



## ANDOVER TOWN COUNCIL SAFEGUARDING POLICY, PROCEDURE & GUIDANCE – 2019 (March 2019)

**It is not up to you to decide whether a child or vulnerable adult has or is suffering harm as a result of abuse or neglect, but it is up to you to report any concerns as soon as possible.**

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The General Data Protection Regulation (GDPR) standardizes data protection law across all 28 EU countries and imposes strict new rules on controlling and processing personally identifiable information (PII). It also extends the protection of personal data and data protection rights by giving control back to EU residents. GDPR replaces the 1995 EU Data Protection Directive and goes into force on May 25, 2018. It also supersedes the 1998 UK Data Protection Act.

### GDPR PRIVACY STATEMENT

(General Data Protection Regulations)

This is a privacy statement of Andover Town Council. Our registered office address is 68b High Street, Andover, Hampshire, SP10 1NG.

#### INTRODUCTION

- This is a statement to inform you of our policy about all the information we record about you. It sets out the conditions under which we may process any information that we collect from you or that you provide to us. Any information that identifies you (“Personal Information”) is used to provide you with the services you require.
- We regret that if there are one or more points below that you are not happy with us holding, we have to hold this under General Data Protection Regulations (GDPR) law.



- We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our websites, customers and clients are entitled to know that their personal data will not be used for any purpose other than the lawful basis upon which it was provided for.
- We undertake to preserve the confidentiality of all information that you provide to Andover Town Council.
- Our policy complies with UK law accordingly implemented including that required by the GDPR.
- The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now by requesting that you read the information provided at [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org).
- Except as set out in our GDPR policies (which can be found at [www.andover-tc.gov.uk](http://www.andover-tc.gov.uk) we do not share, sell or disclose any personal data to any other organisation or third party.

### THE BASIS ON WHICH WE PROCESS INFORMATION ABOUT YOU

The law requires us to determine under which of the six defined bases, we process different categories of your personal information. If a basis on which we process your personal information is no longer relevant, your personal information will be destroyed.

If the basis changes then as required by law, we will notify you of the change and of any new basis under which your personal data is being held.

### ALLOTMENTS

Data is held on an internal Town Council database/software system and is used to send you Newsletters, Yearly Invoices, Receipts, Follow-Up letters and Terminations if necessary.

Tenancy Agreements are held for 1 year after the expiry of the agreement under the GDPR guidelines (subject to change).

### EMAILS & WEBSITES

If you contact the Town Council via email or our website, your personal data i.e. email address, will be kept for the time it takes to answer your enquiry, unless another lawful reason becomes apparent, which we will notify you of, after which time it will be destroyed.

For details of our full Privacy Policy, please refer to [www.andover-tc.gov.uk](http://www.andover-tc.gov.uk). Alternatively, you may write to us at Andover Town Council, 68b High Street, Andover, Hampshire, SP10 1NG and we will send you a hard copy.

## 1. Background

Andover Town Council delivers services which can bring employees, Members and volunteers into contact with children or vulnerable adults. This could be as either as the main part of their role or indirectly when carrying out their work such as a home visit, working outdoors in a public place or seeing customers in a reception area.



Andover Town Council believes that all children, young people and vulnerable adults have the right to be safe, happy and healthy and deserve protection from abuse. The Council is committed to safeguarding from harm all children, young people and vulnerable adults using any of its services and involved in any of its activities, and to treat them with respect during their dealings with the Council.

This policy is written in accordance with The Children Act 2004, The Care Act 2014 and associated guidance. including: (Working Together to Safeguard Children' (2015) and (What To Do If You're Worried a Child is Being Abused' (2015).

This policy, procedure & guidance is approved by the member agencies of Hampshire Local Safeguarding Children Board. These requirements also apply to all other agencies in Hampshire County Council area providing services to vulnerable groups. The safeguarding standards in this procedure are consistent with Hampshire Safeguarding Children Board's Safeguarding Procedures and Hampshire Safeguarding Adults Board Procedures. Please note that this document is designed to complement, and provide a context for, the more detailed safeguarding procedures. For more detailed information

<http://www.hampshiresafeguardingchildrenboard.org.uk/>

<http://www.hampshiresab.org.uk/>

## 2. Model Policy

Andover Town Council believes that it is always unacceptable for a child or young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children, young people and vulnerable adults, by a commitment to practice which protects them.

### **We recognise that:**

- the welfare of the child/young person/vulnerable adult is paramount.
- all children/young persons/vulnerable adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity, have the right to equal protection from all types of harm or abuse.
- working in partnership with children, young people, their parents, vulnerable adults, carers and other agencies is essential in promoting young people's and vulnerable adults welfare.

### **The purpose of the policy is:**

- to provide protection for the children and young people and vulnerable adults who receive *Andover Town Council's* services, including the children of adult members or users.
- to provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a child, young person or adult may be experiencing, or be at risk of, harm.

This policy applies to all staff, Council Members or anyone working on behalf of Andover Town Council.

We will seek to safeguard children, young people and vulnerable adults by:

- valuing them, listening to them and respecting them.



- adopting child, young people and vulnerable adult protection guidelines through procedures and a code of conduct for staff and volunteers.
- recruiting staff and volunteers safely, ensuring all necessary checks are made.
- sharing information about safeguarding and good practice with children, parents, staff and volunteers.
- sharing information about concerns with agencies who need to know, and involving children, adults and parents or carers appropriately.
- providing effective management for staff and volunteers through supervision, support and training.

We are also committed to reviewing our policies and procedures annually.

### **Scope of the Policy:**

The policy is in respect of the Council's responsibility towards:

- Children and young people legally defined as any person under the age of 18. From this point the terms child or children will be used to refer to this group. (Children Act 2004).
- The Care Act now refers to an 'adult at risk of abuse or neglect with care and support needs' however for the purpose of this policy we will retain the term vulnerable adult.
- The employees of the Council who will come into contact with children or vulnerable adults during the course of their work
- Members of the Town Council when on Council business
- Volunteers who are performing a task or duty at the request of, or on behalf of, Andover Town Council
- Contractors when carrying out work on behalf of Andover Town Council
- The term 'parent/carer' is used throughout as a generic term to represent parents. Carers and guardians for both children and vulnerable adults.
- The policy covers all functions and services of the Town Council.

Child Protection is defined as:

- Protecting individual children identified as either suffering or likely to suffer, significant harm as a result of abuse or neglect.

Safeguarding and promoting the welfare of children and vulnerable adults is defined as:

- Protecting children and vulnerable adults from maltreatment
- Preventing impairment of child or vulnerable adults health or development
- Ensuring that children and vulnerable adults are growing up and living in circumstances consistent with the provision of safe and effective care
- Undertaking that role so as to enable those children and vulnerable adults to have optimum life chances

Adult Safeguarding is defined as:

- Safeguarding is aimed at adults with care and support needs who may be in vulnerable circumstances and at risk of abuse or neglect.
- Protecting an adults right to live in safety, free from abuse and neglect



2.1 This policy is to be used in conjunction with the Town Council's

- Equality Policy
- Complaints procedure
- Disciplinary procedure
- Whistle Blowing Policy
- Data Protection Compliance Policy
- Office Policy
- Standing Orders
- Members Code of Conduct

### **Safeguarding Children**

#### **Recognising Child Abuse**

Recognising child abuse is not easy and it is **not** the responsibility of employees, Members or volunteers to decide whether or not abuse has taken place or if a child is at significant risk, they do however have a responsibility to act if they have any concerns.

#### **Abuse of disabled children / adults**

Disabled children / adults are at increased risk of abuse and individuals with multiple disabilities are at even more significant risk both of abuse and neglect as they may: having fewer social contacts, receiving intimate personal care from a larger number of carers and /or have an impaired capacity to challenge abuse or communicate issues.

#### **What is Child Abuse?**

There are four main forms of child abuse\*

#### **Physical Abuse**

Physical abuse may involve actions such as hitting, shaking and burning as well as giving children alcohol, inappropriate drugs or poison. Physical abuse as well as being a deliberate act can be caused by an omission or failure to act to protect.

#### **Emotional Abuse**

Emotional abuse is a persistent lack of love and affection. A child may be constantly shouted at, threatened or taunted. This can make the child nervous and withdrawn. Other forms of emotional abuse include excessive overprotection and unrealistic pressure to succeed. Some level of emotional abuse is involved in all types of ill treatment of children although it may occur alone.

#### **Sexual Abuse**

Sexual abuse involves forcing or enticing the child or young person to take part in sexual activities whether or not the child is aware of, or consents to, what is happening. Sexual abuse can involve penetrative acts such as rape, buggery or oral sex or non-penetrative acts such as fondling. It may also involve non-contact activities such as showing pornographic material or encouraging children to behave in sexually inappropriate ways. This includes children who are victims of Child Sexual Exploitation (CSE) or are missing or trafficked.



### Neglect

Neglect is the persistent failure to meet a child's basic physical and or psychological needs. These needs include, for example, adequate food and warm clothing and also medical care. Children may be left alone unsupervised. Emotional neglect is when children are deprived of love and affection.

*\* (Working Together to Safeguard Children HM Gov 2015)*

### Indications that a child is being abused:

- Unexplained or suspicious injuries such as bruises, cuts and burns particularly if situated on parts of the body not normally prone to such injuries.
- Injuries for which an explanation seems inconsistent.
- Fear of parents being approached about such injuries.
- Reluctance to get changed e.g. wearing long sleeves in hot weather.
- Flinching when touched or approached.
- A failure to thrive or grow
- Sudden speech disorders
- Difficulties in making friends
- The child is prevented from socialising.
- Sudden or unexplained changes in behaviour.
- Fear of being left with a specific person.
- Sexually explicit behaviour.
- Sexual knowledge beyond their age and developmental level.
- A distrust of adults particularly those with whom a close relationship would normally be expected.
- Constant hunger, sometimes stealing food.
- The child being dirty/smelly and unkempt.
- Loss of weight.
- Inappropriate dress for the conditions.

This list is by no means definitive and it is important to remember that many children will exhibit some of these indicators at some time and the presence of one or more should **not** be taken as proof that abuse is occurring.

There may be other reasons for changes in behaviour such as a death in the family or the birth of a new baby. It is crucial that this is only a process of observation and that at no point in time should an employee, Member or volunteer feel that they should be actively seeking out abuse or an abuser.

The responsibility of the employee, Member or volunteer is to ensure that if they have concerns about the welfare of a child they must report it and must **never** assume that others will do so.



## **Safeguarding Vulnerable Adults**

### **What is abuse of vulnerable adults?**

#### **Physical**

Hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

#### **Sexual**

Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

#### **Psychological**

Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

#### **Financial or material**

Theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

#### **Neglect and acts of omission**

Ignoring medical or physical care needs, failing to provide access to appropriate health, social care, welfare benefits or educational services, withholding the necessities of life such as medication, adequate nutrition and heating.

#### **Discriminatory**

Racism, sexism or acts based on a person's disability, age or sexual orientation. It also includes other forms of harassment, slurs or similar treatment such as disability hate crime.

#### **Domestic abuse**

Psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence.

#### **Organisational abuse**

Neglect and poor care practice within a care setting such as a hospital or care home or in relation to care provided in someone's own home ranging from one off incidents to on-going ill-treatment. It can be neglect or poor practice as a result of the structure, policies, processes and practices within a care setting.



### **Modern slavery**

Encompassing slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

### **Self-Neglect**

Covers a wide range of behaviour including neglecting to care for one's personal hygiene, health or surroundings and behaviour such as hoarding.

## **3. Procedures**

Everybody shares responsibility for safeguarding children and vulnerable adults who may be in need of protection services by identifying children or vulnerable adults who may be at risk and alerting the appropriate service(s).

- All staff & volunteers must ensure that they are familiar with the safeguarding procedures for their setting and which staff member is responsible for safeguarding issues.
- Advice should be sought in the first instance from the designated or named person responsible for safeguarding support within the setting.

**If you think a child or a vulnerable adult is in immediate danger then always contact the Police on 999.**

Referrals must always be made to:

**To report your concerns or to talk to a duty social worker regarding child protection call HantsDirect (Childrens Services)**

0300 555 1384 (office hours)

0300 555 1373 (out of hours)

Professionals Line 01329 225379 |(not for public)

[www.hants.gov.uk/childrens-services](http://www.hants.gov.uk/childrens-services)

**To report your concerns or to talk to a duty social worker regarding vulnerable adults call HantsDirect (Adult Services)**

0300 555 1386 (office hours)

0300 555 1373 (out of hours)

Professionals Line 01329 225378 (not for public)





[www.hants.gov.uk/adult-services](http://www.hants.gov.uk/adult-services) (not for public)

- The designated or named person will support you in contacting Children's Social Care, at Hantsdirect (telephone 0300 555 1384) to make a referral. They will be familiar with the procedure and will be able to advise you accordingly. The timing of referrals must reflect the perceived risk, and should normally be within one working day of recognition. If, for any reason, you cannot contact the designated or named person in your setting you should go-ahead and contact Children's Social Care.
- When a referral is made to Children's Social Care you must agree with them what the child and parents / carers will be told, by whom and when. Do not just leave messages. Always speak to someone. You must confirm verbal and telephone referrals in writing, within 48 hours. Sometimes you will be asked to use a multi-agency referral form that can be found at:  
<http://www3.hants.gov.uk/childrens-services/childrenandyoungpeople/childprotection.htm>
- Under no circumstances should you speak to, or confront, the abuser. Do not share suspicions or information with any other person other than your line manager, Children's Social Care and the Police. Information given to Children's Social Care or the Police will be taken seriously, handled sensitively and shared only on a 'need to know' basis, wholly to protect the child. However, in order to ensure that children are safeguarded on the basis of proper evidence, the source of the referral cannot be kept anonymous
- If you have any concerns about an adult's behaviour towards children or young people (who is not an employee or volunteer working for the agency):-
  - Do not ignore it - the service will take any concerns very seriously.
  - You must discuss your concerns with the designated or named person within the Town Council, who will support you in liaising with the statutory agencies should any child protection matter arise.
  - Do not confront the adult but seek the advice of the designated or named person. If they are not available seek advice from Children's Social Care.

### **3.1 Dealing with Allegations or concerns against any employee, Member or volunteer Working for The Town Council**

Concerns for the safety and well-being of children or vulnerable adult could arise in a number of different ways and in a range of settings. It is essential to act quickly and effectively if an allegation is made or if there is suspicion or concern about a professional or volunteer's relationship with a child, or vulnerable adult or groups of particularly if they have:

- Behaved in a way that has harmed, or may have harmed, a child or vulnerable adult;
- Possibly committed a criminal offence against or related to, a child vulnerable adult or
- Behaved towards a child or children or vulnerable adult in a way that indicates she/he is unsuitable to work with vulnerable groups.



If an allegation is made, or a concern arises, about a member of staff, member or volunteer, ensure that the named person in your agency is informed immediately who will contact the Hampshire County Council Local Authority Designated Officer (LADO) (telephone 0845 6035620). The LADO is available to provide advice or support in any allegations process, including advising whether or not immediate suspension of the person concerned should be considered. The Town Clerk must ensure that the Members of the Staffing Sub-Committee are made aware of concerns and that HR advice is sought at the earliest opportunity.

If the LADO is unavailable, or the concern is raised out of hours, you should contact HantsDirect or the out of hours service or, in an emergency, the police.

Records should be secured and information sharing should be strictly limited to relevant staff/members and external professionals on a need to know basis.

The member of staff or volunteer should be treated fairly and honestly, helped to understand the concerns expressed, the process being followed and any outcomes of the process. Senior managers should seek advice from the LADO and Social Care/Police before informing the person who is subject to an allegation.

## 4. Guidance

### 4.1 Responding to a Disclosure

If a child or vulnerable adult tells you that they, or someone they know, is being abused:

- Listen to what they are saying and take it seriously.
- Reassure the child /vulnerable adult who has made the disclosure that they have done the right thing.
- Give the child /vulnerable adult time to talk and do not probe or ask leading questions. Investigation is not your responsibility.
- Do not promise to keep secrets. All allegations of harm or potential harm must be acted upon.
- Explain to the child/vulnerable that you will share this information with a senior member of staff who will ensure the appropriate procedures will be followed.
  - Adults have the right to make what we may consider to be 'bad decisions', consent to share a safeguarding concern must be sought from the adult. If they do not consent then we can take no further action although details of the concern should be recorded and kept secure in case of reoccurrence.
- E-mails or text messages received detailing details of suspected abuse should be responded to as soon as possible or within 24 hours by contacting the child/ vulnerable adult by phone or face-to-face to obtain further information.
- Record the event in accordance with your setting's procedures.
- All allegations against staff, even those that appear less serious, need to be followed up and examined objectively by someone independent of the organisation concerned.

All allegations will be considered by the Local Authority Designated Officer, who acts for the HSCB agencies to monitor allegations and ensure that the actions in response to the allegation are in accordance with the Hampshire Safeguarding Board Procedures.

- Advice on the storage of all documentation must be sought from the Town Clerk who must ensure that access is strictly limited to relevant staff and external professionals on a need to know basis.



#### 4.2 Staff Conduct - Safe Working Practice

##### Safeguarding Code of Conduct and Good Practice

These guidelines are designed not only to protect children and vulnerable adults but also to protect employees, Members and volunteers from situations where false allegations may occur.

Employees, Members and volunteers must:

- Treat all children and vulnerable adults and their possessions with respect.
- Provide an example of good conduct they wish others to follow
- Ensure that whenever possible there is more than one adult present during activities with children and vulnerable adults or at least that they are within the sight or hearing of others
- Respect the child/vulnerable adult's right to personal privacy and encourage them to feel comfortable enough to point out attitudes or behaviour they do not like.
- Remember that someone else might misinterpret their actions, no matter how well intentioned.
- Be aware that physical contact with a child or vulnerable adult may be misinterpreted and be mindful of how and where they touch them.
- Recognise that special caution is required when discussing sensitive issues
- Challenge unacceptable behaviour and report all allegations/suspicious of abuse.
- Be identifiable and have their photo ID card at all times
- Keep the child's or vulnerable adult's needs first and performing outcomes second.

Employees, Members and volunteers must **not**:

- Have inappropriate physical or verbal contact with children or vulnerable adults
- Make sexually suggestive comments, even in fun
- Make derogatory remarks or gestures in front of children or vulnerable adults
- Jump to conclusions about others without checking the facts
- Exaggerate or trivialise child or vulnerable adult abuse issues
- Show favouritism to individuals
- Ask people to do things that are potentially dangerous, illegal or otherwise unreasonable.
- Allow bullying
- Let allegations a child or vulnerable adult makes be ignored or go unrecorded
- Take chances when common sense, policy or practice suggests a more prudent approach.
- Take children or vulnerable adults alone on a vehicle journey unless in an emergency or with parental consent.
- Take children/ vulnerable adults to their home.
- Meet up with children / vulnerable adults outside of their work with Andover Town Council unless it is with the full consent and knowledge of the person's parents / carers and their manager.
- Never enter a house when a child is in there on their own.



## 5. Unaccompanied Children in Public Settings

There will be situations when young children visit public settings unaccompanied by their parent or carer. Whilst not wishing to discourage children from visiting places such as libraries, information centres and play or educational facilities, staff and members need to take reasonable steps to ensure the safety of the child and to inform parents / carers of their responsibilities. The way in which staff and members deal with unaccompanied children must be based on awareness of the responsibility of the parent or the loco parentis carer (Le. the one taking the responsibility of parent), and the duty of care the service to all children on the premises. In no instance would staff be expected to take on parental responsibilities for children in these settings. A suitable notice should be clearly displayed and staff should point to this poster when appropriate but especially if parents / carers are about to leave their children on the premises. For example:

<p style="text-align: center;"><b>NOTICE</b> <b>INFORMATION FOR PARENTS AND CARERS</b> Welcome. We hope you enjoy your visit. Please remember, this is a community space, open to all. Keep your child safe &amp; please don't leave them unaccompanied. Children under 10 must never be left unaccompanied. Parents and carers remain responsible for their children at all times.</p>
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A good practice response on discovering an unaccompanied child on the premises is to:-

- Try to avoid being left alone with a child. Try to ensure colleagues are present when you are dealing with unaccompanied children.
- Try to establish whether the child is allowed by the parent / carer to come and go alone.

If you are satisfied that the child is allowed to come and go alone then allow the child to leave. If you gather this information only from the child then you will need to use your judgment to ascertain whether the child is competent to leave alone.

Relevant factors may be:-

- Whether the child exhibits signs of nervousness.
- Whether the child appears to clearly understand your questions.
- Whether the child seems physically capable.
- Whether the child appears to know clearly and readily where he or she lives.
- How far the journey is.
- Whether you know of any particular hazards on the journey.
- The child's age and vulnerability.

If you are in doubt, encourage the child to remain on the premises until you have been able to contact a parent or carer. Children under 10 years of age should not normally be allowed to leave alone unless you know that in the particular case the parent/carer allows it. Ask the child if s/he is expecting to be collected by an adult. Even if the child is expecting to be collected soon, do not wait until closing time before taking the next step.

Try to contact the parent or carer. Ask the child for an address or telephone number.



## 6. Training

All staff must ensure that they attend child protection training in accordance with the requirements and standards of the Town Council.

Training will be organised and delivered in accordance with the requirements of 'Working Together to Safeguard Children (2015)'. The training will be informed by the HSCB Workforce Development Group.

The Town Clerk will monitor attendance at relevant training to ensure all relevant staff and members are aware of the procedures and have received relevant training.

## 7. Safer Workforce

### Recruitment and Selection

Advertisement of posts and application packs should make explicit reference to the commitment of the organisation to Safeguarding including:

- Compliance with vetting & barring regulations
- Always use application forms (CV's should not be accepted)
- A minimum of two people should check for any gaps in employment history and explore these gaps during interview
- Ensure at least one reference is from a previous employer and specifically asks if there have been any concerns or allegations about the applicants behaviour towards children; any disciplinary action and confirmation of the applicant's responsibilities.  
Compare this information with that provided by the applicant. Any inconsistencies or concerns regarding the information provided in a personal reference must be followed up directly with the referee.
- Ensure that any concerns arising from the applicant's medical reference are followed up directly with the applicant and with the employing agency's medical adviser. Seek to explore the applicants attitudes towards children and young people, their motivation for pursuing the role, and managing boundaries, at interview.
- Always ensure that any other uncertainty or inconsistency about the information provided about the applicant is followed up and resolved.

If you need support with the process, seek advice on recruitment and selection from your HR advisors.

## 8. Monitoring Arrangements

This policy and procedure will be reviewed annually.



Source Material:

Hampshire Safeguarding Children Board and Hampshire Safeguarding Adult Board Procedures.

<http://www.hampshiresafeguardingchildrenboard.org.uk/>

<http://www.hampshiresab.org.uk/>

'What to do if you're worried a child is being abused', December 2015, HM Government

<https://www.education.gov.uk/publications/standard/publicationdetail/page1/dfes-04320-2006>

'Working Together to Safeguard Children', April 2015, HM Government

<https://www.education.gov.uk/publications/standard/publicationdetail/page1/DCSF-00305-2010>

**Useful Contacts and sources of information**

**To report your concerns or to talk to a duty social worker regarding child protection call HantsDirect (Childrens Services)**

0300 555 1384 (office hours)

0300 555 1373 (out of hours)

Professionals Line 01329 225379 (not for public)

[www.hants.gov.uk/childrens-services](http://www.hants.gov.uk/childrens-services)

**To report your concerns or to talk to a duty social worker regarding vulnerable adults call HantsDirect (Adult Services)**

0300 555 1386 (office hours)

0300 555 1373 (out of hours)

Professionals Line 01329 225378 (not for public)

[www.hants.gov.uk/adult-services](http://www.hants.gov.uk/adult-services) (not for public)

Police (non emergency)

101

NSPCC Child Protection Helpline

0800 800 5000

[www.nspcc.org.uk](http://www.nspcc.org.uk)

ChildLine

0800 1111

[www.childline.org.uk](http://www.childline.org.uk)

Elder Abuse Response helpline

0808 8088141

[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

Respond – for people with learning difficulties 0808 8080700

[www.respond.org.uk](http://www.respond.org.uk)

**NOTE It is not the role of the Council to decide whether a child or adult has been abused or not. This is the task of Children or Adult Services, who have the legal responsibility. It is however, everybody's responsibility to ensure that concerns are shared and appropriate action taken**



## 9. Annex 1- Child and Vulnerable Adult Reporting Form

**Please provide as much information as possible**

<b>Your Name:</b>
<b>Your Position:</b>
<b>Child/adults' Name:</b>
<b>Child/adults' Address:</b>
<b>Child/adults' Date of Birth: (or approximate age)</b>
<b>Ethnicity of child/adult</b>
<b>Name (s) and address of parent/carer: (if applicable)</b>
<b>Name of school (if applicable):</b>
<b>Date and time of disclosure:</b>
<b>Your Observations:</b>



**Record Form A – A Disclosure of Abuse to a Child or Vulnerable Adult**

**Exactly what the child/adult said and what you said:**

**Remember to record details in the person's own words. Continue on a separate sheet if necessary.**

**Action taken so far:**

**Your Signature:**

**Print Name:**

**Date:**