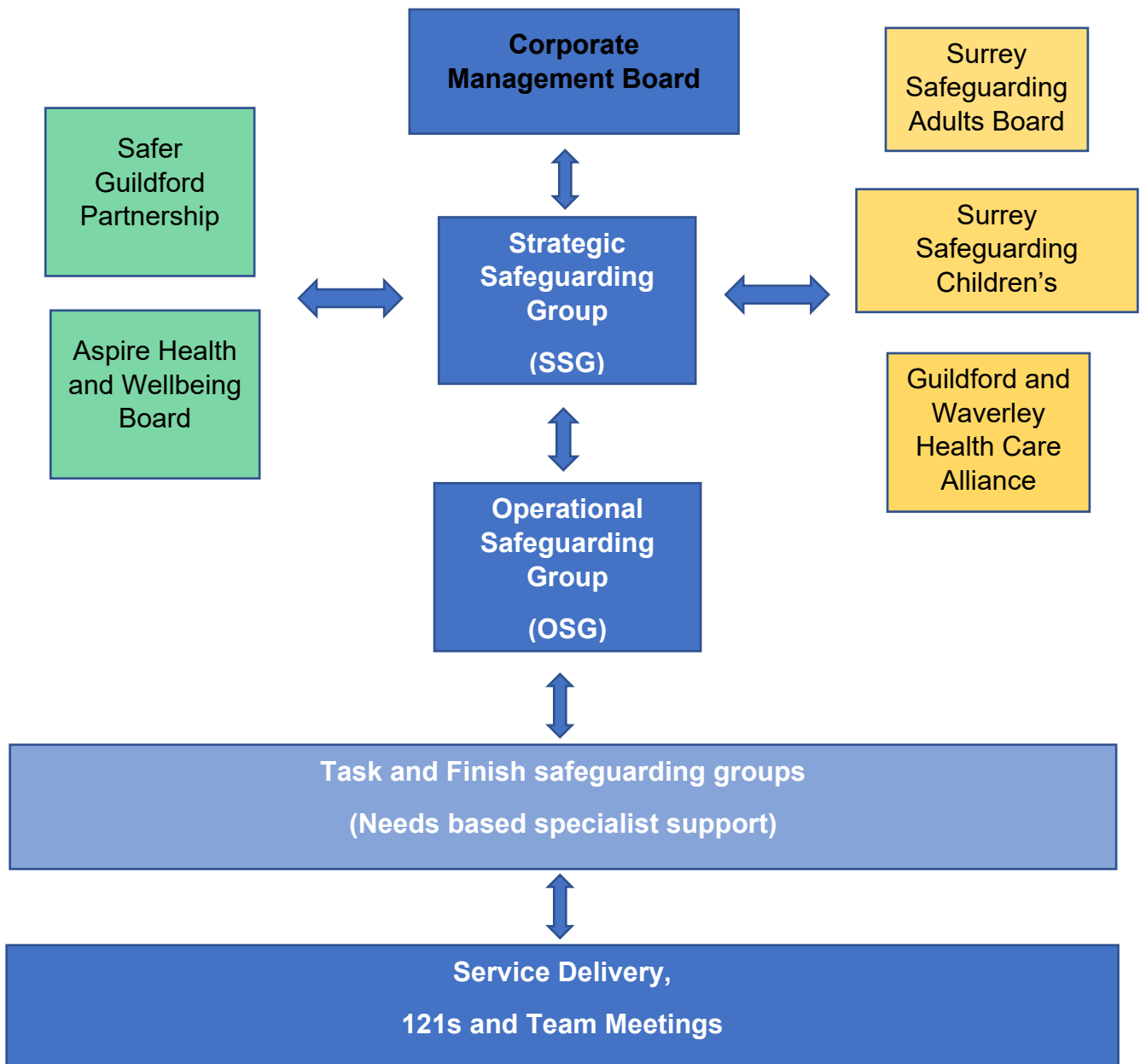
Performance, Governance and Structure

Strategic Safeguarding Structure

Key:

Blue- GBC Safeguarding accountability

Yellow- relationship with SCC Partnerships/Boards

Green- relationship with GBC Partnership/Boards

This Policy must be read alongside our Safeguarding Procedures (part 1)

SSG Strategic Action Plan

The SSG will develop, coordinate, and ensure delivery of an annual strategic action plan. The action plan will primarily respond to any gaps in compliance with the Council's statutory duties and audit recommendations but will also support best practice across the Council. The action plan will set the work programme for the SSG and relevant subgroups. The plan will be reviewed at each meeting to ensure it is continuing to respond to current legislation and best practice.

Service Planning

The Council's service planning framework recognises safeguarding responsibilities in those services directly working with children and those working with adults with care and support needs.

The Community Services service plan recognises the accountability for the coordination of strategic and operational safeguarding.

Performance Monitoring

The Council's performance monitoring framework is aligned to service plans. Core activity measures and milestones reflecting the Council's safeguarding arrangements are monitored monthly, through the Community Services Service Plan.

The SSG will provide an update on the strategic action plan to Corporate Management Board twice a year.

Quality assurance

The Council has a statutory duty to complete the Surrey Safeguarding Children's Partnership self-assessment section 11 audit and Surrey Safeguarding Adults Board audits. Each of these have associated action plans for improvement that are reflected in the SSG action plan.

The Council's internal audit programme includes safeguarding every 2 years. The outcome of the audit is an action plan for improvement which is reflected in the SSG action plan. A biannual progress report is presented to CMB. An annual progress report is required by Corporate Governance and Standards Committee.

Integration with Council Services

Organisational Development have lead responsibility for ensuring an effective strategy, service planning, policy and partnerships framework underpins our statutory safeguarding responsibilities.

Specialists in Organisational Development, Community Services, Communications and Customer Service, Regulatory Services, Housing Services and Commercial Services work with the SSG to deliver against the SSG strategic action plan.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Task and Finish groups

Task and finish groups will respond to specific areas of work within the strategic action plan, engaging the relevant specialists from across the Council where appropriate. Examples of task and finish group activities may include but are not limited to:

- reviewing and rewriting policy documents
- undertaking training audits
- reviewing and rewriting training material where appropriate

Operational Safeguarding Delivery Group

The Council's Operational Safeguarding Delivery Group (OSDG) is the key mechanism for communication between specialist service delivery staff. It also supports the dissemination of information from the SSG to service delivery areas. The group provides a forum for sharing best practice and learning from case reviews, highlighting barriers in service delivery and escalating issues to the SSG.

This Policy must be read alongside our Safeguarding Procedures (part 1)

Guildford Borough Council Operational Safeguarding Group (OSG)

Terms of Reference

Overview of group:

The Council's Operational Safeguarding Group (OSG) is the key mechanism for communication between specialist service delivery staff. It also supports the dissemination of information from the Strategic Safeguarding Group (SSG) to service delivery areas.

The overall aim of the group is to ensure that staff with responsibility for delivering services, can safeguard and promote the welfare of children, and adults with care and support needs. The group provides a forum for sharing best practice and learning from thematic reviews, highlighting barriers in service delivery and escalating issues to the SSG. The group also provides a review and monitoring function for safeguarding referrals and concerns raised through the C-SPA and MASH.

The group is responsible for supporting the Council in meeting its statutory duties across both adult and children's safeguarding by:

- contributing to shared learning and best practice sharing
- identifying issues and barriers in delivering safeguarding within their service area and developing problem solving solutions
- escalating strategic issues to the SSG
- supporting the dissemination of information and implementation of policy and procedure
- communicating the need to safeguard and promote welfare to all staff, volunteers, and contractors within their service area
- promoting a culture of effective safeguarding practice across the organisation
- monitoring and reviewing referrals made to C-SPA and the MASH

The objectives of the OSG are:

- To promote the welfare of children, and adults with care and supports needs, consistent with statutory guidance and best practice.

- To share best practice between services

- To implement learning from thematic reviews through service delivery

- To implement corporate and service based policies and procedures for safeguarding including; the action to be taken where there are concerns about the safety or welfare of a child or of an adult with care and support needs.

- To identify training needs across service delivery

- To challenge the effectiveness of what is done to safeguard and promote the welfare of children and of adults with care and support needs though service delivery

This Policy must be read alongside our Safeguarding Procedures (part 1)

- To ensure effective record keeping and information sharing within service delivery

Membership

Members must commit to safeguarding their responsibilities as set out in our Safeguarding Policy, to ensure the Council is meeting its statutory and moral duties to safeguard and promote the welfare of children and of adults with care and support needs.

Joint Executive Head Community- Chair
Customer Service Team Leader
Customer Case Services Team Leader
Specialist Occupational Therapy
Specialist Licensing
Specialists Housing
Homelessness Advice and Allocations Lead
Neighbourhood Housing Lead
Sheltered and Supported Tenants
Family Support Team Lead
Community Wellbeing Team Leader
Day Care Team Leader
Home Improvement Lead
Community Transport and Meals on Wheels Lead
Access Education and Engagement Officer
Operational- waste and parks
Community Services Business Support – action tracker recording
Officers who have submitted a referral to C-SPA or MASH where the referral remains 'live'

Frequency of meetings:

Every 6 weeks

This Policy must be read alongside our Safeguarding Procedures (part 1)

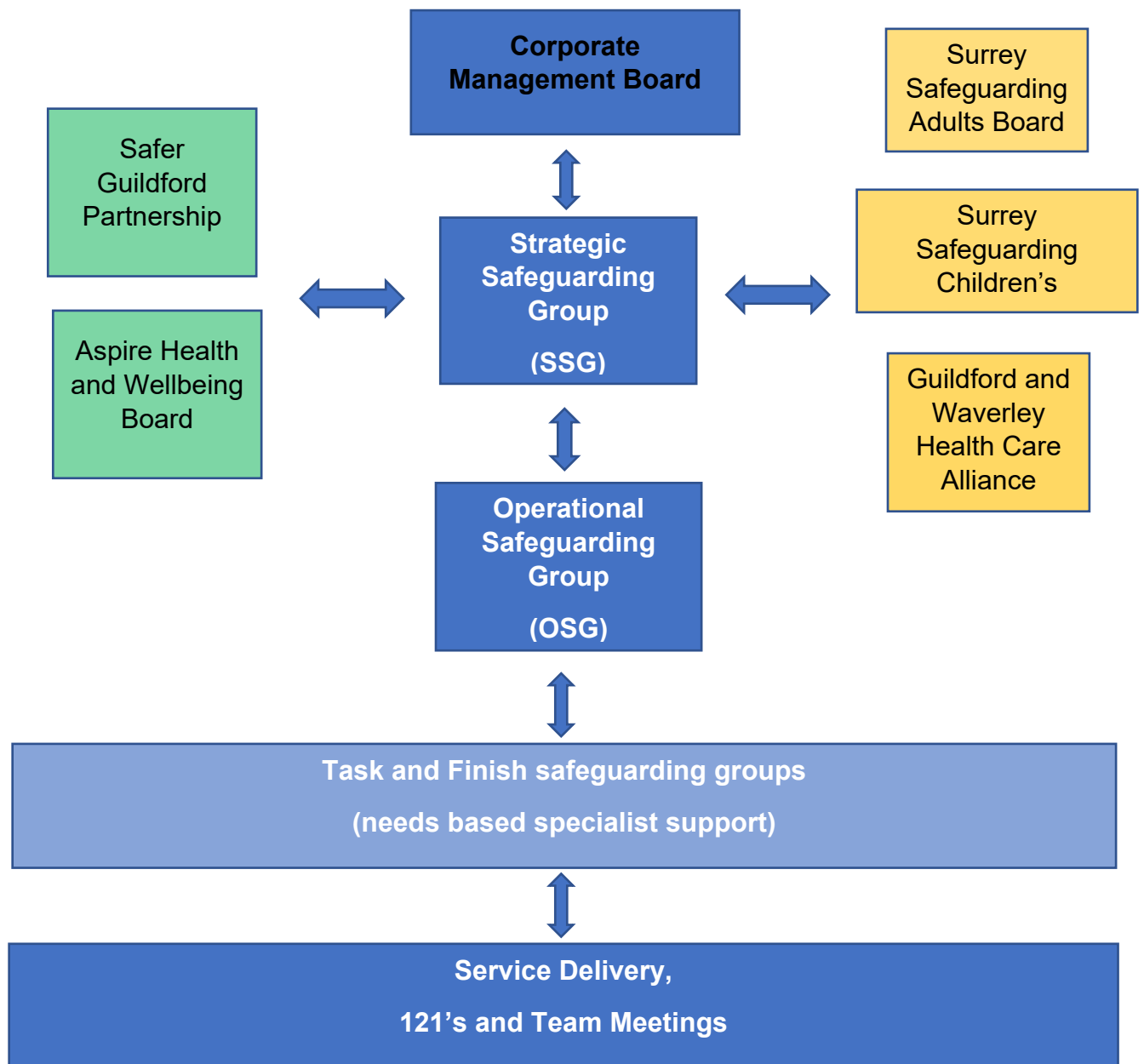**Performance, Governance and Structure**

Strategic Safeguarding Structure

Key:

Blue- GBC Safeguarding accountability

Yellow- relationship with SCC Partnerships/Boards

Green- relationship with GBC Partnership/Boards

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                        │      Corporate       │        ┌──────────────────┐
                        │  Management Board    │        │     Surrey       │
                        └─────────────────────┘        │  Safeguarding    │
                                 ↕                      │  Adults Board    │
┌──────────────┐        ┌─────────────────────┐        └──────────────────┘
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│  Guildford   │        │   Safeguarding       │        ┌──────────────────┐
│ Partnership  │        │      Group           │        │     Surrey       │
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        │               Service Delivery,                    │
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This Policy must be read alongside our Safeguarding Procedures (part 1)

Appendix A- procroate record keeping and monitoring of referrals.

Appendix A

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 lisa.barrett@guildford.gov.uk ext 4398

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 Group 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.