Caerphilly County Borough Council

Safeguarding Children and Vulnerable Adults

CORPORATE POLICY

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1. Corporate Policy Statement:

1.1 Caerphilly County Borough Council is committed to ensuring that everyone living within the Borough is safe and protected and that our statutory responsibilities to safeguard and protect children, young people and vulnerable adults are effectively met.

1.2 Safeguarding children and adults from abuse is everybody's business. We all share a responsibility, both corporately and individually, to ensure that all children and adults are treated with respect and protected from others who may abuse them. All Council employees, Elected Members, volunteers and contractors who come into contact with children or vulnerable adults in the course of their duties are expected to understand their responsibility and wherever necessary, to take action to safeguard and promote their welfare.

1.3 As part of the Council's commitment to safeguarding, we work proactively with our partners under the auspices of the South East Wales Safeguarding Children Board (SEWSCB) and the Gwent Wide Adult Safeguarding Board (GWASB) to ensure that statutory guidance is followed, awareness and good practice is promoted and the children and adult's workforce practices safely and effectively. Helpful guidance on professional conduct and safe working practice can be found in Appendix 1(page 15).

Scope:

1.4 This policy covers all Council employees, Elected Members, volunteers and contractors.

1.5 While employees, Elected Members, volunteers and contractors are likely to have varied levels of contact with children, young people and vulnerable adults as part of their duties, everyone should be aware of the potential indicators of abuse and neglect and be clear about what to do if they have concerns. Responsibilities are limited and it is important to remember that:

IT IS NOT the responsibility of any Council employee, Elected Member, volunteer or contractor to determine whether abuse or neglect is actually taking place.

HOWEVER,

IT IS the responsibility of the employee, Elected Member, volunteer or contractor to take the actions set out in this policy if they are concerned that abuse or neglect may be taking place.

2. What is safeguarding?

2.1 Safeguarding means protecting individual's health, well being and human rights and enabling them to live free from harm, abuse and neglect (Care Quality Commission, 2014)

2.2 The Social Services and Well Being (Wales) Act 2014 defines abuse and neglect as:

'Abuse' means physical, sexual, psychological, emotional or financial abuse and includes abuse taking place in any setting, whether in a private dwelling, an institution or any other place. 'Financial abuse' includes:

- Having money or other property stolen;
- Being defrauded;
- Being put under pressure in relation to money or property;
- Having money or other property misused.

'Neglect' means a failure to meet a person's basic physical, emotional, social or psychological needs which is likely to result in an impairment of the person's well being for example, an impairment of the person's health or, in the case of a child, an impairment of the child's development.

Safeguarding Children and Young People

2.3 For the purposes of this policy, a child is defined as anyone who has not yet reached their eighteenth birthday. 'Children' therefore means 'children and young people' throughout this document. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate does not change his or her status or entitlement to services or protection under current legislation.

Safeguarding Vulnerable Adults at Risk

2.4 For the purposes of this policy, an adult is defined as being over eighteen years of age. A vulnerable adult becomes an adult at risk when they:

a) are experiencing or are at risk of abuse or neglect;

b) have the need for care and support (whether or not the authority is meeting any of those needs); and

c) as a result of those needs is unable to protect him/herself against the abuse or neglect or the risk of it.

(Social Services and Well Being (Wales) Act 2014)

Violence Against Women, Domestic Abuse and Sexual Violence (VAWDA&SV)

2.5 The Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 aims to improve arrangements for the prevention of gender based violence, abuse and sexual violence. The protection of victims and support for people affected is underpinned by the 'Ask and Act' duty placed on public service staff to ask potential victims about the possibility that they may be experiencing VAWDASV and act so as to reduce suffering and harm.

Counter-terrorism and risk of radicalisation

2.6 Local authorities have a duty to identify vulnerable individuals and families at risk of radicalisation from all forms of extremism. The Counter Terrorism and Security Act 2015 and its guidance, identifies that children and adults may be vulnerable to ideologies that place them, their families and the general public in danger should they be enticed to act upon extremist beliefs. Identifying individuals at risk and determining what action is necessary to support them is complemented by the 'Channel' multi-agency intervention process which deters continued involvement.

Modern Day Slavery

2.7 Modern day slavery encompasses slavery, sexual exploitation, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individual's into a life of abuse, servitude and inhumane treatment. In March 2015, the Modern Day Slavery Bill consolidated and simplified existing offences into a single Act ensuring that perpetrators can receive suitably severe punishments. The Bill also introduces new powers for the courts to place restrictions on individuals to protect people from the harm caused by modern day slavery.

2.8 Modern day slavery is a hidden, pervasive crime targeted towards those individuals most vulnerable. The Council and BAWSO are first responding organisations to cases of slavery. Contact details for BAWSO are included in Appendix 6.

Recognition of abuse or concerns

2.9 Guidance in respect of possible signs and symptoms of each form of abuse can be found at Appendix 2 (from page 16). This Appendix details generic factors and those factors as they relate to Children and Adults for each category of abuse.

3. Responsibilities for Safeguarding:

Caerphilly County Borough Council

3.1 Caerphilly County Borough Council has a duty to safeguard and promote the welfare of children and adults who may be at risk of harm.

3.2 The Council ensures that everyone working with or on behalf of children and vulnerable adults are competent to do so.

3.3 The Council promotes safer recruitment policy and practice and Disclosure and Barring Service (DBS) checks are undertaken for employees in accordance with statutory and regulatory requirements and provisions contained within the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Checks are also undertaken to ensure that staff are registered with relevant professional and other bodies wherever appropriate eg. Social Workers and Teachers.

3.4 Safeguarding responsibilities for all employees are emphasised from the point of recruitment and throughout their employment. There are clear lines of accountability, responsibility and support regarding safeguarding throughout the authority and these are achieved via relevant staff guidance, code of conduct (including disciplinary procedures) and specific policies and procedures which all staff must adhere to.

3.5 The Council has a range of policies and procedures available to promote and support staff to raise concerns about the safety and welfare of children and adults. These include the Whistle Blowing Policy which provides guidance for staff to report concerns or suspicions about other employees or contractors.

3.6 The Council also hosts safeguarding information pages on the Council website in order to provide information to the general public. The Council intranet site has direct links to the regional Children's and Adults Safeguarding Boards (SEWSCB and GWASB).

3.7 All employees will be made aware of their safeguarding responsibilities as part of their induction to their employment. More specialist single agency and multi agency training opportunities are available for staff who routinely work with children or vulnerable adults at levels appropriate to their role and responsibilities.

3.8 Elected Members have a responsibility to be aware of and support the Council's safeguarding responsibilities and to scrutinise how these are carried out in the planning and delivery of services.

3.9 The Council undertakes to ensure that through procurement processes, services commissioned and contracted on its behalf have safeguarding responsibilities built into contracts and that appropriate policies and staff training are in place. This includes an expectation that any person or organisation using Council resources or premises adhere to the Council's safeguarding standards.

All Employees of the Council

3.10 The Council expects all employees to take all reasonable steps to ensure the safety of any child or adult involved in any activity or interaction for which they are responsible. Guidance on professional conduct and safe working practice can be found in Appendix 1 (page 15). Helpful guidance on possible signs and symptoms of abuse can be found in Appendix 2 (from page 17).

3.11 Any person responsible for, or working with, children or vulnerable adults in any capacity, whether paid or unpaid, is considered both legally and morally, to owe them a duty of care. This includes a duty to behave in a manner that does not threaten, harm or put people at risk of harm from others.

3.12 All employees have a responsibility to conduct themselves in their private lives in a manner that does not compromise their position in the workplace or call into question their suitability to work with children or vulnerable adults.

3.13 All employees should:

- Be alert to the possibility of harm, abuse and neglect
- Participate in relevant safeguarding training and multi agency working to safeguard children and vulnerable adults
- Be familiar with local procedures and protocols for safeguarding children and vulnerable adults and follow the Council's Code of Conduct and any other Professional Codes
- Report any concerns about the safety or welfare of a child or vulnerable adult. Please refer to Appendix 5 (page 26); 'How to make a referral'

3.14 All employees working for or on behalf of the Council have a duty to report any concerns they may have for the welfare and/or protection of children and vulnerable adults. The duty to report is a legal requirement and may have serious consequences for the employee who fails to report appropriately. The process to follow to make referrals is contained in Appendix 5 (page 26).

3.15 Each service area where there is direct contact with the public, has a Designated Safeguarding Officer (DSO) responsible for safeguarding. The DSO provides advice and guidance and is responsible for ensuring procedures are followed regarding safeguarding concerns about a child or

vulnerable adult including allegations against members of staff. The DSO responsibilities and their contact details are listed in Appendices 3 & 4 (from page 24).

3.16 Professional advice can also be sought from and referrals made to the Social Services Information, Advice and Assistance Service. Contact details are contained in Appendix 6 (page 28).

4. Functions of key Officers and Elected Members

The Chief Executive

4.1 The Chief Executive has overall responsibility for ensuring arrangements for safeguarding of children and adults are effective across the Council. The Chief Executive is responsible for developing effective governance arrangements and ensuring there is an effective safeguarding policy in place.

4.2 Through one to one meetings with the Corporate Director of Social Services, the Chief Executive is kept informed of relevant safeguarding issues.

4.3 In addition, any exceptional matters relating to safeguarding could be reported to the G7 meeting by the Chief Executive. The G7 is a strategic meeting of the Chief Executives of the five Gwent Local Authorities, the Police and the Health Board.

Lead Cabinet Member for Safeguarding (Cabinet Member for Social Services)

4.4 The Lead Cabinet Member for Safeguarding is responsible for providing political scrutiny to ensure the Council fulfils its duties and responsibilities for safeguarding. The Lead Member will chair the Corporate Safeguarding Group and support Elected Members to scrutinise and appropriately challenge the safeguarding performance of the Council.

4.5 The Lead Member will be briefed on any sensitive cases that may be considered for Child or Adult Practice Reviews or may otherwise become a matter of public interest. The Lead Member will periodically visit front line services to meet with staff and managers.

Elected Members

4.6 All Elected Members must familiarise themselves with this Policy and seek advice from the Statutory Director of Social Services or Assistant Directors if they are unclear about their responsibility for safeguarding. The Corporate Safeguarding Policy will be referred to in the mandatory Induction Programme for all new Elected Members following election.

4.7 Each Political Party Group will nominate an Elected Member and a Deputy to attend the Corporate Safeguarding Group. Elected Members joining the Group will receive appropriate training and support to undertake their role.

4.8 If any Elected Member has concerns regarding the safety of a child, young person or adult then they should contact the Social Services Information, Advice and Assistance Service immediately. The contact details can be found in Appendix 6 (page 28).

Statutory Director of Social Services

4.9 The Statutory Director of Social Services has final and ultimate responsibility for ensuring the Council has appropriate safeguarding measures in place to protect children, young people and vulnerable adults. The Statutory Director is responsible for reporting the effectiveness of these arrangements on a corporate level to the Chief Executive, Corporate Management Team and to Elected Members.

4.10 The Statutory Director is the point of contact for all other Corporate Directors to report serious safeguarding concerns which may occur in their own service areas. The Statutory Director is responsible for ensuring appropriate action is taken including reporting to the Chief Executive and the Lead Cabinet Member as necessary.

4.11 The Director delegates the lead responsibility for operational and strategic safeguarding to the Assistant Directors for Adult Services and Children's Services. The Assistant Directors ensure the Director is kept informed of safeguarding issues through one to one meetings and as the need may arise outside these meetings.

4.12 The Director is responsible for providing an Annual Report to the Council and CSSIW on the progress and performance of Social Services which includes the effectiveness of safeguarding arrangements.

Corporate Directors

4.13 Corporate Directors are responsible for reporting any serious safeguarding concerns that may arise in their service area to the Statutory Director of Social Services. Corporate Directors will brief their respective Cabinet Members on any safeguarding issues and on the general effectiveness of safeguarding arrangements.

4.14 Corporate Directors are responsible for ensuring staff within their Directorates are appropriately trained to identify and respond to safeguarding concerns.

4.15 Corporate Directors will ensure Designated Safeguarding Officers (DSO) are nominated for any service area where there is direct contact with the public.

Assistant Directors – Adult Services and Children's Services

4.16 The Assistant Directors ensure the Statutory Director of Social Services is informed of safeguarding issues in their one to one meetings and ensure that any serious concerns are raised immediately.

4.17 The Assistant Directors represent the Council on the South East Wales Safeguarding Children Board (SEWSCB) and the Gwent Wide Adult Safeguarding Board (GWASB) and are responsible for ensuring appropriate

representation on the respective Sub Groups Group. The Assistant Directors brief the Director on any issues arising from Child or Adult Practice Reviews and the resultant action plans.

4.18 The Assistant Director for Children's Services has operational and strategic management responsibility for the Cross Directorate Safeguarding Unit within Social Services.

Heads of Service / Chief Officers

4.19 All Heads of Service / Chief Officers are responsible, through their Management Teams, for ensuring all staff are aware of the Corporate Safeguarding Policy and for key staff to receive training at a level appropriate to their role and responsibility.

4.20 All Heads of Service / Chief Officers must ensure that safe recruitment practices are adopted particularly in relation to reference checks and where relevant, checks through the Disclosure and Barring Service (DBS).

4.21 All Heads of Service / Chief Officers must report any safeguarding concerns to their responsible Corporate Director and must support the identification of DSO's in their respective service areas as appropriate.

Education Safeguarding Lead

4.22 This lead role is held by the Service Manager for Social Inclusion who is responsible for providing professional advice and support to Education staff, Head Teachers, Governing Bodies and DSO's within Education.

4.23 The Education Safeguarding Lead will keep the Head of Service/Chief Education Officer informed of safeguarding issues through their one to one meetings and will report any immediate concerns immediately.

4.24 The Education Safeguarding Lead will represent Caerphilly on the SEWSCB and relevant Sub Groups of the Board.

4.25 The Education Safeguarding Lead is responsible for supporting schools to respond to relevant statutory regulations and requirements to ensure they meet their safeguarding responsibilities.

4.26 The Education Safeguarding Lead will provide the day to day support for Schools to discuss and offer advice on safeguarding concerns.

Designated Safeguarding Officers (DSO)

4.27 Service areas where there is a direct interface with members of the public will identify a DSO to provide safeguarding advice and support to other staff within their service area. Please see Appendices 3 & 4 (from page 24).

4.28 Each DSO will be familiar with the Corporate Safeguarding Policy and relevant statutory procedures in order to provide appropriate advice and support. The DSO will ensure there are clear internal procedures to deal with concerns raised and will work closely with the Safeguarding Managers within Social Services to ensure effective communication.

4.29 They will attend relevant training and be members of the Corporate Safeguarding Group / DSO Practice Development Group which will be facilitated by Social Services.

4.30 The DSO will support the Head of Service / Chief Officer in ensuring that staff within their service areas are trained to levels appropriate to their roles and responsibilities.

Line Managers and Supervisors

4.31 Every line manager / supervisor is responsible for ensuring that the staff for whom they are responsible (including Agency staff and volunteers) receive the training they need, proportionate to their role and responsibilities.

4.32 Every line manager / supervisor must know who the Designated Safeguarding Officer is within their service area.

Contractors, Sub Contractors or other organisations funded by the Council

4.33 All contractors, sub contractors or other organisations funded by the Council are responsible for arranging checks through the Disclosure and Barring Service (DBS) and the Independent Safeguarding Authority and for ensuring that staff comply with regulatory and contractual arrangements relating to safeguarding responsibilities. All contractors, sub contractors and other organisations are responsible for informing relevant managers of the Council about any concerns they may have and to refer safeguarding concerns.

Agency Workers

4.34 The Local Authority expects all Employment Agencies to undertake the relevant checks and references on any staff members offered for employment placements within the Council. However, it is the responsibility of the Local Authority Line Manager to draw the Agency Worker's attention to the Corporate Safeguarding Policy.

5. Corporate Governance Arrangements

5.1 On a Corporate level, the responsibility for monitoring the effectiveness of safeguarding arrangements across the Council has been delegated to the Corporate Safeguarding Group by Cabinet.

5.2 The Corporate Safeguarding Group will act on a strategic level to:

- Assure the Council that procedures for managing safeguarding concerns are robust
- Support the functions and duties of the Statutory Director of Social Services
- Ensure inter departmental working and corporate communication is effective
- Resolve any potential barriers that could prevent having effective procedures in place
- Identify any gaps in Corporate policies, procedures and guidance and ensure they are addressed
- Ensure that appropriate training is available for staff and Elected Members
- Receive and consider agreed performance information
- Receive and consider recommendations and learning from Child/Adult Practice Reviews that may be relevant
- Produce an Annual Report for CMT, Cabinet and relevant Scrutiny Committee
- Respond to any requests for information/reports from CMT or Cabinet as they arise
- Periodically review the Corporate Safeguarding Policy

5.3 Terms of reference for the Group are attached for information at Appendix 7 (page 29).

Reporting and Monitoring

5.4 The Corporate Safeguarding Group will produce an Annual Report for Corporate Management Team and Cabinet which will provide an overview of the Council's performance in complying with the Corporate Policy. The Annual Report will assist the regional Safeguarding Boards with completion of their respective self assessments and annual reports as required under Part 7 of the SS&WB (Wales) Act 2014, section 135.

5.5 Key activity data will be reported to the Corporate Safeguarding Group and can be found at Appendix 8 (page 31).

5.6 It is anticipated that this dataset will evolve over time to better capture the breadth of safeguarding activity across the Council.

6. Appendices:

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Appendix 1

Caerphilly County Borough Council
Corporate Safeguarding Policy
Professional Conduct and Safe Working Practice

This document provides a description of the professional standards of practice that are required from all Council staff, Elected Members, volunteers and contractors when undertaking their day to day duties. For Elected Members and officers, it must be read in conjunction with the Council's 'Code of Conduct for Employees' and the 'Social Media Policy'.

Any breach of the following conditions will result in an investigation and possible disciplinary action which could, if serious, result in dismissal and the possibility of criminal investigation if there is evidence of illegal activity.

Exceptions: Staff employed in identified roles within Education, the Youth Service, Customer Care, Housing and Social Care will be required to meet with individuals alone as part of the role and function. In such cases, due regard must be given to all information available in relation to the individual to ensure adequate risk assessments can be completed.

You MUST:

Set a good example in terms of behaviour to ensure that children and adults are safeguarded and protected.

Keep yourself safe through adherence to any agreed plan of intervention/care plan where applicable, through relevant risk assessments including Health & Safety and checking the Employee Protection Register database and through compliance with the Council's Policy for Lone Working.

Be open and transparent when meeting and/or working with children and vulnerable adults and where not required to do so as part of your role and function, you should try to avoid any situation where you may be alone with a child or vulnerable adult out of sight or sound of another officer or colleague.

Respect an individual's rights to privacy, equality and dignity and a safe and positive environment.

Prioritise the welfare and safety of the child or vulnerable adult before concerns about performance and service delivery.

Ensure you are familiar with the Corporate Safeguarding Policy.

Take responsibility to identify the Designated Safeguarding Officer (DSO) for your respective Service area.

Ensure you access the appropriate safeguarding training relevant to your role and responsibility.

Respond in an appropriate and timely manner to any concerns you may have in respect of a child or vulnerable adult.

Follow the required process for reporting incidents and concerns.

Advise line managers of any issues in your private life that may have safeguarding implications in your work.

You MUST NOT:

Use force, threats or inappropriate language.

Make suggestive sexual comments or behave in a sexualised manner.

Touch inappropriately or allow inappropriate touching in any way.

Use any behaviour control methods that are not authorised by Council policy and procedure.

Ignore allegations made by a child or adult. All allegations must be reported to Social Services or the Police.

Undertake tasks of a personal nature for a child or adult which they could do for themselves.

Invite a child or vulnerable adult to be alone with you where this is not part of your role and function.

Enter areas that have been specifically designated for use by another sex/gender.

Use the internet, electronic devices or phones to access inappropriate sites including inappropriate use of social media.

Breach confidentiality or share sensitive information relating to an individual inappropriately.

NB: this is by no means an exhaustive list and all actions must be determined by application of professional judgement and decision making.

Appendix 2

Caerphilly County Borough Council
Corporate Safeguarding Policy
Possible Signs and Symptoms

Please Note: the following lists are not exhaustive and one sign or symptom in isolation does not automatically signify a safeguarding concern. Any concerns you may have must be discussed with your Designated Safeguarding Officer as a matter of priority. You can also seek advice from Social Services.

NEGLECT	
GENERIC	
• Lack of personal care • General deterioration of health • Excessive dirt or other health hazards in the living environment • Poor standard of living accommodation eg cold, dirty, beds, bedding • Unsuitable clothing for weather conditions • Dishevelled / unkempt / dirty appearance • Untreated medical condition • Poor personal hygiene • Rashes, sores, lice • Loss of weight • Malnutrition • Dehydration • Lack of supervision, either at home or during activities which hold danger for them	
CHILDREN	**ADULTS**
• Constant hunger • Constant tiredness • Frequent lateness / non attendance at school • Low self esteem • Inappropriate care • No social relationships • Running away • Compulsive stealing or scavenging	• Lack of management of continence • Misuse of medication • Failure to obtain/ facilitate use of necessary prosthetic devices dentures, glasses, hearing aids, or durable surgical equipment • Pressure sores

PHYSICAL ABUSE	
GENERIC	
• Injury incompatible with explanation • Accounts of injury by carer varying over time or inconsistent with the nature of the injury • Injury which has not been properly cared for (injuries are sometimes hidden on areas of the body normally covered by clothes) • Refusal to discuss injuries • Cuts / scratches / lacerations • Bruising / wounds (particularly on parts of the body which do not normally sustain such injuries) • Sprains and bruises • Weal marks • Bite marks, fingertip and pinching marks • Burns and scalds, including friction burns and carpet burns • Signs of hair pulling / bald patches • Poor skin condition / hygiene / discolouration • Flinches at physical contact • Fearfulness • Low self esteem	
CHILDREN	**ADULTS**
• Unexplained recurrent injuries • Admission of punishment which appears excessive • Withdrawal from physical contact • Arms and legs covered in hot weather • Fear of returning home • Fear of medical help • Self harming tendencies • Aggression towards others	• Untreated pressure sores, ulcers, bedsores, and being left in wet clothing • Dehydration and/or malnutrition without illness related cause, and when not living alone • Significant weight loss • Hypothermia • Uncharacteristic behaviour • Confusion / insomnia • Asks not *"to be hurt"* • Unexplained paranoia • Excessive repeated prescriptions /under use /over use of medication • Excessive drowsiness • Mobile person not being able to get up from bed or chair for various reasons eg. being tied in • Use of furniture or special chairs to prevent movement, removal of walking aid or specialist equipment • Global or specific deterioration in health without obvious cause • Increasing immobility

SEXUAL ABUSE	
GENERIC	
• Emotional distress • Difficulty in walking or sitting • Pain or itching in genital area • Recurring urinary tract infections • Over-affectionate displays • Incestuous relationships • Love bites • Fear of medical examinations • Carer unreasonably refuses examination. • Withdrawal from social situations • Depression and isolation • Sleep disturbances or nightmares • Phobias and panic attacks • Unexplained pregnancy	
CHILDREN	**ADULTS**
• Sudden changes in behaviour or school performance • Displays of affection in a sexual way inappropriate to age • Tendency to cling or need constant reassurance • Tendency to cry easily • Regression to younger behaviour • Distrust of familiar adults • Anxiety about being left with carer • Unexplained gifts or money • Apparent secrecy • Wetting, day or night • Fear of undressing eg for PE • Also refer to CSE below	• Torn, stained or bloody underclothing • Bruises or bleeding in external genitalia, vagina or anal area • Bruising on the inner thighs • Semen staining on clothing • Torn penile fraenulum • Tissue tearing • Mood changes • Change in usual behaviour • Feeling of guilt or shame • Untypical changes, ie, bedwetting, aggressiveness, self injury • Overt sexual behaviour/language by the person

CHILD SEXUAL EXPLOITATION (CSE)
Key facts about CSE: Sexual exploitation often starts around the age of 10 years old. Girls are usually targeted from age 10 and boys from age 8. It affects both girls and boys and can happen in all communities. Any person can be targeted but there are some particularly vulnerable groups: Looked After Children, young people Leaving Care and disabled children. Victims of CSE may also be trafficked (locally, nationally and internationally). Over 70% of adults involved in prostitution were sexually exploited as children or teenagers. Sexual violence or abuse against children affects approximately 16% of children under the age of 16 years.
Possible signs: • going missing for periods of time or regularly returning home late • skipping school or being disruptive in class • appearing with unexplained gifts or possessions that can't be accounted for • experiencing health problems that may indicate a sexually transmitted infection • having mood swings and changes in temperament • using drugs and alcohol • displaying inappropriate sexualised behaviours, such as over familiarity with strangers, dressing in a sexualised manner or sending sexualised images by mobile phone ("sexting") • they may also show signs of unexplained physical harm such as bruising and cigarette burns

EMOTIONAL / PSYCHOLOGICAL ABUSE	
GENERIC	
• High levels of anxiety/stress especially in response to certain individuals or circumstances • Extremes of passivity or aggression • Fear • Inappropriate emotional responses to situations • Self harming behaviour • Recoiling from the physical approach of carers • Excessive and inappropriate craving for affection • Running away or not wanting to return to carers • Overly overtly subservient or anxious to please • Feelings of worthlessness	
CHILDREN	**ADULTS**
• Physical and emotional developmental delay • Admission of punishment which appears excessive • Over reaction to simple mistakes • Continual self deprecation • Sudden speech disorders • Fear of new situations • Neurotic behaviour eg rocking, hair twisting, thumb sucking • Fear of parents being contacted • Substance misuse	• Confusion • Resignation • Signs of depression, such as suicidal ideation • Sleep disturbances • Changes in appetite • Loss of interest in pursuing social contact • An air of silence in the home when the alleged abuser is present • Cowering • Helplessness • Isolation in a room in a house • Inappropriately or improperly dressed • Denial

DOMESTIC ABUSE
GENERIC
Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 years and over who are, or have been intimate partners or family members regardless of gender or sexuality. This can be observed as signs and symptoms of the following types of abuse: • psychological • physical • sexual • financial • emotional Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

FINANCIAL ABUSE
ADULTS
• Unexplained withdrawals / unusual activity in the bank accounts • Unpaid bills • Unexplained shortage of money • Withholding or reluctance on the part of the person with responsibility for the funds to provide basic food and clothes etc. • Fraud • Theft • Basic needs not being met. • Unexplained sudden inability to pay bills or maintain lifestyle • Lasting Power of Attorney or Enduring Power of Attorney obtained when vulnerable adult is unable to comprehend and give consent • Recent change of deeds or title of property • Unusual interest shown by family or others in the vulnerable adult's assets • Person managing financial affairs is evasive or not co-operative. • Creation of a Will when the person is incapable of making such decisions • The individual requires residential/nursing care but is prevented by relatives from entering a residential/nursing home because the client owns their own property and there are concerns about the inevitable depletion of their estate • Deliberate isolation by carer (informal/formal of a vulnerable adult) from friends or family resulting in carers having total control • Unexplained disappearance of financial documents, e.g. building society books, and bank statements, payments or order books. • Signatures on cheques which do not resemble the vulnerable adult's signature or signed when this person cannot write • Unusual concern by carer that an excessive amount of money is being expended on the care of the vulnerable adult • Lack of amenities such as TV, appropriate clothing, personal grooming items that the vulnerable adult can well afford • Missing personal belongings such as silverware, jewellery, or other valuable items • Lax financial recording/monitoring in a care setting.

Appendix 3

Caerphilly County Borough Council
Corporate Safeguarding Policy
Designated Safeguarding Officer – role and responsibilities

Every Service within the Council is required to nominate a Designated Safeguarding Officer (DSO).

The DSO is responsible for:

- Acting as the principal source of advice and support for other staff within their Service area on all safeguarding issues.
- Ensuring robust arrangements are in place for staff to access day to day practice advice and support from their line managers.
- Support staff / or take the lead to refer safeguarding concerns to Social Services as appropriate.
- Being familiar with the Corporate Safeguarding Policy and the All Wales Procedures as they relate to Children's and Adult Safeguarding.
- Ensuring the Service Safeguarding Policy is compliant with legislation and statutory guidance and is issued to all staff.
- Representing their Service on the Corporate Safeguarding Group.
- Ensuring compliance with policies and guidance within their Service and reporting this to the Corporate Safeguarding Group.
- Attending relevant training.
- Contribute to the ongoing professional development of DSO's across the Council.
- Ensuring staff within their Service attend training at levels appropriate to their roles and functions and maintain management information in relation to attendance on training.
- Ensuring all staff within their Service know who the DSO is and how to contact them.
- Ensuring safeguarding responsibilities are highlighted through staff induction processes, team meetings, supervision sessions and staff briefings.

Appendix 4

Caerphilly County Borough Council
Corporate Safeguarding Policy

Designated Safeguarding Officers (DSO's)
Names and contact details

Service area:	DSO: Name and position:	Contact:
Procurement	Liz Lucas, Head of Service	01443 863160 LUCASEJ@CAERPHILLY.GOV.UK
Community & Leisure Services	Jeff Reynolds, Sports & Leisure Facilities Manager	01495 235225 REYNOJ@CAERPHILLY.GOV.UK
Human Resources	Lynne Donovan Acting Head of HR	01443 864570 DONOVL@CAERPHILLY.GOV.UK
Housing Services & WHQS	Fiona Wilkins, Public Sector Housing Manager	01495 235296 WILKFE@CAERPHILLY.GOV.UK
ICT & Customer Services	David Titley, Customer Service Manager	01443 866548 TITLED@CAERPHILLY.GOV.UK
Performance & Property	Ros Roberts, Performance Manager	01443 864238 ROBERR@CAERPHILLY.GOV.UK
	Mark Faulkner, Facilities Manager	01443 864128 FAULKM@CAERPHILLY.GOV.UK
Education & Lifelong Learning	Jackie Garland Service Manager, Inclusion	01443 866651 GARLAJ@CAERPHILLY.GOV.UK
	Helen West Team Manager, Inclusion	01443 XX WESTHE@CAERPHILLY.GOV.UK
	Steve Hawkins, Community Centres Service Manager	01443 863348 HAWKISW@CAERPHILLY.GOV.UK
	Gareth Evans, Senior Manager - Libraries	01443 864033 EVANSG1@CAERPHILLY.GOV.UK
Public Protection	Kath Peters Community Safety Manager	01443 xx PETERK@CAERPHILLY.GOV.UK
Adult Services	tbc POVA Team Manager	01443 xx @CAERPHILLY.GOV.UK
Children's Services	Kay Jenkins Child Protection Co-ordinator	01443 864526 JENKIK@CAERPHILLY.GOV.UK

Key Officers and Elected Members:		
Role:	**Name:**	**Contact:**
Chief Executive Officer	Chris Burns	01443 864410 BURNSC1@CAERPHILLY.GOV.UK
Director of Social Services	Dave Street	01443 864560 STREED@CAERPHILLY.GOV.UK
Lead Member – Safeguarding	Cllr Robin Woodyatt	01443 815259 WOODYR@CAERPHILLY.GOV.UK

Appendix 5

Caerphilly County Borough Council
Corporate Safeguarding Policy
How to make a referral LISTEN, SHARE, RECORD

LISTEN

If you are concerned because of something a child or vulnerable adult is saying, you should not attempt to take any action directly but **you should**:

- Stay calm
- Listen carefully, do not directly question him or her, instead use open questions; what, where, when, who?
- Never stop them talking if they are freely recalling significant events
- Tell them what you will do next and who you will inform (see below)
- Never promise to keep what you have been told secret or confidential
- Make a note of the discussion, taking care to record what was said, when and where it happened and who else was present

SHARE

Any safeguarding concerns should be discussed with the Designated Safeguarding Officer (DSO) in the respective Service area. With the support of the DSO the decision to refer a concern to Social Services will be made and responsibility for referring will be agreed ie the staff member or the DSO will make the referral.

Should the concerns relate to a professional, the same procedure will apply.

Referrals in relation to a concern about a child, young person or adult should be made to Social Services as soon as possible and certainly **within 24 hours.**

Social Services Information, Advice and Assistance Service can be contacted on: 0808 100 1727

Outside office hours, referrals should be made to the South East Wales Emergency Duty Team or if there is immediate risk, to the Police.

The Emergency Duty Team can be contacted on: 0800 328 4432

Elected Members, employees, volunteers and contractors should be aware that they **cannot remain anonymous** when making a referral.

The Duty Worker taking the referral should be given as much information as possible if it is available to the referrer. This will include the following:

- Full name of the subject of the concern
- Their date of birth or age
- Their address
- The nature of the concern
- Who may be responsible
- Their name and relationship (if any)
- What happened
- When and where
- What has been done in response
- Whether or not the Police have been informed
- The names and relationship of those with caring responsibility
- The names and ages of any other adults living in the household
- The names of any professionals known to be involved eg school, GP
- Any information affecting the potential safety of staff
- The allocated social worker or team if known/if applicable

RECORD

All telephone referrals should be confirmed in writing within two working days. For Children, a Multi Agency Referral Form (MARF) should be used and for an Adult referral a POVA Advice/Adult Protection Referral Form (APRF) should be used. Both referral forms can be found on the Caerphilly Intranet Corporate Safeguarding portal.

LISTEN, SHARE, RECORD

Appendix 6

Caerphilly County Borough Council
Corporate Safeguarding Policy
Useful Resources:

Social Services Information, Advice and Assistance Service: Tel: 0808 100 1727

For a concern in relation to a child or young person:

- C&R Team contact page
- Contacting children's social services

For a concern in relation to an adult:

- ASDIT contact page
- Getting help and support from adult social services

All Wales Procedures:

- All Wales Child Protection Procedures
- All Wales Adult Protection Procedures

Regional Safeguarding Boards:
Children:

- SEWSCB

Adults:

- GWASB

Services for people from Black and Ethnic Minority (BME) backgrounds:

- BAWSO

Domestic Abuse:

- Domestic Abuse links

Caerphilly County Borough Council Policies and Statutory Guidance:

- Caerphilly Safer Recruitment Policies
- SS&WB (Wales) Act 2014
- Employee Code of Conduct
- Social Media Policy

PLEASE REFER TO THE CORPORATE SAFEGUARDING PORTAL ON THE INTRANET FOR THE MOST ACCURATE AND UP TO DATE INFORMATION.

Appendix 7

Caerphilly County Borough Council
Corporate Safeguarding Group
Terms of Reference

Purpose:

The responsibility for maintaining an overview of safeguarding arrangements across the Council has been delegated to the Corporate Safeguarding Group by Cabinet.

The Main responsibilities of the Group are to ensure that robust arrangements for safeguarding children and adults are in place within and across the Council.

Membership of the Group:

- Lead Member for Corporate Safeguarding (Chair)
- The Designated Safeguarding Officers from each Service area
- Assistant Director – Children's Services
- Education Safeguarding Lead
- Service Manager – Safeguarding, Social Services
- Workforce Development Manager
- Legal Services
- Other Officers will be co-opted as required and agreed by the Group

Key responsibilities of the Group will be to:

- Assure Cabinet that the Council's procedures for safeguarding children and adults are robust.

- Ensure cross Directorate / interdepartmental working and corporate communication in relation to safeguarding is effective.

- Support the functions and duties of the Statutory Director for Social Services.

- Approve policies and guidelines for safeguarding for each Service area of the council and receive information about their respective performance management arrangements in relation to their safeguarding responsibilities to ensure compliance with relevant legislation and statutory guidance.

- Ensure the Designated Safeguarding Officers are supported to collaborate and share information and to identify any gaps in the Council's safeguarding policies and procedures.

- Identify and resolve any barriers that could prevent the implementation of effective safeguarding procedures.

- Identify any gaps in Corporate policies and guidelines and ensure they are addressed.

- Ensure effective working relationships are maintained with the Regional Safeguarding Boards (Children's and Adults) and the Business Unit.

- Ensure appropriate training is available for Officers and Elected Members.

- Receive and consider corporate safeguarding performance information and identify any actions required.

- Receive and consider information about trends in relation to allegations of professional abuse and adopt action plans to respond to any issues should the need arise.

- Consider the implications of any Child or Adult Practice Review or Domestic Homicide Review and ensure that the Council responds effectively to recommendations as they may apply to the Council.

- Periodically review and update the Corporate Safeguarding Policy and the content of the Intranet Portal.

- Produce an Annual Report for Corporate Management Team, Cabinet and the relevant Scrutiny Committees.

Meeting conduct:

The meetings will be held six monthly.

The meetings will be chaired by the Lead Member for Corporate Safeguarding.

The meetings will be administered by Children's Services Business Support.

All members are able to submit items for consideration.

Agenda, minutes and relevant papers will be circulated ahead of the meetings.

Membership and Terms of Reference for the Group will be reviewed annually / or as required.

Appendix 8

Caerphilly County Borough Council
Corporate Safeguarding Group
Key Activity Data:

It is anticipated that this dataset will be reviewed annually and amended as necessary to ensure robust and effective monitoring of performance.

In addition, it is acknowledged that Service areas may have existing performance reporting mechanisms for safeguarding in place and these may be relevant to report to the Corporate Safeguarding Group for inclusion in the Annual Report.

Key Activity Data:
Number of POVA contacts
Number of POVA enquiries
Number of POVA referrals
% of adult protection referrals completed where the risk has been managed
Number of contacts received by Adult Services (ASDIT)
Number of contacts received by Children Services (CRT)
Number of cases of Child Sexual Exploitation (CSE) referrals
Number of Professional strategy meetings - Part 4 CS regulations
Number of Professional strategy meetings – POVA
Number of Professional strategy meetings – CCBC
Number of Professional strategy meetings – Other
Number of Investigations of Professionals (teachers/SW/carers)
% victims of domestic abuse who approach specialist Domestic Abuse Services who report that they feel safer after receiving support
Number of domestic abuse awareness raising sessions held
Targeted awareness raising of domestic abuse among potential victims to encourage disclosure reporting and access to specialist services

% of schools that have complied with the ESTYN inspection requirements for Safeguarding
% of employees commencing in post with a DBS check or risk assessment, where post requires it (schools)
% of employees commencing in post with a DBS check or risk assessment, where post requires it (non schools)
% of employees completing the Corporate Induction within appropriate timescales
Number of staff that have completed Safeguarding training in accordance with their post
% of Elected members that have completed the Corporate Safeguarding training
Proportion of referrals where the risk has been removed or reduced for the alleged victim
Children classified as in need / looked after by category of need
Percentage of Flying Start children aged 0 - 47 months who have an open case with social services as Child in Need

Appendix 9

Caerphilly County Borough Council
Corporate Safeguarding Policy
Model Directorate/Service Policy Template

Every Directorate and Service area is required to adopt and implement the Corporate Safeguarding Policy.

In addition, Service areas may require a service specific Safeguarding Policy to reflect the needs of that individual service area.

If this is deemed appropriate, full reference must be made to the Corporate Safeguarding Policy and to the All Wales Procedures for Children and Adult Safeguarding.

The following areas must be included in each Service / Directorate Policy as a minimum:

- Purpose and Aims
- Service Safeguarding Principles
- Service specific procedures (as appropriate)
- Identification of the Designated Safeguarding Officer
- Safeguarding responsibilities of all staff members
- Safeguarding responsibilities of all line managers