

APPENDIX B

Epping Forest District Council

**Safeguarding Children, Young People
and Adults**

Procedures

January 2015

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Contents

	Page(s)
Section One – Introduction	3
Aims.....	3
Working in partnership.....	3
Information sharing.....	3 - 4
Confidentiality.....	4
Consent.....	4 - 5
Mental capacity.....	5
Complaints and Compliments.....	5
Whistleblowing.....	5
Support for staff.....	5
Reviewing the Procedure.....	5
Other relevant information.....	6
Section Two – Responsibilities of staff	7
The Safeguarding Team.....	7
Designated Roles in the Council.....	7 - 8
Section Three – General Guidance for Staff	9
What is a safeguarding concern?.....	9
Anonymous concerns.....	9
What information should staff provide?.....	9 - 10
Evidence-gathering and preserving.....	10
What information should staff record?.....	10 - 11
Who is responsible for making a referral?.....	11 - 12
Dealing with immediate needs.....	12
Disclosures to staff.....	12 - 13
Working in a school environment.....	13
Allegations against staff.....	13 - 14
Housing Services safeguarding procedures.....	14
Closure process.....	14
When safeguarding procedures may not be used.....	14
Section Four – The Safeguarding Procedures	15
Reporting Safeguarding Concerns – Flowchart.....	15
Procedure A – Immediate Risk.....	16
Procedure B – No Immediate Risk.....	16
Procedure C – Allegations against Staff.....	17
Completing safeguarding report forms.....	17
Making direct referrals.....	17
Section Five – Useful contacts and websites	18 - 21

Section One - Introduction

These Procedures set out how Epping Forest District Council (EFDC) responds to safeguarding issues and are a general guide to help staff know what to do if they have a safeguarding concern. They accompany, and should be read in conjunction with, the Safeguarding Children, Young People and Adults Policy. However, if staff encounter issues such as Honour Based Abuse or Domestic Abuse they must read the relevant policy to ensure they are responding appropriately - these can be found on the Council's Intranet in the 'Safeguarding' section. Staff should also refer to the 'Safeguarding main areas of concern' document to determine which policy is required eg. for potential radicalisation staff should refer to the Prevent Policy.

It is vital for successful safeguarding that the procedures in this section are understood and applied consistently by everyone. When abuse does take place, it needs to be dealt with swiftly, effectively and in ways which are proportionate to the issues. All staff, in whatever setting, have a key role in preventing harm or abuse occurring and in taking action where concerns arise. Some procedures are specific to children or adults but for ease of reference the term 'vulnerable people' or 'vulnerable person' will be used to mean children, young people or adults with needs for care and support.

The Council's Safeguarding Team, which are based within the Community Safety Team, is responsible for responding directly to any safeguarding concerns raised by staff and members of the public. The team will:

- work to ensure that reporting safeguarding concerns, incidents and allegations is as easy as possible.
- take all reports seriously by recording and assessing all cases.
- keep the original staff member who raised a concern informed of action taken wherever possible.
- ensure that everyone involved in raising a concern is treated fairly, with dignity and respect.
- provide guidance, support and advice, in partnership with other agencies to help colleagues address victims' needs.
- share relevant information and intelligence on safeguarding issues with partners as appropriate.
- ensure that individuals and/or communities can raise concerns when it is considered that safeguarding issues are not being tackled positively.
- work with Council staff to provide training, education and support to ensure appropriate concerns are raised and reduce the amount of inappropriate referrals being made to external agencies.

Aims

The procedures aim to make sure that:

- a timely, professional and ethical response is made to safeguarding issues.
- all relevant legislation is adhered to when making safeguarding referrals.
- the needs, interests and human rights of vulnerable people are always respected and upheld.

Working in partnership

The Council works with a variety of different organisations to ensure an effective safeguarding service is provided to vulnerable people including other public and statutory agencies, voluntary and private sector organisations. Local authorities have the lead role in co-ordinating work to safeguard children and adults with needs for care and support. However, it is recognised that successful responses also require multi-agency and multi-disciplinary working.

Information sharing

Information sharing is a vital part of early intervention and preventative work, to promote welfare, for wider public protection and in improving outcomes for all. However, people want to be confident that their personal information is kept safe and secure and that staff maintain their privacy, while sharing appropriate information to deliver better services. Decisions about what information is shared and with whom will therefore be taken on a case-by-case basis. Information should be:

- necessary for the purpose for which it is being shared.
- shared only with those who have a need for it.
- be up to date and shared in a timely fashion.
- be shared accurately and securely.

The Government produced an information sharing document which outlined 'seven golden rules' to support organisations in making decisions about when it is appropriate to share information with others. These are:

1. **The Data Protection Act 1998 is not a barrier to sharing information** but provides a framework to ensure that personal information about living persons is shared appropriately.
2. **Be open and honest** with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be, shared and seek their agreement, unless it is unsafe or inappropriate to do so.
3. **Seek advice** if in any doubt, without disclosing the identity of the person where possible.
4. **Share with consent where appropriate** and, where possible, respect the wishes of those who do not consent to share confidential information. Staff may still share information without consent if, in their judgement, the lack of consent can be overridden in the public interest. Staff will need to base their judgement on the facts of the case.
5. **Consider safety and well-being** so base information-sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.
6. **Necessary, proportionate, relevant, accurate, timely and secure:** Ensure that the information shared is necessary for the purpose for which it is being shared, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
7. **Keep a record** of any decision and the reasons for it – whether it is to share information or not. If you decide to share, then you should record what was shared, with whom and for what purpose.

In all cases where information is shared the following information should be recorded:

- date and time.
- an accurate summary of information shared.
- who the information was shared with.
- whether it was shared with or without consent (if without consent, whether the child or family or employee were informed).
- how the information was shared and any receipt of it having been received.

Confidentiality

All staff must recognise that confidentiality is vital in all matters relating to safeguarding. Information must only be shared with colleagues where essential (on a need to know basis) and with other professionals.

Once a concern and/or referral has been made staff must not discuss any of the safeguarding issues with anyone else in or outside the Council including parents, carers, and relatives, of the child, young person or adult with needs for care and support.

The only individuals who information should be shared with are line managers, the Safeguarding Lead Professional, the Safeguarding Lead Officer, a Safeguarding Lead Deputy, the Safeguarding Officer, Safeguarding Administration Assistant or in the case of an allegation against a member of staff, the Human Resources Manager (or Deputy in their absence).

This does not exclude the employee from the need or right to consult with a solicitor, trade union representative or other bona fide legal adviser.

Consent

If possible, referrals should be made with the knowledge and consent of a child's parent or carer unless there is evidence to suggest that seeking consent would place the child at greater harm. For adults with needs for care and support, it is important to consider whether they are capable of giving informed consent in all aspects of their life.

Staff must consider whether seeking consent might increase the risk to the vulnerable person, cause an unjustified delay to reporting or if it could prejudice the prevention, detection or prosecution of a serious crime.

When in doubt advice should always be sought from someone experienced in dealing with these issues.

Consent is not required to breach confidentiality and make a safeguarding referral where:

- other people or children could be at risk from the person causing harm.
- it is necessary to prevent crime or if a serious crime may have been committed.
- there is a high risk to the health and safety of the adult at risk.
- the person lacks capacity to consent.
- where the alleged perpetrator may go on to abuse others.
- there is a statutory requirement eg. Children's Act 1989, Mental Health Act 1983, Care Standards Act 2000.
- the public interest overrides the interest of the individual.
- when a staff member/volunteer is the person accused of abuse, malpractice or poor professional standards.

Mental capacity

The Mental Capacity Act (MCA) 2005 requires an assumption that an adult has full legal capacity to make decisions unless it can be shown that they lack capacity to make a decision for themselves at the time the decision needs to be made. The Act provides a statutory structure to empower and protect people who may lack capacity to make decisions for themselves and for making decisions on their behalf.

Individuals must be given all appropriate help and support to enable them to make their own decisions or to maximise their participation in any decision-making process. Unwise decisions do not necessarily indicate lack of capacity.

Any decision made, or action taken, on behalf of someone who lacks the capacity to make the decision or act for themselves must be made in their best interests. Issues of mental capacity and the ability to give informed consent are central to decisions and actions surrounding safeguarding adults.

All interventions need to take into account the ability of adults to make informed choices about the way they want to live and the risks they want to take. This includes their ability:

- to understand the implications of their situation.
- to take action themselves to prevent abuse.
- to participate to the fullest extent possible in decision-making about interventions.

Complaints and Compliments

Where members of the public feel that positive action is not taking place to deal with safeguarding they can complain by contacting the Council and requesting a copy of the Compliments and Complaints Booklet which provides step by step guidance on making a complaint.

The same process can also be applied to members of the public who wish to compliment the actions of an officer.

Whistleblowing

The Council has a Whistleblowing (Confidential Reporting) Policy which enables staff to raise concerns regarding safeguarding issues about colleagues in a safe and secure manner and without risk of repercussion.

Support for staff

There are many difficult and sensitive issues involved when dealing with the subject of abuse, in whatever form it may take. It could trigger off personal memories for staff which could affect them in their daily activities – sometimes without the staff member realising this is what is affecting them. Or, just simply dealing with a harrowing and difficult situation is enough to cause significant distress.

If staff feel they are being, or have been affected, by dealing with a safeguarding situation, they should talk to their Line Manager in the first instance.

Reviewing the Procedure

The Safeguarding Children, Young People and Adults Procedure will be reviewed annually by the Safeguarding Lead Officer.

Other relevant information

Other relevant EFDC policies and procedures that may be read in conjunction with this document:

- Safeguarding Children, Young People and Adults Policy;
- Honour Based Abuse Policy and Procedures;
- Domestic Violence in the Workplace – Policy and Manager’s Toolkit;
- Recruitment Policy and Procedures;
- Whistleblowing Policy (Confidential Reporting Policy);
- Safe Working Practice Guide – A guide to professional boundaries for staff
- Staff Code of Conduct and Dress Code;
- Staff Handbook - Disciplinary Policy;
- Stress Management Policy;
- How do I deal with Stress? Support for Staff booklet.
- Lone Working Policy;
- A Guide to Risk Management for Managers and the Risk Assessment Template;
- Procedure for Dealing with Difficult Customers;
- Violence at Work Guidance for Staff;
- Disability Etiquette – Guidance Notes for Staff;
- Equality and Diversity Policy;
- Compliments and Complaints Booklet;
- Dealing with Complaints – for officers and members
- Safety Policy;
- Supplementary Job Description for Council First Aiders;
- Accident and Incident Report Guidance.
- Data Protection Policy and Procedures.
- IT Policies and Procedures regarding e-safety and appropriate use of the internet.
- Prevent Policy

Other organisation’s policies and procedures:

- Essex County Council Early Years & Children - How to respond to Safeguarding Concerns;
- Essex County Council Early Years & Children - Safeguarding Guidance
- Essex County Council - Support for Disabled Children and Young People and their Families in Essex
- Essex Safeguarding Children’s Board - Effective Support for Children and Families in Essex
- Southend, Essex & Thurrock (SET) - Child Protection Procedures.
- Southend, Essex & Thurrock (SET) - Safeguarding Adult Guidelines.

Forms:

The following forms can be found on the EFDC Intranet:

- Safeguarding Report Form - in the ‘Safeguarding’ section.
- Accident Report Form - in the ‘Human Resources’ section.

Staff should monitor internal Council bulletins and Intranet pages for new and updated versions of relevant safeguarding policies.

Section Two - Responsibilities of staff

Safeguarding is the responsibility of everyone and anyone can raise a safeguarding concern. If staff see something that worries them, they have a responsibility to report it. By reading, understanding and following the Council's Safeguarding Children, Young People and Adults Policy, and Procedures, staff are protected and know that they are doing everything within their power to help keep a vulnerable person safe. One thing staff must **not do** if they suspect that a child, young person or adult is being abused or mistreated is **nothing**.

The Safeguarding Team

The Safeguarding Team consists of staff from the Community Safety Team, within the Communities Directorate. They are the first port of call for all safeguarding concerns, requests for referrals and enquiries from Council staff and members of the public.

<p>Lynn Maidment - Safeguarding Officer Tel: 01992 564000 x 2706 Mob: 07894 816586 Email: lmaidment@eppingforestdc.gov.uk Secure email: lmaidment@eppingforestdc.gcsx.gov.uk</p>	<p>If staff feel someone is at immediate risk they should contact the relevant authority themselves eg. Police. However, all other safeguarding concerns should be raised with the Safeguarding Officer in the first instance.</p>
<p>Claire Baccarini – Safeguarding Admin. Assistant Tel: 01992 01992 564223 Mob: 07894 816585 Email: cbaccarini@eppingforestdc.gov.uk Secure email: cbaccarini@eppingforestdc.gcsx.gov.uk</p>	<p>Supports the Safeguarding Officer in the delivery of the safeguarding service. Deals with enquiries from staff and the public regarding safeguarding.</p>
<p>Caroline Wiggins - Community Safety Manager Tel: 01992 564122 Email: cwiggins@eppingforestdc.gov.uk Secure email: cwiggins@eppingforestdc.gcsx.gov.uk</p>	<p>Acts as adviser to the Safeguarding Officer and Administration Assistant and responds to safeguarding concerns in their absence.</p>
<p>The Team also has a dedicated email address which is listed on the back of the Safeguarding Report Form for staff to send any safeguarding concerns or enquiries: safeguarding@eppingforestdc.gov.uk</p>	

Designated Roles in the Council

Some officers within the Council have specific safeguarding functions. They work to ensure the Council fulfils its statutory requirements and ensures that all safeguarding issues are dealt with appropriately:

Safeguarding Lead Professional

Has overall accountability for safeguarding children, young people and adults with needs for care and support.

Alan Hall - Director of Communities

Tel: 01992 564004 Email: ahall@eppingforestdc.gov.uk

Elected Member Champion

Attends the Corporate Safeguarding Group and promotes the importance of safeguarding amongst all Members.

Councillor Gary Waller - Portfolio Holder for Safer, Greener & Transport.

Tel: 07974 412523 Email: gary.waller@which.net

Safeguarding Lead Officer

Responsible for advising the Lead Professional in regard to concerns, referrals and safeguarding allegations against staff.

Julie Chandler - Assistant Director Community Services and Safety

Tel: 01992 564214 Email: jchandler@eppingforestdc.gov.uk

Safeguarding Lead Deputies

These officers deputise for the Safeguarding Lead Officer as and when required:

Caroline Wiggins - Community Safety Manager

Tel: 01992 564122 Email: cwiggins@eppingforestdc.gov.uk

Russell Wallace - Housing Options Manager

Tel: 01992 564024 Email: rwallace@eppingforestdc.gov.uk

Gill Wallis - Community, Health & Wellbeing Manager

Tel: 01992 564557 Email: gwallis@eppingforestdc.gov.uk

Martin Crowe - Fraud Investigation and Intervention Officer

Tel: 01992 564170 Email: mcrowe@eppingforestdc.gov.uk

Sheila Nairne - Tenant Liaison Officer

Tel: 01992 565521 Email: snairne@eppingforestdc.gov.uk

Named Senior Officer (allegations against staff)

First point of call for staff reporting safeguarding allegations against employees. Refers to the Lead Professional and Lead Officer on this.

Paula Maginnis - Assistant Director Human Resources

Tel: 01992 564536 Email: pmaginnis@eppingforestdc.gov.uk

Deputy Named Senior Officer (in Named Senior Officer's absence)

Denise Tur - Senior HR Officer

Tel: 01992 564252 Email: dtur@eppingforestdc.gov.uk

Designated Safeguarding Reporting Officers

Representatives on the Corporate Safeguarding Group who are responsible for disseminating safeguarding information, identifying staff training needs and providing best practice examples within their service areas.

Governance:

Jill Shingler – Principle Planning Officer

Tel: 01992 564106 Email: jshingler@eppingforestdc.gov.uk

Barbara Copson – Performance Improvement Officer

Tel: 01992 564042 Email: bcopson@eppingforestdc.gov.uk

Neighbourhoods:

Jim Nolan – Assistant Director, Neighbourhoods

Tel: 01992 564083 Email: jnolan@eppingforestdc.gov.uk

Alan Clear – Performance and Quality Manager

Tel: 01992 564301 Email: aclear@eppingforestdc.gov.uk

Communities:

Gill Wallis - Community, Health & Wellbeing Manager

Tel: 01992 564557 Email: gwallis@eppingforestdc.gov.uk

Russell Wallace - Housing Options Manager

Tel: 01992 564024 Email: rwallace@eppingforestdc.gov.uk

Denise Pegler – Housing Manager

Tel: 0208 508 8596 Email: dpegler@eppingforestdc.gov.uk

Resources:

Martin Crowe - Fraud Investigation and Intervention Officer

Tel: 01992 564170 Email: mcrowe@eppingforestdc.gov.uk

Section Three - General guidance for staff

What is a safeguarding concern?

This is when someone has reason to believe that a vulnerable person may have been, is, or might be, abused. It may arise for a number of different reasons. For example:

- a child or adult may tell staff.
- someone else may tell staff that they suspect a vulnerable person is being abused.
- a vulnerable person may show physical or behavioural signs of abuse, such as bruises.
- the behaviour of an adult may make staff feel uncomfortable in some way.
- staff may observe abusive behaviour between a child and adult or between children.
- as the result of a particular incident.

See the 'Safeguarding' section on the Intranet for definitions and more information about abuse.

A concern can be raised by anyone including the person at risk, family, friends, professionals and members of the public. Any individual can respond to a concern raised about a person at risk. This can include raising a concern to seek support to protect individuals from harm (e.g. by contacting the Police). Immediate action may be required to safeguard the vulnerable person when they request this or when they cannot safeguard themselves.

The SET (Southend, Essex and Thurrock) safeguarding guidelines outline the basic safeguarding procedures which should be followed by all local authorities in Essex. Epping Forest District Council has developed its own simplified procedures in regard to safeguarding issues and concerns based on these and require all staff and Elected Members to follow them.

Anonymous concerns

Paid employees and volunteers: while every effort will be made to protect the identity of workers who are raising concerns, the anonymity of the person raising the concern cannot be guaranteed throughout the process. It is particularly important to remember the following:

- where the Police are pursuing a criminal prosecution, workers may be required to give evidence in court.
- all information from the safeguarding and disciplinary investigations will be shared with the person identified as causing harm where a referral to the Disclosure and Barring Service (DBS) is made.
- there is a possibility that a worker may be asked to give evidence at an employment tribunal.
- the person causing harm may request to see information held about them under the Data Protection Act.

Members of the public: it is preferable to know who is raising a concern. However, a member of the public cannot be made to give their personal details. If the identity of the referrer has been withheld, the investigation will proceed in the usual way. This will include information being recorded as a Safeguarding concern.

What information should staff provide?

Staff raising a concern to the Safeguarding Team need to provide certain details before it can be turned into a referral. This information will be captured on the Safeguarding Report Form but should include, wherever possible:

Details of the vulnerable person:

- whether the person at risk is a child (under 18 years old) or an adult.
- name, address, telephone number, date of birth, or age, ethnic origin and religion (if known).
- gender (including if transgender).
- details of any other members of the household including children, especially if they too are at risk.
- information about the primary care needs of the vulnerable person (e.g. if they have a physical or learning disability, illness, or have substance misuse issues). Also whether they have any communication needs due to sensory or other impairments (including dementia), and any interpreter or communication requirements.
- whether an adult at risk knows about the referral and, if they do, whether they have given consent. If not, on what grounds the decision was made to raise the concern.
- what is known of the adult's mental capacity (if relevant).
- details of how to gain access to the person and who can be contacted if there are difficulties.

Information about the abuse, neglect or harm:

- how and when the concern came to light.
- when and where the alleged abuse occurred and other relevant details.
- what impact this is having on the vulnerable person.
- what the vulnerable person is saying about the abuse and what they want to happen (if known).
- details of any witnesses.
- If there is any potential risk to anyone visiting the vulnerable person to find out what is happening.

Details of the person alleged to have caused the harm (if known):

- name, age and gender.
- their relationship to the vulnerable person and if they're living with them.
- If they are a member of staff, paid carer or volunteer. If so, details of their role and which organisation they are employed by.
- If there are other people at risk from the person causing the harm.

Any immediate actions that have been taken:

- If emergency services were contacted and if so, which ones.
- what action was taken.
- the crime number, if a report was made to the Police.
- details of any actions taken to protect the vulnerable person from further harm.
- who else has been informed.

The Safeguarding Report Form prompts staff for much of this information.

Evidence-gathering and preserving

The Police will always be responsible for the gathering and preservation of evidence to pursue criminal allegations against people causing harm. Staff should contact them immediately if they feel a crime has taken place. However, the first concern must be to ensure the safety and wellbeing of the alleged victim.

Staff can play an important part in ensuring that evidence is not contaminated or lost. Evidence may be present even if staff cannot actually see anything. Staff should:

- try not to disturb the scene, clothing or victim if at all possible.
- try to discourage the vulnerable person from washing, showering or bathing, or from washing their clothes if the allegation or disclosure concerns a possible rape or sexual assault.
- secure the scene (e.g. lock the door if possible).
- ensure nothing is removed from the scene and it is left exactly as it was found.
- contact the Police and ask for advice if in doubt.

The Police are required to obtain oral (spoken) evidence in specific ways as defined by the Police and Criminal Evidence Act (PACE) 1984. For some vulnerable witnesses this means that their evidence has to be obtained in accordance with the Youth Justice Criminal Evidence Act 1999, which is designed to help them to give evidence and provides a number of 'special measures' to enable them to do this.

What information should staff record?

Good record-keeping is an essential part of the accountability of organisations to those who use their services. Maintaining proper records is vital to individuals' care and safety. If records are inaccurate, future decisions may be wrong and harm may be caused to the individual. Where an allegation of abuse is made everyone has a responsibility to keep clear and accurate records. It is fundamental to ensure that evidence is protected and to show what action has been taken and what decisions have been made and why.

A written record of any concern, incident or allegation of a safeguarding issue (especially a crime) must be made as soon as possible after the information is obtained. The record must be factual and reflect as accurately as possible what was said and done by the people initially involved in the incident either as a victim, suspect or potential witness. However, if the record contains an opinion or an assessment, it should be clearly stated as such and be backed up by factual evidence. Information from another person should be clearly attributed to them. If these records are required to complete an internal Safeguarding Report Form (which would then be sent to the Council's Safeguarding Team) staff should take care when transferring information to ensure that accuracy is maintained.

As far as possible an accurate note should be made of:

- the date and time of any incident and/or what was disclosed.
- the parties who were involved.
- what was said and done by whom – using the vulnerable person's own words.
- a description of any visible injuries or bruising.
- the full name of the person reporting and who they've informed e.g. if they told their Line Manager before raising a concern with the Safeguarding Team.
- the views and wishes of the adult at risk, if relevant.
- any actions and decisions taken at this point.
- exactly what staff saw if they witnessed the incident.
- a record of what any witnesses said including their names and contact details.
- the name and signature of the person making the record.

All safeguarding records must be stored in accordance with EFDC's Data Protection Policy and Procedures. Records and notes must be kept safe as it may be necessary to make them available as evidence and to disclose them to a court.

Who is responsible for making a referral?

Staff are not responsible for deciding whether or not a vulnerable person is being abused or might be abused. They are required to act on concerns by referring to appropriate agencies who will make enquiries and take action. Staff should not carry out any investigation or discuss matters with an alleged perpetrator - this is the task of the Police and Social Care.

Anyone can raise a concern with the Safeguarding Team if they are worried that a vulnerable person is at risk. The Team will then decide if the criteria for safeguarding have been met. However, in the absence of Safeguarding staff (e.g. if it is out of hours) then people with concerns may need to make their own referrals i.e. contact the Police or Social Care directly to discuss their suspicions.

When a concern is sent through to the Safeguarding Team, it begins a process of gathering and clarifying facts, making an assessment of the allegation(s) and of the vulnerable person's needs to decide whether the Safeguarding policy applies. This is not an investigation but the Team may need to contact the person who raised the concern for more information.

Previous contacts and history will be checked for both the vulnerable person and the person alleged to have caused harm, including any information about possible risks to workers visiting.

To proceed with the safeguarding concern the Team must consider all the information and decide whether:

- the individual meets the definition of an adult or child at risk.
- the person has suffered, or is at risk of, significant harm from others.

If it is determined the concern does meet the safeguarding criteria, the person who raised the concern will be asked to complete and submit an internal Safeguarding Report Form via email (if they haven't already done so). Staff who don't have access to email must ask their Line Manager to submit the form on their behalf. The Safeguarding Team will make a formal referral to the appropriate agency e.g. to Social Care (using the ECC999 Form for children/young people and the SET SAF 1 Form for adults with care or support needs), or via a specialist email address for the Police.

If the concern is raised by a member of the public, a member of the family, a friend, a carer, a neighbour or anonymously, a form would not be expected but they could be offered a meeting to discuss their concerns.

All communication with external agencies is sent via the secure GCSX email system wherever possible.

Feedback to the person who raised the concern

At each stage of the safeguarding process it is important to ensure feedback is given to the person who first raised the concern and any partner agencies, where relevant. The person who originally raised the concern is entitled to be given appropriate information regarding the *status* of the concern. The extent of this feedback will depend on various things (e.g. the relationship they have with the victim, confidentiality issues and the risk of compromising an investigation). At the very least it should be possible to advise people whether their concern has led to an investigation.

Staff referrals to an external agency

If staff have to make their own referral to an external agency e.g. if managing an activity outside normal working hours or at the weekend, they should record the details of the referral onto a Safeguarding Report Form. This must be sent to the Safeguarding Team along with a copy of the external referral form and any other accompanying/relevant information.

The Safeguarding Report Form should include the name and role of the external agency staff member to whom the concerns were passed, together with the time and date of the call/referral. Staff should also ensure information contained in any subsequent conversations, decisions or actions relating to the case are sent to the Safeguarding Team for their files or to help them keep track of progress.

The Safeguarding Team will follow up the referral for staff by asking Social Care for an acknowledgement and will keep the person who raised the concern informed of progress, if relevant.

Dealing with immediate needs

Sometimes it is obvious that someone is at risk and staff need to take immediate action. In these circumstances, staff should:

- make an immediate evaluation of the risk and take steps to ensure that the vulnerable person is not in immediate danger. If they are, staff should dial 999 for the Police.
- call for an ambulance if there is a need for emergency medical treatment.
- establish whether there are any other people at risk who need safeguarding. If so, evaluate the risk to them and what action is appropriate.
- make sure they have all the relevant information to hand before calling other agencies in order to give them the full details e.g. telephone numbers, full address if known etc.
- encourage an adult at risk to contact the Police if a crime has been or may have been committed. If it is known they do not have capacity, staff should call the Police on their behalf. If the adult at risk is not confident enough to call the Police themselves, staff should ask permission to make a third party referral on their behalf.
- discuss risk management and any potential forensic considerations with the Police, if relevant, especially if they are offences of a sexual nature.
- not disturb or move articles that could be used in evidence, and secure the scene (e.g. by locking the door to a room).
- arrange for the needs of the person alleged to have caused harm, if they are also a vulnerable person, to be addressed.

Disclosures to staff

Children, young people and adults with care or support needs who are being abused will only tell people whom they trust and with whom they feel safe. By telling someone, they are demonstrating that they want the abuse to stop and so

by listening and taking seriously what they say, staff will be helping them. This is something staff should be prepared for and must handle carefully.

Staff should:

- ensure it's safe for the victim to talk about their issues e.g. establish that they don't have anyone listening in to the phone call. This is especially relevant in Honour Based and Domestic Abuse cases.
- speak to them in a private and safe place. It is essential to ensure that the alleged perpetrator is not present.
- react calmly so as not to frighten the vulnerable person, especially if they are a child.
- listen carefully to what is said and not cross-question.
- ensure that the person is not in immediate danger and if they are seek Police or medical help.
- assure the person the matter will be taken seriously.
- reassure the victim that they have done nothing wrong in telling them and are not to blame.
- allow the vulnerable person to continue at their own pace.
- keep questions to the absolute minimum necessary to ensure a clear and accurate understanding.
- use open questions such as 'tell me' and ensure questions are 'age appropriate.'
- ask questions for clarification only and avoid asking questions that suggest a particular answer.
- tell them what they will do next. If appropriate, staff should get views from the vulnerable adult on what has happened and what they want done about it.

- explain that information will need to be shared but only with people who need to know and who can help and that they cannot keep the information confidential.
- discuss what could be done to ensure their safety.

Staff should NOT:

- dismiss the concern, panic and/or allow their shock or distaste to show.
- probe for more information than is offered.
- make promises they cannot keep eg. such as agreeing not to tell parents.
- speculate, make assumptions, be judgemental or jump to conclusions.
- approach, or contact the alleged abuser unless the immediate welfare of the vulnerable person makes this unavoidable.
- make negative comments about the accused person.
- pass on the information to anyone other than those with a legitimate 'need to know' such as their Line Manager and/or the Safeguarding Team.
- delegate to others the task of talking to the victim.
- take notes at the time of talking to the victim where possible as it can be intimidating.
- put the alleged victim in potential danger through their actions eg. by sending a letter to an alleged victim of Honour Based or Domestic Abuse to their home address in case it is opened by their partner or family member, putting them in danger.

After the victim has disclosed, staff should record the details onto a Safeguarding Report Form, using the victim's own words, as soon as possible and send it to the Safeguarding Team.

Working in a school environment

Any concern should be reported immediately to the school's safeguarding lead officer or the most senior member of staff available. The procedure for educational establishments will then apply. However, staff should also complete an EFDC Safeguarding Report Form and send it to the Safeguarding Team to ensure it is logged on the system. If staff believe that the school's response to their concern is inadequate or inappropriate then they should inform their Line Manager and/or the Council's Safeguarding Team in the normal way.

Allegations against staff

All Council staff should be aware that colleagues may carry out abuse and that all allegations are taken seriously so that appropriate action can be taken. In the event of a serious allegation against a member of staff regarding children or young people, the Council will follow the Southend, Essex and Thurrock (SET) procedures and will involve the Local Authority Designated Officer (LADO) employed by Essex County Council. The Council will use similar procedures in order to protect adults with care or support needs.

Obviously this will be difficult for staff but it is important that any concerns for the welfare of the child or vulnerable adult should be reported immediately. The Council will fully support and protect any staff member who, in good faith, reports their concern that a colleague is, or may be, abusing a child or vulnerable adult.

If staff feel a colleague has:

- (a) behaved in a way that has harmed a vulnerable person, or may have harmed a vulnerable person; or
- (b) possibly committed a criminal offence against, or related to, a vulnerable person; or
- (c) behaved towards a vulnerable person in a way that indicates they are unsuitable to work with them

then they *must* inform their line manager immediately and follow the relevant procedure (see page 17).

When receiving an allegation staff should:

- treat it seriously and keep an open mind.
- not investigate.
- not make assumptions or offer alternative explanations.
- not promise confidentiality.
- record the details using the vulnerable person's own words.
- note time/date/place of incident(s), persons present and what was said.
- sign and date the written record.
- not tell the member of staff/volunteer if this might place the child at risk of significant harm or jeopardise any future investigation.

The Named Senior Officer is responsible for:

- contacting and/or making a referral to Essex Social Care or Local Authority Designated Officer (LADO) as appropriate.
- acting as a source of support, advice and expertise within the Council and to the LADO.
- liaising with senior management to inform them of any issues and details of ongoing investigations and ensure there is always cover for this role.

The Local Authority Designated Officer's role is to:

- act as the initial point of contact for organisations when an allegation, complaint or concern arises about an adult working with children.
- be involved in the management and oversight of individual cases.
- provide advice and guidance to employers and voluntary organisations.
- liaise with the Police and other agencies.
- monitor the progress of cases so they are dealt with as quickly as possible ensuring a thorough and fair process.
- report to the Essex Safeguarding Children Board at regular intervals on the management of allegations.

Housing Services safeguarding procedures

In addition to the safeguarding procedures, the Council's Housing Service may need to make a referral to Essex Social Care in relation to Homeless 16-17 year olds and intentionally homeless households with children. This contact is made for an assessment of whether they are a child in need to whom a duty is owed by Essex Social Care under terms of the Children Act 1989.

Closure process

The Safeguarding Team will 'close' a case once their role has been fulfilled. Closure will take place when:

- the level of harm has been assessed as low and the vulnerable person is not deemed to be at risk.
- there is not enough information to substantiate an allegation of abuse. Staff may forward what information they may have to the appropriate agencies with a disclaimer to this effect.
- the adult at risk has the capacity to decide that they want no further intervention and there are no other adults or children at risk.
- the Safeguarding Team have passed on all relevant information to the investigating authorities and there is no need for any continuing contact with those agencies.

In all situations the responsible Safeguarding staff member must ensure that:

- any actions to be taken are recorded along with the reasons for any decisions made – either making a referral or taking no further action.
- the person who raised the original concern is notified of the decision in a timely way. They will be told the reasons for any decision, and, if appropriate, given information about any alternative services which can be (or have been) offered, if this does not breach confidentiality. Whether to disclose information or not will be agreed beforehand with the Community Safety Manager (or the Safeguarding Lead in their absence).

When safeguarding procedures may not be used

It may be decided not to use the safeguarding procedures when there is enough information to establish that:

- no harm has been caused.
- it is a one-off incident with a low level of risk and/or no abuse and other intervention is more appropriate.
- if a vulnerable adult has the capacity to make a choice about their own safety, there are no public or vital interest considerations and they choose to live in a situation in which there is risk or potential risk. They can then be directed to other services or resources and/or reassured that they can come back in the future.

It is essential that the reasons for not invoking safeguarding procedures are fully recorded.

Section Four – The Safeguarding Procedures

Reporting Safeguarding Concerns - Flowchart

PROCEDURE A – Immediate Risk

Staff believe a child, young person or adult is at immediate risk of significant harm

Call the Police (999)

Inform Line Manager and send a Safeguarding Report Form to the Safeguarding Team (within 1 working day of the incident)

PROCEDURE B – No Immediate Risk

Staff have a safeguarding concern about a child, young person or adult who they believe to be at **risk of harm or that a crime has taken place**

Staff need to discuss this with someone

Telephone the Safeguarding Team:

Lynn Maidment - Safeguarding Officer x 2706
Claire Baccarini - Safeguarding Administrator x 4223
Caroline Wiggins - Community Safety Manager x 4122

Or one of the Safeguarding Lead Deputies:

Russell Wallace - Housing Options Manager x 4024
Gill Wallis - Community, Health & Wellbeing Manager x 4557
Martin Crowe - Fraud Investigation & Intervention Officer x 4170
Sheila Nairne – Tenant Liaison Officer x 5521

Staff know a referral needs to be made

Email a Safeguarding Report Form to:
safeguarding@eppingforestdc.gov.uk
(within 1 working day of any situation or notification which raised the concern)

The Team may ask staff for more details in order to complete an external referral form. They will tell staff about any action to be taken and if staff need any further input.

PROCEDURE C – Allegations against Staff

Staff have a concern, or have received an allegation, about a colleague's behaviour. (Staff must NOT speak to the colleague)

Discuss with, or send a Safeguarding Report Form to:
Paula Maginnis, Assistant Director - Human Resources (x 4536) or
Denise Tur, Senior HR Officer (x 4252) in her absence

Details will be taken and advice given about what will happen next

Procedure A: Immediate Risk

For incidents where staff believe that a child, young person or adult with care or support needs is in **immediate danger of physical or psychological harm** and that the situation calls for **immediate action or intervention**.

Staff may have witnessed the incident themselves, had a vulnerable person disclosure directly to them or they are given information from a third party.

In these situations, staff should:

1. **CALL 999** and report what they've seen or heard to the relevant emergency service.

If staff are able, they should ensure that they have all relevant details to hand before contacting the emergency services eg. any relevant addresses, telephone numbers etc.

2. Record all details immediately in order to give as much information as possible to the emergency services and/or investigating agency.

These details will also form the basis of the Safeguarding Report Form which will have to be completed after the incident.

3. Stay until the Police and/or the ambulance crew arrive if they've witnessed an incident themselves.
4. Ask any other witnesses if they can stay and provide support to the victim if possible but only if it's safe to do so without compromising the situation.
5. Talk to the victim and record whatever is said in writing as soon as possible but only if the perpetrator is not at the scene.
6. Inform their Line Manager as soon as possible after the situation has been resolved and submit the Safeguarding Report Form to the Safeguarding Team **within one working day** of the incident occurring.

Staff should be as accurate as possible when recording information as it could be used in court.

Procedure B: No Immediate Risk

For incidents where staff have concerns about a vulnerable person or a third party has told a member of staff about their concerns. Also if a child, young person or adult has disclosed something which may be considered a safeguarding concern, **or staff believe may involve a crime, directly** to the member of staff themselves.

These concerns are of a **serious nature** which staff believe **could lead to harm** but where the victim is **not in any immediate danger** of harm and **immediate action is not required**.

Staff should:

1. Record what is said as accurately as possible.
2. Reassure the vulnerable person and explain that information will be passed on – that staff are unable to keep the information a secret and that they will be seeking help for them.
3. Report it to the Safeguarding Team via the Safeguarding Report Form within **one working day** of the concern being raised/established.

If staff are unsure whether their concern is a safeguarding issue, they should ring the Safeguarding Team (see flowchart on page 15) or a Safeguarding Lead Deputy to discuss.

Procedure C: Allegations against staff

This procedure also covers allegations made against anyone acting on behalf of EFDC including volunteers or Elected Members.

Staff should:

1. Try to get a witness to their conversation with the person reporting the allegation if it is made in person.
2. Take accurate notes of the allegation and not ask leading questions. Staff should transfer this information in as much detail as possible to a Safeguarding Report Form as soon as they can.
3. Immediately contact the **Named Senior Officer** or Deputy Senior Officer:
 - **Assistant Director - Human Resources: Paula Maginnis on ext 4536**; if she is unavailable, contact:
 - **Senior HR Officer, Denise Tur on ext 4252**. If neither is available contact:
 - **Safeguarding Lead Officer, Julie Chandler on ext 4214**; or in her absence:
 - **Safeguarding Lead Professional, Alan Hall on ext 4004**.
4. If the allegation is made in writing, follow the above procedure from no. 3.

It will be up to the Named Senior Officer (or the Deputy/Safeguarding Lead in her absence) to determine whether the Safeguarding Report Form is forwarded to the Safeguarding Team.

Suspension of the staff member is not automatic and is considered a neutral act. Where suspension is not appropriate, consideration will be given to putting safeguards in place to protect the vulnerable person.

Completing Safeguarding Report Forms

The EFDC Safeguarding Report Form is to be used for concerns regarding children, young people and adults with care or support needs. As a result, not all fields will be relevant, **but all relevant fields must be completed**.

The officer completing the form has 'ownership' for its content and is responsible for its delivery to the Safeguarding Team within the timescales given. The EFDC Form is available on the intranet under the 'Safeguarding' section and should be downloaded **each time** it is needed. Staff should **not** download and keep a copy of the form for future use in case changes are made. Forms must be completed electronically and emailed to the address given. Any employee not having access to the intranet must contact their line manager to complete the form on their behalf. On receipt of the form a member of the Safeguarding Team will start the assessment process.

As the Safeguarding Team may need to cut and paste information from the Safeguarding Report Form onto external forms, it should be completed as accurately and carefully as possible. Staff should also reduce the amount of additional documents that are attached e.g. amalgamate and/or edit information rather than sending lots of emails to provide background information. The Safeguarding Report Form will also act as an accurate record for staff to keep in their own confidential files. Staff must remember that their reports may be used as evidence in court of law or at a case review or inspection.

Making direct referrals

If staff need to make their own referrals to Social Care, they should access the relevant forms via the relevant websites *each time* to ensure they use the correct and most up to date form. A copy of any form sent externally should also be sent to the **safeguarding@eppingforestdc.gov.uk** email address for the Safeguarding Team's reference.

External safeguarding forms for Essex can be found on the following websites:

- **Adults with care or support needs (SET SAF 1 Form): www.essexsab.org.uk**
- **Children (ECC999 Form): <http://www.escb.co.uk/Professionals/ReportingConcerns.aspx>**

See 'Reporting Concerns' in Section Five for Social Care contact details in adjoining counties.

Section Five – Useful contacts and websites

Black & Minority Ethnic (BME) Groups

Asylum Aid 0207 354 9264 www.asylumaid.org.uk

Provides free legal representation and advice to asylum seekers and refugees. It aims to enable women fleeing serious human rights violations gain protection in the UK.

Chinese Information and Advice Centre 08453 131 868 www.ciac.co.uk

Confidential support for Chinese women who are victims of domestic abuse on a range of issues. The specially trained bilingual female volunteers speak English, Mandarin and Cantonese.

Jewish Women's Aid 0808 801 0500 www.jwa.org.uk

Run by and for Jewish women (and children) offering support and information for victims of domestic abuse.

Newham Asian Women's Project 020 8472 0528 www.nawp.org

The group offers support and advice for Asian women and children experiencing domestic abuse. Although they are based in London they can offer help over the phone.

Southall Black Sisters 020 8571 0800 www.southallblacksisters.org.uk

Provides information, advice, advocacy, practical help, counselling and support to Asian and African-Caribbean women and children experiencing domestic and sexual abuse (including marriage and honour crimes).

Children and Young People

Child Exploitation and Online Protection (CEOP) Centre 0870 000 3344
<http://ceop.police.uk>

Pursue those who sexually exploit and abuse children, prevent child sexual exploitation and reduce the impact of child sexual exploitation and abuse through safeguarding and child protection work.

Childline 0800 1111 www.childline.org

A 24 free confidential helpline for children and young people.

Childnet International 020 7639 6967
Studio 14, Brockley Cross Business Centre
96 Endwell Road, London SE4 2PD
www.childnet.com
Email: info@childnet.com

Childnet works in partnership with others around the world to help make the internet a safe place for children.

Child Protection in Sport Unit 0116 234 7278 Email: cpsu@nspcc.org.uk
www.nspcc.org.uk/Inform/cpsu/cpsu_wda57648.html

A partnership between the NSPCC and Sport England, CPSU/NSPCC provide advice and assistance on developing codes of practice and child protection procedures to sporting organisations.

Get Connected 0808 808 4994 www.getconnected.org.uk/charity

For older children and young adults (16-25 years old), Get Connected offers free, confidential advice.

NSPCC 0808 800 5000 www.nspcc.org.uk

A 24-hour free confidential helpline for someone worried about a child.

Counselling, Support and Advice

ADAS 01279 438716 / 641347 www.adasuk.org
118-124 The Stow, Harlow CM20 3AS
Email: admin@adasuk.org

Supports individuals and families affected by alcohol and drug misuse.

ASKSAL Helpline 08452 66 66 63 www.asksal.org.uk

A partnership project between the Southend, Essex and Thurrock Safeguarding Adults Boards and Essex County Council. Individuals can use this helpline to report if they see, hear or suspect that a vulnerable adult is being abused. SAL stands for Safeguarding Adults Line.

Citizens Advice Bureau St Mary's Parish Centre, High Road, Loughton, Essex IG10 1BB	Tel: 0844 2571909 www.efcab.org.uk National: www.citizensadvice.org.uk
Citizens Advice Bureau offer advice and information about all subjects including issues such as housing, family law, child support agency and benefits. All the services are free, confidential and independent.	

POLICE	Emergency Tel: 999 Non-emergency Tel: 101 Email: cru-ppsova@essex.pnn.Police.uk (adults).
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Relate	Helpline: 0300 100 1234 www.relate.org.uk
Offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through their website.	

Rights of Women	0207 251 6577 www.rightsofwomen.org.uk
Voluntary organisation committed to informing, educating and empowering women about their legal rights.	

Samaritans	08457 90 90 90 www.samaritans.org.uk
Samaritans provides confidential emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those that may lead to suicide.	

Victim Support	0845 30 30 900 www.victimsupport.org.uk
Offers free confidential support to anyone, whether or not the crime has been reported to the Police.	

West Essex Clinical Commissioning Group Building 4, Spencer Close, St. Margaret's Hospital, The Plain, Epping CM16 6TN	01992 566140 www.westessexccg.nhs.uk Email: weccg.comms@nhs.net
The West Essex CCG buys health services on behalf of people living in Epping Forest, Harlow and Uttlesford.	

West Essex Mind The Wellbeing Centre, 10-11 Corner House, Bush Fair, Harlow CM18 6NZ	01279 421 308 or 01371 876641 www.westessexmind.org.uk Email: talking@westessexmind.org.uk
A local registered charity working to support people affected by mental ill health, and the people around them.	

Domestic Abuse

Action on Elder Abuse	Helpline: 0808 808 8141 (Freephone) www.elderabuse.org.uk E-mail: enquiries@elderabuse.org.uk
Charity giving help and information about the abuse of older people, including by family members and partners.	

POLICE	Emergency Tel: 999 Non-emergency Tel: 101 (ask for the Central Referral Unit)
Domestic Abuse Central Referral Unit Open: 8am – 10pm, seven days a week Essex Police Headquarters, Chelmsford	Freephone: 0800 358 0351 www.essex.police.uk/be_safe/domestic_abuse.aspx Email: cru-ppenquiries@essex.pnn.Police.uk

MALE - Men's Advice Line/Enquiries	0808 801 0327 www.mensadvice.org.uk
Confidential helpline for all men (in heterosexual or same sex relationships) experiencing domestic violence by a current or ex-partner. Offers emotional support, practical advice and information on a wide range of services.	

National Centre for Domestic Violence	0844 8044 999 Option 1 (emergency helpline) Freephone: 0800 970 2070 www.ncdv.org.uk
Specialises in providing free legal support to survivors of domestic violence, usually by helping individuals obtain injunctions from their local court.	

National Stalking Helpline	0808 802 0300 www.stalkinghelpline.org Email: advice@stalkinghelpline.org
Guidance and information to anyone who is or has been affected by harassment or stalking.	

National Women's Aid 24hr free helpline	0808 2000 247 www.womensaid.org.uk or www.womensaid.org.uk/virtualrefuge/
Emergency accommodation, advice and help for women suffering domestic abuse, and their children.	

New Paths	07938 611046	www.newpaths.org.uk
New Paths is focused on male victims of domestic abuse. The organisation has a drop-in centre and a team of life coaches, therapists and advisors.		

Refuge	24 hr national helpline: 0808 2000 24	
Refuge is a charity that offers help and advice to women and young girls who are in abusive relationships.		

Safer Places	0845 0177 668 (24 hours)	www.saferplaces.co.uk
A charity supporting female and male adults and children affected by domestic abuse. Email info@saferplaces.co.uk .		

Domestic Abuse – Children and Young People

www.thehideout.org.uk
A website specifically designed for children and young people who are experiencing domestic abuse.

thisisabuse.direct.gov.uk
A website with information about teenage relationship abuse

Domestic Abuse - Lesbian, Gay, Bisexual, Transgender (LGBT)

Broken Rainbow	0300 999 5428	www.broken-rainbow.org.uk
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Colchester Gay Switchboard	0845 123 23 88	www.theouthouse.org.uk
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Essex Gay Men	01245 250256	www.essexgaymen.org.uk
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Honour Based Abuse including Female Genital Mutilation and Forced Marriage

POLICE	Emergency Tel: 999 Non-emergency Tel: 101
Ring 101, ask for the Central Referral Unit and explain you've been approached by a person at risk who declared they are a victim of Honour Based Abuse and need a trained Police Officer to attend urgently.	

Foreign and Commonwealth Office	Tel: 020 7008 1500 (from overseas: +44 20 7008 1500)
Can provide help if the person has already been taken abroad to participate in a forced marriage.	

NSPCC	0808 800 5000	www.nspcc.org.uk
FGM helpline 0800 028 3550 or email: fgmhelp@nspcc.org.uk		
Has an FGM helpline that is in operation 24 hours a day, staffed by specifically trained child protection counsellors who offer advice, information and assistance to members of the public and professionals.		

Forced Marriage Unit Monday to Friday, 9am to 5pm	020 7008 0151	fmu@fco.gov.uk
Overseas: +44 20 7008 0151 Out of hours: 020 7008 1500		
www.gov.uk/stop-forced-marriage		
Helping prevent forced marriage and helping those needing to leave a forced marriage.		

Karma Nivarna	0800 5999 247	www.karmanirvana.org.uk
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Sexual Violence

Centre for Action on Rape and Abuse (CARA)	01206 769795	www.caraessex.org.uk
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Rape & Sexual Abuse Support Centre	0808 802 9999	www.rapecrisis.org.uk
A range of services for women and girls who have been raped or experienced another form of sexual abuse.		

Survivors UK	0845 122 1201	www.survivorsuk.org
Help for men who have been sexually abused or raped.		

Useful Organisations and Services

Disclosure and Barring Service

0870 9090 811 (checks)
01325 953795 (referrals/barring)
www.homeoffice.gov.uk/agencies-public-bodies/dbs/

Merged functions previously carried out by the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

Essex Safeguarding Children Board

Room C228, County Hall, Chelmsford, Essex
CM1 1QH

01245 435167
www.escb.co.uk
Email: escb@essex.gov.uk

Multi-agency organisation which brings together agencies who work to safeguard and promote the welfare of children.

Essex Safeguarding Adults Board

ESAB Support Team, CG04-7, C Block, County
Hall, Chelmsford, Essex, CM1 1QH

03330131019
www.essexsab.org.uk
Email: ESAB@essex.gov.uk

An inter-agency forum for agreeing how the different services and professional groups should cooperate to safeguard adults with care or support needs across Essex.

Modern Slavery (Human Trafficking)

Helpline: 0800 0121 700 www.modernslavery.co.uk

Public Concern at Work

020 7404 6609 www.pcaw.co.uk

Provides free confidential advice on how to raise a concern about malpractice at work

Reporting Safeguarding Concerns (out of hours)

Essex

Essex County Council

Advises the public on what to do if they are a child or adult suffering from abuse or a third party who has a concern. If members of the public want to make their own safeguarding referral to Social Care staff should provide them with the following numbers.

Children

0845 603 7627 (Early Help & Advice Hub)
Out of hours Emergency Duty Team: 0845 606 1212

Adults

0845 603 7630
Out of hours Emergency Duty Team: 0845 606 1212

Local Authority Designated Officer (LADO)

Duty Line: 03333 139 797
Email: childrens.safeguarding@essex.gov.uk

Contact in the event of an allegation of child abuse against staff, volunteer or elected member. The duty line is for allegations made against those who work with children, NOT an enquiry line for children's safeguarding.

POLICE - Adults

Open: 8am – 10pm, seven days a week

Emergency Tel: 999; Non-emergency Tel: 101
CRU: Tel: 101 - ask for the Central Referral Unit.

Email: cru-ppsowa@essex.pnn.Police.uk (vulnerable adult victims and not perpetrators of domestic abuse).

Other

Redbridge Social Care

Adults: 020 8708 7333 (Mon - Fri, 9am to 5pm)
or 020 8554 5000 (Mon to Fri from 8.30 am to 6pm)

Children: 020 8708 3885 from 9 am to 5 pm
or 020 8553 5825 after 5 pm.

Hertfordshire Social Care

Adults: 0300 123 4042 (24 hours a day).

Children: 0300 123 4043 (including out of hours)