



**GREAT YARMOUTH**  
BOROUGH COUNCIL

# Housing and Neighbourhoods Committee

**Date:** Thursday, 02 March 2017

**Time:** 18:00

**Venue:** Council Chamber

**Address:** Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

## **AGENDA**

**Open to Public and Press**

### **1 APOLOGIES FOR ABSENCE**

To receive any apologies for absence.

### **2 DECLARATIONS OF INTEREST**

You have a Disclosable Pecuniary Interest in a matter to be discussed if it relates to something on your Register of Interests form. You must declare the interest and leave the room while the matter is dealt with.

You have a Personal Interest in a matter to be discussed if it affects

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

You must declare a personal interest but can speak and vote on the matter.

Whenever you declare an interest you must say why the interest

arises, so that it can be included in the minutes.

**3     MINUTES**

**4 - 7**

To confirm the minutes of the meeting held on the 19 January 2017.

**4     MATTERS ARISING**

To consider any matters arising from the above minutes.

**5     SUSTAINABILITY & TRANSFORMATION PLAN FOR NORFOLK  
AND WAVENEY**

The Committee to receive a presentation on the Sustainability and Transformation Plan for Norfolk and Waveney by Melanie Craig, the Chief Officer of the Great Yarmouth and Waveney CCG and Jane Harper-Smith the STP Programme Director.

PLEASE NOTE : Documents in relation to the Sustainability and Transformation Plan for Norfolk and Waveney can be found on the Health Watch Norfolk website.

**6     ' HEALTHY HOMES ASSISTANCE ' AND ' I'M GOING HOME '  
UPDATES**

The Committee to receive a presentation from the Group Manager, Housing Health and Wellbeing.

**7     COUNCIL SAFEGUARDING POLICIES**

**8 - 112**

Report attached.

**8     CAR ENTHUSIASTS PROGRESS REPORT**

**113 -  
117**

Report attached.

**9     HOUSING & NEIGHBOURHOODS PERFORMANCE REPORT  
QUARTER 3**

**118 -  
123**

Report attached.

**10     PROPOSALS FOR USE OF THE COMMUNITY HOUSING FUND     124 -**

**136**

Report attached.

**11     ANY OTHER BUSINESS**

To consider any other business as may be determined by the Chairman of the meeting as being of sufficient urgency to warrant consideration.

**12     EXCLUSION OF PUBLIC**

In the event of the Committee wishing to exclude the public from the meeting, the following resolution will be moved:-

"That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12(A) of the said Act."

**13     CONFIDENTIAL MINUTES**

Details

# Housing and Neighbourhoods Committee

## Minutes

Thursday, 19 January 2017 at 18:30

### PRESENT:

Councillor Carpenter (in the Chair); Councillors Borg, M Coleman, Flaxman-Taylor, Grant, K Grey, Hacon, Mavroudis, Robinson-Payne, Walch, Waters-Bunn & Williamson.

Councillor Jeal attended as an observer only.

Mr R Read (Director of Housing & Neighbourhoods), Mr T Chaplin (Group Manager, Housing Services), Mrs V George (Group Manager, Housing Health & Wellbeing), Mr R Gregory (Group Manager, Neighbourhoods & Communities), Ms H Notcutt (Community Development Manager), Mrs J Bowgen (Housing Business & Finance Manager) & Mrs C Webb (Member Services Officer).

Mr I Grange & Ms C Henwood were in attendance for Item 6.

### **1 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Rodwell.

## **2 DECLARATIONS OF INTEREST**

There were no Declarations of Interest declared at the meeting.

## **3 EXCLUSION OF PUBLIC**

The Committee moved the following resolution:-

That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12(A) of the said Act.

## **4 VOLUNTARY AND COMMUNITY SECTOR SUPPORT SERVICES - COMMISSIONING PROCESS**

(Confidential Minute on this Item)

## **5 MINUTES**

(Confidential Minute on this Item)

## **6 MATTERS ARISING**

With regard to minute number 5, a Member reported that the reinstatement of the Housing Appeals Committee had been discussed at the Constitutional Working Party and would now be considered by Full Council.

With regard to minute number 7, the Group Manager, Housing Health & Wellbeing gave a verbal update to the Committee. A report detailing the results of the consultation would be presented to Council on 21 February 2017.

With regard to minute number 9, the Group Manager, Housing Services reported that the bids had not been successful and that feedback on why the applications had been unsuccessful would not be provided.

With regard to minute number 13, the Director of Housing & Neighbourhoods reported that the Council was hopeful that it would receive a funding award.

With regard to minute number 14, the Group Manager Housing & Communities gave a verbal update to the Committee and agreed to share the Norfolk FA Pitch report with the Committee which had been commissioned by Great Yarmouth FC.

With regard to minute number 16, the Director of Housing & Neighbourhoods reported that no further action had been taken with the two properties.

## **7 FORWARD PLAN - HOUSING AND NEIGHBOURHOODS**

The Committee received and considered the Forward Plan.

The Committee requested that the commissioning process for the Voluntary and Community Sector Support Services be included in the Forward Plan.

RESOLVED:

That the Commissioning Process for the Voluntary and Community Support Services be included in the Forward Plan.

## **8 SPORTS, PLAY AND LEISURE STRATEGY**

The Group Manager, Housing & Communities, Ian Grainge and Claire Henwood gave a joint presentation on the Sports, Play & Leisure Strategy.

The Chairman thanked the presenters for their informative presentation.

RESOLVED:

That the Committee note the presentation.

## **9 HOUSING REVENUE ACCOUNT BUDGET SETTING 2017-18**

The Housing Business & Finance manager reported the Housing Revenue Account (HRA) budget for 2017/18 to 2021/22, HRA Capital Programme 2017/18 to 2021/22, HRA Rent and Service Charge proposal 2017-18 and the revised HRA revenue and capital forecasts for 2016-17.

RESOLVED:

(i) To note the reduction in rents of 1%, as set out in the Welfare Reform and Work Act 2016,

(ii) To review and recommend revenue and capital budget estimates 2017-18 to 2021-22,

(iii) To recommend the proposed Fees and Charges for 2017-18,

(iv) To review the revised forecast for 2016-17; and

(v) To review Government proposals as set by the Welfare Reform and Work Act 2015 & Housing Planning Act 2016 impacting on the Housing Revenue Account in the future.

## **10 COMMUNITY HOUSING FUND**

The Group Manager, Housing Services, gave a briefing on the allocation of £650k from the Government's Community Housing Fund 2016/17 to the Committee.

RESOLVED:

That the Committee note the report.

## **11 ANY OTHER BUSINESS**

The Chairman reported that there was no other business of being of sufficient urgency to warrant consideration.

The meeting ended at: 20:45

Subject: Council Safeguarding Policies

Report to: Housing and Neighbourhoods Committee

Report by: Community Safety Co-ordinator

Date: 2 March 2017

### **SUBJECT MATTER/DECISIONS TO BE MADE**

As a result of refreshing the child safeguarding policy and creating new policies for adult safeguarding, human trafficking and domestic abuse, the council's Officer Safeguarding Group ask Housing and Neighbourhoods Committee to note and approve the policies and procedures for publication and implementation.

## **1.0 Background**

The Council has a statutory duty to safeguard children and adults (the Children Act 2004, Working Together to Safeguard Children 2015 and the Care Act 2014). Part of this responsibility is to create policies and procedures to make it clear to staff what they are expected to do if they have concerns as well as how we will respond to any reports made about one of our representatives.

## **2.0 Context**

In Norfolk, there are multi-agency groups called the Norfolk Children's Safeguarding Board (NSCB) and the Norfolk Adult Safeguarding Board (NSAB) which lead on Norfolk's responsibilities towards safeguarding children and adults. These two boards are represented on the wider Public Protection Forum which keeps an overview on all cross-cutting issues around community safety, safeguarding, public protection and community resilience. The NSCB and NSAB have several sub-groups and the Council is a member of the District Council Safeguarding Group as well as Local Safeguarding Children Group for Great Yarmouth and the Local Safeguarding Adults Group for Great Yarmouth. The Council attends other groups and meetings around wider safeguarding issues such as human trafficking, Prevent, domestic abuse, substance misuse, mental health, community safety and resilience.

An officer group, made up of Group Managers for Neighbourhoods and Communities; Housing Services and Housing Health and Wellbeing plus Sheltered Housing Manager, HR Manager, Licensing and Elections Manager, Community



Protection Manager (Env Services) and Community Safety Co-ordinator meet once a month to maintain an organisational overview of safeguarding across the council.

To ensure organisational consistency in relation to safeguarding, members of the group were tasked to update the child and adult safeguarding policies to reflect current legislation and practice, including new statutory duties around Prevent, Human Trafficking, Forced Marriage and information about Domestic Abuse. New policies have also been created on how to report Human Trafficking/Slavery (a duty under the Modern Slavery Act 2015) and what we as an employer will do to support employees suffering domestic abuse. This will create a suite of policies for staff maintained under a 'safeguarding' page on the intranet with useful information and links.

### **3.0 Training**

The council has a legal duty to provide training for staff on safeguarding children and adults. The officer group, led by HR, is in the process of designing a safeguarding training programme for relevant staff as follows:

- Level 1: Basic for anyone who has contact with children or adults at risk
- Level 2: Designated Safeguarding Officer level knowledge required / for officers who have regular, ongoing contact with a child or adult at risk
- Level 3: Head of HR/OD and Senior Designated Child Protection Officer knowledge required

The training programme cost will be covered from the corporate training budget and it is planned to complete refresher and new training for all levels of staff by October 2017.

The officer group has also included the following subjects under the "safeguarding" umbrella and these have been included in the new policies as appropriate and where legally required. More information will be provided on the new intranet section to be launched later this year. These include:

- Self-neglect (adults)
- Hoarding
- Child Sexual Exploitation
- Modern Slavery / Trafficking

- Prevent
- Domestic Abuse
- Hate incidents / crimes
- Forced marriage
- Female Genital Mutilation (awareness rather than deep knowledge required)
- Mental Health – capacity and capability assessments
- Learning Disabilities
- Loan Sharking
- Dementia
- Substance Misuse
- Early Help / MASH
- Diversion routes – ie youth clubs / lunch clubs / befriending etc

#### **4.0 Recommendations**

Housing and Neighbourhoods Committee is asked to:

- Agree to the adoption and publication of the four draft policies (Child Protection updated, Safeguarding Adults Policy, Human Trafficking and Modern slavery Policy, Domestic Abuse Work Place Policy), subject to UNISON (where appropriate) sign-off.
- Note that the organisation plans to create “designated safeguarding officers” (DSO’s) for both child and adult safeguarding enquiries and referrals rather than having separate child protection and adult safeguarding officers. New officers to be recruited in service areas where no safeguarding officer currently in place.
- Note that any allegations against a member of staff or representative will now be referred to the Head of HR/OD and the HR Manager (to replace the current Deputy Monitoring Officer / Information manager arrangement).
- Note that a comprehensive training programme and information section for staff is planned for 2017 to raise awareness of safeguarding and to fulfil the Council’s legal obligations under safeguarding legislation. Training and awareness will be tailored to each team and their roles across the suite of subjects highlighted above.

## 5.0 Further Considerations

The officer group is to create a work plan for future work to include work around safeguarding and procurement / contractors and around elected members. Any work with elected members will be fitted in with the organisational development planning for member development and training.

-----  
Dept Reference:

Date:

Background Papers:

Financial Implications:
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Legal Implications: Compliance with the Care Act 2014; Children Act 2004; Working Together to Safeguard Children 2015; Modern Slavery Act 2015; Counter-terrorism and Security Act 2015; Anti-Social Behaviour, Crime and Policing Act 2014 (forced marriage); Equality Act 2010; Human Rights Act 1988;
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Executive Board or Director Consultation:.. EMT on 23 February 2017
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Does this report raise any legal, financial, sustainability, equality, Crime and Disorder or Human Rights issues and, if so, have they been considered?	Issues	
	Legal	<b>See above.</b>
	Financial	
	Sustainability	
	Equality	<b>Considered.</b>
	Crime and Disorder	<b>Considered.</b>
	Human Rights	<b>Consulted.</b>
	Every Child Matters	<b>Yes, considered.</b>
	Risk	<b>Considered.</b>



# CHILD PROTECTION POLICY

## Guidance and Procedures

### Policy Summary

Children and young people have the right to be safe in the services provided for them and the activities they choose to participate in. Great Yarmouth Borough Council is committed to a delivery of service that promotes good practice and protects children and young people from harm. This policy sets out the Council's protection procedures and specifies the roles and responsibilities of the Council's representatives for whom this policy is mandatory.

Great Yarmouth Borough Council will:

- Implement procedures to safeguard children and young people and protect them from abuse.
- Respect and promote the rights, wishes and feelings of children and young people.
- Promote good practice that encourages a safe environment, protects all parties and avoids mistaken allegations of abuse.

<b>Date of Policy:</b>	Draft as at 21 November 2016
<b>Policy Owner:</b>	GYBC Officer Safeguarding Group
<b>Ratified by:</b>	<i>To be ratified by EMT and Housing &amp; Neighbourhoods Cttee</i>
<b>Review Date:</b>	
<b>Eql Assessed:</b>	

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## 1. Introduction

**Children and young people have the right to participate, have fun and be safe in the services provided for them and the activities they choose or their parents/carers choose for them.**

Under **The Children Act 2004**, **Working Together to Safeguard Children 2015** and the **Apprenticeships Skills, Children and Learning Act 2009**, Great Yarmouth Borough Council has a duty to co-operate with key statutory agencies including Norfolk County Council in discharging its duties to safeguard and promote the welfare of children. The Children Act 2004 embodies five principles that are key to the wellbeing of children and young people:

- **Being healthy**
- **Staying safe**
- **Enjoying and achieving**
- **Making a positive contribution**
- **Achieving economic well being**

Working Together to Safeguard Children 2015 outlines two key principles:

- safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part; and
- a child-centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

Lord Laming in the Victoria Climbié Inquiry Report stated “The support and protection of children cannot be achieved by a single agency. Every service has to play its part. All representatives must have placed upon them the clear expectation that their primary responsibility is to the child and his or her family.” [Section 11 of the Children Act 2004](#) places a duty on key persons and bodies to make arrangements to ensure that in discharging their functions, they have regard to the need to safeguard and promote the welfare of children. Great Yarmouth Borough Council is committed to ensuring that all children and young people are protected and kept safe from harm whilst engaged in services organised, commissioned and provided by the Council. It is our aim to aid the development of self-esteem and social awareness of children and young people and to provide opportunities for enjoyment with personal achievement.

The Council is not an investigative or intervention agency for child protection. However, because some representatives are in regular contact with children and young people they are in a position to observe outward signs of abuse and can and should alert others when such signs are observed. In accordance with the principles of and duties imposed by Working Together to Safeguard Children

2015, Council representatives have a responsibility to consult with Norfolk County Council Children's Services Department on all suspected cases of abuse. In practical terms this means that the Council has a responsibility to provide a safe environment for children and young people in which their welfare is paramount. This policy sets out the Council's protection procedures and specifies the roles and responsibilities of the Council's representatives for whom this policy is mandatory.

## **2. Child Protection Policy**

### **2.1 Definition of terms used in this document**

For the purposes of this policy a child or young person is defined as anyone under the age of 18 years.

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment;
- Preventing impairment of children's health or development;
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and
- Undertaking that role so as to enable children to have optimum life chances and to enter adulthood successfully.

Great Yarmouth Borough Council **representatives** are defined as:

- Employees
- Agency staff/contract staff
- Members
- Volunteers/work placements – when working for and on behalf of Great Yarmouth Borough Council
- Apprentices
- Contracted service providers working on behalf of Great Yarmouth Borough Council

The term **parent** is used throughout this document as the generic term to represent parents, carers and guardians.

This policy applies to all representatives who may come into contact with children and young people in the course of their work, whether it is in someone's home, on Council premises, or in the community.



**Regular contact** shall mean those representatives in direct or regular contact with children and young people and with adults who are parents and carers such as:

- Housing Officers in contact with families involved in anti-social behaviour or poor conduct of tenancy
- Revenues or Rent Income Officers carrying out home visits
- Environmental Health Officers investigating complaints about noise, properties representing public health risk
- Housing Options Officers in contact with vulnerable or homeless families
- Representatives who deal with children and young people presenting as homeless
- Private Sector Housing Officers visiting properties in disrepair
- Representatives involved in promoting or organising sporting activities, public events or community engagement.

Representatives come into contact with children and families in many circumstances. This list is not exhaustive but highlights the most common examples.

## **2.2 Policy Statement**

Great Yarmouth Borough Council will:

- Implement procedures to safeguard children and young people and protect them from abuse
- Respect and promote the rights, wishes and feelings of children and young people
- Promote good practice that encourages a safe environment, protects all parties and avoids mistaken allegations of abuse
- Recruit, train and supervise representatives to ensure that they are properly equipped to:
  - Identify where there may be a problem
  - Know how to obtain speedy and professional advice
  - Refer concerns to relevant specialists
  - Understand what constitutes safe working practice
- Ensure representatives from Great Yarmouth Borough Council who have substantial access to children or young people are subject to an enhanced Disclosure and Barring service (DBS) check prior to appointment and that this check is repeated every 3 years. Qualifying roles for these checks will be identified using a risk assessment process, outlined in the Council's DBS Policy ([hyperlink to policy to be inserted](#))

- Require volunteers to adopt and abide by the Council's [Code of Conduct](#) and this Child Protection Policy and its procedures. Copies of these documents will be provided at the point where volunteers are asked to sign a self-disclosure form ([Appendix K](#)) and a representative self-declaration form ([Appendix O](#)). The representative responsible for that volunteer should ensure that the volunteer understands basic safeguarding do's and don'ts and who to approach with concerns. This applies to one-off events and regular volunteering activities. If the volunteer takes part in regular volunteering activities, consideration should be given to undertaking a DBS check.
- Referrals made by representatives cannot be anonymous and should be made in the knowledge that, during the course of enquiries, the name of the individual who made that referral will be included on any paperwork as individuals may be required as prosecution witnesses.
- Respond to any suspicions or allegations involving representatives promptly and implement the appropriate disciplinary procedures.
- Great Yarmouth Borough Council will not tolerate harassment of any representative, child or other professional who raises concerns of abuse. The Council will work in co-operation with Norfolk County Council as required under The Children Act 2004 and Working Together to Safeguard Children 2015 and will respond positively to any recommendations regarding the improvement of the Council's safeguarding policies and procedures.
- Review this policy every three years or whenever there is a major change in the organisation or in the relevant legislation.

## 2.3 Principles

The procedures contained within this policy are based on the following principles:

- The welfare of the child is the primary concern
- All children, whatever their confirmed or perceived age, culture, disability, gender, language, racial origin, nationality, religious belief and/or sexual identity have the right to protection from abuse and exploitation
- All representatives have a responsibility to report concerns of suspected abuse or poor practice to a **Designated Safeguarding Officer** (DSO) (see [Appendix A](#)) or their line manager

- Incidents of failure to follow safe working practices as outlined in [Appendix L](#) shall be taken seriously and responded to swiftly and appropriately by the representative's line manager, working with HR.
- Representatives should work in an open and transparent way and should avoid any conduct that may lead to a reasonable person to question their motives and intentions.
- Confidentiality shall be upheld in line with current data protection and human rights legislation.

## **2.4 Specific Responsibilities**

### **Managers**

- Are responsible for making sure that all of their staff are aware of and understand the importance of this policy and related guidance.
- Must make sure that any contracted service providers, agents or other representatives whom they engage to undertake duties on their behalf, which involves contact with children, understand and comply with the policy and procedures. They should ask the provider organisation \ individuals to complete a self-declaration form ([Appendix M](#)).

### **Human Resources**

- Will, through the recruitment and selection processes, ensure DBS checks and references that refer to the candidate's suitability to work with children are taken up for all appropriate posts.
- Will make the requirement to undertake a DBS check clear in the employment contract for all appropriate posts.
- Will include appropriate training in the Corporate Training Programme and ensure that child protection training is part of the induction programme for all new representatives whose post may require them to have direct/unsupervised access to children or young people.
- Will maintain a record of all representatives that have completed a DBS check and are considered suitable for work involving substantial access to children.
- Will ensure that DBS checks and references of representatives are kept secure and confidential.
- Will ensure that checks are renewed every three years.

### Designated Safeguarding Officer

- Will provide a point of contact for representatives who want to test concerns about child protection or take forward a child protection disclosure.
- Will provide a point of contact with the Children's Services Duty Officers.

### All Representatives

- Should be aware of this policy
- Should attend appropriate child protection training if their role involves any access to children, their parents or carers, either through face-face contact, telephone or web communications.
- Should not begin any unsupervised activity involving substantial access to children prior to receiving a satisfactory DBS check.
- Should be aware of appropriate and inappropriate behaviour for representatives in charge of children or young people. A list of basic do's and don'ts can be found in [Appendix L](#).
- Should know who the Designated Safeguarding Officers (DSO) are (*hyperlink to be inserted to list on intranet*).
- Are expected to act on any suspected or potential case of child abuse. The Council will support anyone, who, in good faith and without malicious intent, reports his or her concerns that a child or young person is being abused or is at risk of abuse, even if those concerns prove to be unfounded. The Council's [Whistleblower Policy 2016](#) provides further information on this.

### Senior Officer responsible for complaints about representatives

The Head of HR and OD at the Council will be responsible for dealing with all allegations and suspicions of child abuse concerning a representative of the Council. In the absence of the Head of HR and OD, the HR Manager will assume this responsibility. The Head of HR and OD will:-

- Receive and record information from members of staff, children, parents or carers or other professionals
- Assess the information promptly and carefully, clarifying or obtaining more information about the matter as appropriate
- Consult initially with Local Authority Designated Officer team (LADO's) at Children's Services to test out any uncertainties

- Make a formal referral to the LADO at Children's Services without delay, if necessary.
- Be aware of the role of the Norfolk Safeguarding Children Board and the existence of local child protection procedures.
- Be responsible for dealing with any enquiries from the media if an incident or allegation of child abuse arises. All representatives should be clear that any media enquiries are to be directed to the Communications and Press Officer and under no circumstances should any other response be given.

**The Head of HR and OD will not decide if a child has been abused.  
This is the task of Children's Services which has the legal responsibility.**

### **3. Code of Conduct for Council Representatives**

#### **3.1 Introduction**

It is possible to limit the situations where child abuse may occur, by promoting good practice to all representatives.

The following basic guidelines will help safeguard children and young people, representatives, the Council and other concerned organisations. The guidelines aim to promote positive practice and are examples of care which should be taken whilst working with children and young people.

#### **3.2 Representative Guidelines**

- Always follow the Safe Working Practices ([Appendix L](#)) when working with children and young people. Where possible avoid situations where a representative and an individual child or young person are alone unobserved.
- Respect the child or young person and provide a safe and positive environment.
- If any form of physical contact is required it should be provided openly and according to appropriate guidelines, ie National Governing Body of Sport Guidelines and Safer Working Practice Guidance.
- If supervision in changing rooms or similar environments is required, ensure representatives work in pairs and never enter opposite sex changing rooms.

- With mixed groups, supervision should be by a male and female member of staff, where possible.
- Representatives must respect the rights, dignity and worth of every person and treat everyone fairly within the context of the activity.
- Representatives must feel confident to report concerns or worries about other representatives to the Head of HR and OD or his/her deputy, or report directly to Children's Services and/or the Police.
- If a child or young person is accidentally injured as the result of a representative's actions, seems distressed in any way, misunderstands or misinterprets something a representative has done, such incidents must always be reported to the representative's line manager, to a Designated Safeguarding Officer or the Head of HR and OD. Information about the incident must be recorded on the Child Protection Incident Form ([Appendix D](#)).

**Representatives of Great Yarmouth Borough Council should not:-**

- Spend time alone with children or young people away from others.
- Take children or young people alone on a car journey, however short.
- Take children or young people to their home unsupervised.
- Arrange to meet children or young people outside an organised activity or service.

If these situations are unavoidable, they should only occur with the full prior knowledge and consent of the representative's line manager and the child or young person's parents/carer.

**Representatives of Great Yarmouth Borough Council should never:-**

- Engage in rough physical games including horseplay.
- Engage in sexually provocative games
- Allow or engage in inappropriate touching of any form
- Allow children or young people to use inappropriate language unchallenged, or use it themselves
- Make sexually suggestive comments about or to child or young person, even in fun
- Share a room with a child or young person
- Enter areas designated only for the opposite sex
- Use the internet to access pornographic or obscene sites ([Social Media Policy for Employees](#))
- Let any allegation a child or young person makes be ignored or go unrecorded

- Do things of a personal nature for children and young people that they can do for themselves. For example, applying sunscreen or adjusting body-worn safety or sports equipment whilst the child or young person is wearing it

The above guidance should not be considered as exhaustive. Should representatives have any concerns regarding the appropriateness of any practice/action they should contact their line manager or a Designated Safeguarding Officer.

## **4. Recognition of Abuse**

**It is not the responsibility of a representative to decide if abuse is occurring or even to try and categorise it using one or more of the “labels” or types of abuse listed below. However it is their responsibility to act on any concerns by reporting any suspicions they may have.**

Somebody may abuse a child or young person by inflicting harm, or by failing to act to prevent harm. Even for those experienced working with abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. There are different types of abuse and a person may suffer more than one type.

The following definitions are based on those from “Working Together to Safeguard Children 2015”.

Children may be abused in a family or in an institutional or community setting by those known to them or by others (eg via the internet). They may be abused by an adult or adults, or another child or children.

### **4.1 Physical Abuse**

Hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, inappropriate restraint, misuse of medication or otherwise causing physical harm to a child or young person are examples of physical abuse. Physical harm is also caused when a parent or carer fabricates the symptoms of, or deliberately causes ill health to a child or young person whom they are looking after. Physical abuse, as well as being a result of a deliberate act, can also be caused through an omission or the failure to act to protect.

### **4.2 Emotional Abuse / Psychological Abuse**

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on a child’s emotional development. It may involve conveying to an individual that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views,

deliberately silencing them or “making fun” of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children or young people. It may also involve causing children or young people to frequently feel frightened or in danger, deprivation of contact with a loved one, unjustified withdrawal of services and support networks or the exploitation or corruption of a child or young person. It may involve serious bullying (including cyber-bullying), or seeing or hearing the ill-treatment of another (eg in cases of domestic abuse in the household).

Some level of emotional abuse is involved in all types of ill treatment of a child or young person, though it may occur alone.

#### **4.3 Neglect**

Neglect is the persistent failure to meet a child or young person’s basic physical and/or psychological needs, likely to result in the serious impairment of the child or young person’s health or development, for example a parent or carer failing to provide adequate food, shelter and clothing, leaving a young child home alone or the failure to ensure that a child or young person gets appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child or young person’s basic emotional needs.

#### **4.4 Sexual abuse**

This involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. This includes physical contact and non-contact activities, including grooming a child in preparation for abuse. Showing children pornographic material is also a form of sexual abuse and exploitation. Child Sexual Exploitation (CSE) is a form of child abuse and happens when a young person is encouraged, or forced, to take part in sexual activity in exchange for something such as presents, money, alcohol, or simply emotional attention.

#### **4.5 Bullying**

It is important to recognise that in some cases of abuse, it may not always be an adult abusing a young person. It can occur that the abuser may be a young person, for example in the case of bullying. Bullying may be seen as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves.

Although anyone can be the target of bullying, victims are typically shy, sensitive and perhaps anxious or insecure. Sometimes they are singled out for physical reasons – being overweight, physically small, having a disability or belonging to a different race, faith or culture.



Bullying can include:-

- Physical: hitting, kicking and theft
- Verbal: name-calling, constant teasing, sarcasm, racist or homophobic taunts, threats, graffiti , texts / use of social media to victimise and gestures or being excluded by their peers
- Emotional: tormenting, ridiculing, humiliating and ignoring
- Sexual: unwanted physical contact or abusive comments

The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children, to the extent that it affects their health and development or, at the extreme, causes them significant harm (including self-harm). There are a number of signs that may indicate that a young person is being bullied:-

- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go to school etc.
- A drop off in performance at school or standard of play.
- Physical signs such as stomach-aches, headaches, difficulty in sleeping, bed-wetting, scratching and bruising, damaged clothes and bingeing for example on food, cigarettes or alcohol.
- A shortage of money or frequent loss of possessions.

#### **4.6 Domestic Abuse**

[Domestic Abuse](#) is defined as “any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse; psychological, physical, sexual, financial or emotional”.

Evidence exists that children can suffer long term damage from living in a household where domestic abuse takes place, or where they themselves might be victims as a consequence.

Children who witness domestic abuse may often suffer serious effects which can often result in behavioural issues such as absenteeism, ill health, bullying, anti-social behaviour, drug and alcohol misuse, self-harm and psychosocial impacts. Where there is evidence of domestic abuse, the implications for any children in the household should be considered, including the possibility that the children may themselves be subject to abuse or may be harmed by witnessing or overhearing the abuse.

Representatives have a duty to report any suspected domestic abuse in a household where children are present to their line manager, a Designated Safeguarding Officer or if at risk of immediate harm to the Police.

#### **4.7 Child Trafficking / Human Trafficking**

Child trafficking is the practice of transporting children into, within and out of the UK for the purposes of exploitation and slavery. The exploitation can be varied and include:

- labour exploitation (e.g. farm work, nail bars, restaurants, etc);
- domestic servitude;
- criminal activity (e.g. cannabis cultivation, petty street crime, illegal street trade, etc);
- sexual exploitation (brothels, closed community, for child abuse images);
- application of residence;
- benefit fraud;
- illegal adoption; and
- forced marriage.

Child trafficking and exploitation is often accompanied by various types of control such as violence, the threat of violence to them and to their families, sexual abuse, alcohol and drug abuse, emotional abuse, manipulation through twisting cultural practices and imprisonment to suppress victims and ensure their compliance. Children are sometimes forced into committing criminal acts on behalf of their trafficker.

The Council has a duty as a first responder to report any suspected victims of trafficking and slavery to the UK Human Trafficking Centre and/or the Home Office. *(link to new policy to be inserted here)*

#### **4.8 Forced Marriage**

A [forced marriage](#) is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and pressure or abuse is used. It is recognised in the UK as a form of violence against women and men, domestic/child abuse and a serious abuse of human rights.

The pressure to marry against their will can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel like they're bringing shame on their family).

The Anti-Social Behaviour, Crime and Policing Act 2014 makes it illegal to force someone to marry.

Representatives have a duty to report any child or young person at risk of forced marriage to their line manager, a Designated Safeguarding Officer or if at risk of immediate harm to the Police.

#### 4.9 Female Genital Mutilation (FGM)

Female genital mutilation (sometimes referred to as female circumcision) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. The practice is illegal in the UK.

The girls may be taken to their countries of origin so that FGM can be carried out during the summer holidays, allowing them time to "heal" before they return to school. In the UK, there have been cases of girls as young as 5 being subjected to FGM. Cases have also been reported of FGM performed in the UK.

#### 4.10 Prevent – part of the Government's Counter-Terrorism Strategy

The Council is subject to the [Prevent Duty](#). Prevent is part of the UK's counter-terrorism strategy, preventing people from becoming involved in terrorism or supporting terrorism via the process of radicalisation. Radicalisation is the process where someone has their vulnerabilities or susceptibilities exploited towards crime or terrorism – most often by a third party who has their own agenda.

Representatives have a duty to report any child or young person at risk of being drawn into extremism to their line manager, a Designated Safeguarding Officer or if at risk of immediate harm to the Police.

Referrals are made using a [Prevent referral form](#) to Children's Services. Guidance on how to complete the form can be found [here](#).

#### 4.11 Indicators of Abuse

Every child and young person is unique and it is difficult to predict how their behaviour will change as a result of their experience of abuse. Listed below are some physical signs and behavioural indicators that may be commonly seen in children and young people who are abused, but remember they may only be an indication and **not** confirmation that abuse is taking place.

PHYSICAL ABUSE	
Physical Signs	Behavioural Indicators
<ul style="list-style-type: none"> <li>➤ Unexplained bruising, marks or injuries on any part of the body</li> <li>➤ Bruises which reflect hand marks or fingertips (from slapping or pinching)</li> <li>➤ Cigarette burns</li> <li>➤ Bite marks</li> </ul>	<ul style="list-style-type: none"> <li>➤ Fear of parents/carers being approached for an explanation</li> <li>➤ Aggressive behaviour or severe temper outbursts</li> <li>➤ Flinching when approached or touched</li> </ul>

PHYSICAL ABUSE	
Physical Signs	Behavioural Indicators
<ul style="list-style-type: none"> <li>➤ Broken bones</li> <li>➤ Scalds</li> </ul>	<ul style="list-style-type: none"> <li>➤ Reluctance to get changed, for example wearing long sleeves in hot weather</li> <li>➤ Depression</li> <li>➤ Withdrawn behaviour</li> <li>➤ Running away from home</li> </ul>

EMOTIONAL ABUSE	
Physical signs	Behavioural Indicators
<ul style="list-style-type: none"> <li>➤ A failure to thrive or grow</li> <li>➤ Sudden speech disorders</li> <li>➤ Developmental delay, either in terms of physical or emotional progress</li> </ul>	<ul style="list-style-type: none"> <li>➤ Neurotic behaviour, e.g. hair twisting, rocking</li> <li>➤ Being unable to play</li> <li>➤ Fear of making mistakes</li> <li>➤ Self-harm</li> <li>➤ Fear of parent/carer being approached regarding their behaviour</li> </ul>

SEXUAL ABUSE	
Physical Signs	Behavioural Indicators
<ul style="list-style-type: none"> <li>➤ Pain or itching in the genital/anal areas</li> <li>➤ Bruising or bleeding near genital/anal areas</li> <li>➤ Sexually transmitted disease</li> <li>➤ Vaginal discharge or infection</li> <li>➤ Stomach pains</li> <li>➤ Discomfort when walking or sitting down</li> <li>➤ Pregnancy</li> </ul>	<ul style="list-style-type: none"> <li>➤ Sudden or unexplained changes in behaviour, eg becoming aggressive or withdrawn</li> <li>➤ Fear of being left with a specific person or group of people</li> <li>➤ Having nightmares</li> <li>➤ Running away from home</li> <li>➤ Sexual knowledge which is beyond their age or development age</li> <li>➤ Sexual drawings or language</li> <li>➤ Bedwetting</li> <li>➤ Saying they have secrets they cannot tell anyone about</li> <li>➤ Self harm or mutilation, sometimes leading to suicide attempts</li> <li>➤ Eating problems such as overeating or anorexia</li> </ul>

NEGLECT	
Physical Signs	Behavioural Indicators
<ul style="list-style-type: none"> <li>➤ Constant hunger, sometimes stealing food from others</li> <li>➤ Constantly dirty or 'smelly'</li> <li>➤ Loss of weight, or being constantly underweight</li> <li>➤ Inappropriate dress for the conditions</li> </ul>	<ul style="list-style-type: none"> <li>➤ Complaining of being tired all the time</li> <li>➤ Not requesting medical assistance and/or failing to attend appointments</li> <li>➤ Having few friends</li> <li>➤ Mentioning their being left alone or unsupervised</li> </ul>

The above lists are not exhaustive or definitive but are a guide.

It is important to remember that many children and young people will exhibit some of these signs and indicators at some time, and the presence of one or more should not be taken as proof that abuse is occurring. There may well be other reasons for changes in behaviour such as death, or the birth of a new baby in the family, relationship problems between parents/carers, etc.

## 5. Responding to Disclosures and Allegations

### 5.1 Introduction

These procedures inform all representatives of what actions they should take if they have concerns or encounter a case of alleged or suspected child abuse however, please bear in mind:-

**It is not the responsibility of a Council representative to decide if abuse is occurring, but it is their responsibility to act on any concerns by reporting any suspicions they may have.**

### 5.2 Responsibilities of Officers

The responsibility for the implementation of the Council's Child Protection Policy rests with the Chief Executive Officer who requires all Directors, Group Managers and Line Managers to implement the policy. All Directors, Group Managers, Line Managers and Designated Safeguarding Officers are authorised to receive reports and act upon issues relating to child protection on her/his behalf. The names of all Designated Safeguarding Officers can be found in [Appendix A](#).

The **Head of HR and OD** is the Council's named Senior Officer for receiving allegations or concerns and operates the procedures in relation to complaints about representatives. In his/her absence reports should be made to the **HR Manager**.

Representatives must report any concerns or cases of alleged or suspected abuse directly to a Designated Safeguarding Officer, Group Manager, Director or the Head of HR and OD depending on the circumstances and in accordance with the procedures set out below.

Where there is an immediate risk to the child the Police should be called as a matter of emergency.

A full list of agency's contact details can be found in [Appendix C](#).

### **5.3 What to do if you suspect possible harm or abuse**

In circumstances where you have concerns that a child is suffering or is likely to suffer significant harm to his or her health or development, or where a child gives information detailing abuse, the following principles must be adhered to.

### **5.4 Responding to disclosure by a child or young person**

- i. Reassure the child or young person that they have done the right thing in telling you
- ii. Do not allow any shock or distaste to show and don't panic
- iii. React calmly so as not to frighten the child or young person
- iv. Listen carefully to what is being said
- v. Take what the child or young person says seriously, recognising the difficulties inherent in interpreting what is said by a child or young person who has a speech disability and/or differences in language
- vi. Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer
- vii. Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets
- viii. Do not make negative comments about the alleged abuser
- ix. Do not approach the alleged abuser
- x. Tell the child what you will do next and with whom the information will be shared

- xi. Record in writing on the Child Protection Incident Reporting Form ([Appendix D](#)) all the details you are aware of and what was said using the child or young person's own words as soon as possible making sure to sign and date the record.
- xii. Inform a DSO or line manager immediately (or as soon as practicable) and report to Children's Services as soon as possible. Reporting the matter should not be delayed by attempts to obtain further information. Within 24 hours of receipt of a Child Protection Incident Reporting Form a DSO/ line manager will report the incident or seek advice from Children's Services. The DSO / line manager will advise the referrer of the action they will take (further feedback will only be provided if appropriate).
- xiii. In the circumstance that you believe that the child is in immediate danger of harm then you should personally contact the Police ensuring that a DSO / line manager is made aware at the earliest opportunity. The Police will automatically inform Children's Services. A record should be made of the reference number issued by the Police together with the time and date of the call, in case any follow up is needed.

**Remember: It is not the responsibility of a Council representative to decide if abuse is occurring, but it is their responsibility to act on any concerns by reporting any suspicions they may have.**

## **5.5 Referring to Children's Services**

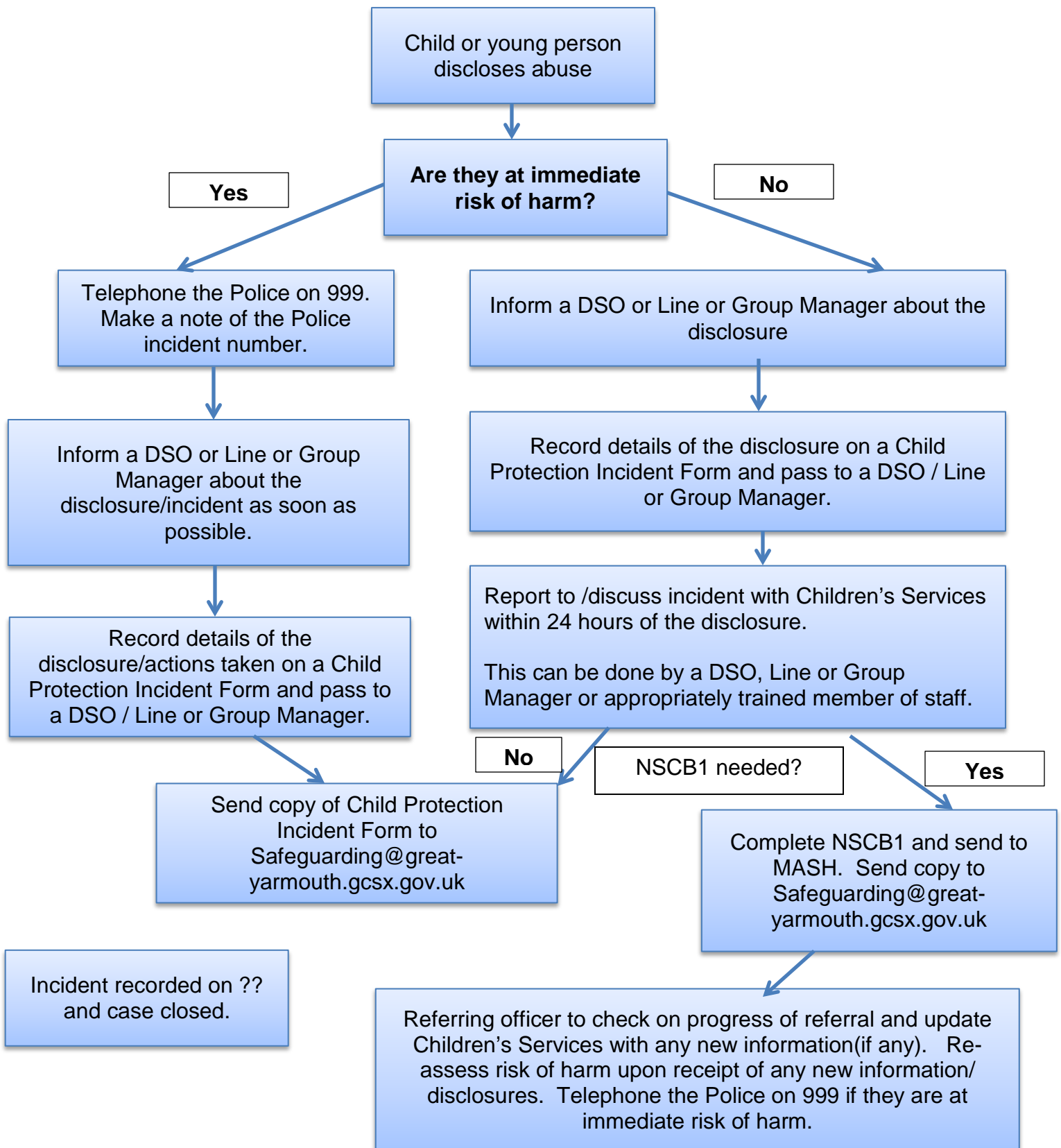
There are a number of ways in which referrals to Children's Services can be made. All referrals to Children's Services are dealt with by the Multi-Agency Safeguarding Hub (MASH).

- 1. By telephoning the Multi-Agency Safeguarding Hub Consultation Line on 0344 800 8020
- 2. By emailing [mash@norfolk.gcsx.gov.uk](mailto:mash@norfolk.gcsx.gov.uk) (from a secure email account)
- 3. By post: The MASH Team Manager, Floor 5, Vantage House, Fisher's Lane, Norwich, NR2 1ET
- 4. Online by completing the form [NSCB1](#) and sending it via email to [mash@norfolk.gcsx.gov.uk](mailto:mash@norfolk.gcsx.gov.uk).

A copy of any referrals to, or summary of verbal discussions with, Children's Services must be copied to: [Safeguarding@great-yarmouth.gcsx.gov.uk](mailto:Safeguarding@great-yarmouth.gcsx.gov.uk). This mailbox will be used to keep track of all child and adult safeguarding enquiries made by representatives.

Children and young people will only tell people they trust and with whom they feel safe. By listening and taking seriously what the child or young person is saying, you are already helping the situation. The following points are a guide to help you respond appropriately

## 5.6 Flowchart for Basic Response Procedure to a child or young person disclosing abuse





## 5.7 Reporting poor practice, concerns or allegations of abuse about a representative of the Council

The Council will fully support and protect anyone who, in good faith (and without malicious intent), reports his or her concern about a representative of the Council's practice or the possibility that a child or young person may be being abused. For further information please refer to the Council's [Whistleblowing Policy](#).

## 5.8 Responding to allegations against a representative of the Council

Take the allegation seriously and follow the principles of Responding to Disclosure in [5.4](#) (i) to (x) – reassuring the member of the public, colleague or other professional that they have done the right thing in reporting their concerns.

In the circumstance that a child or young person is in immediate danger of harm, the Police should be contacted immediately and the Head of HR and OD informed as soon as possible (the Police will automatically inform Children's Services). Please keep a record of the Police-issued incident number and time and date of the call.

Any allegation should be reported to the Head of HR and OD immediately or in his/her absence, the HR Manager ([Appendix A](#)). If you are unsure whether something should be reported then discuss with a Designated Safeguarding Officer or line manager who may also make the report for you.

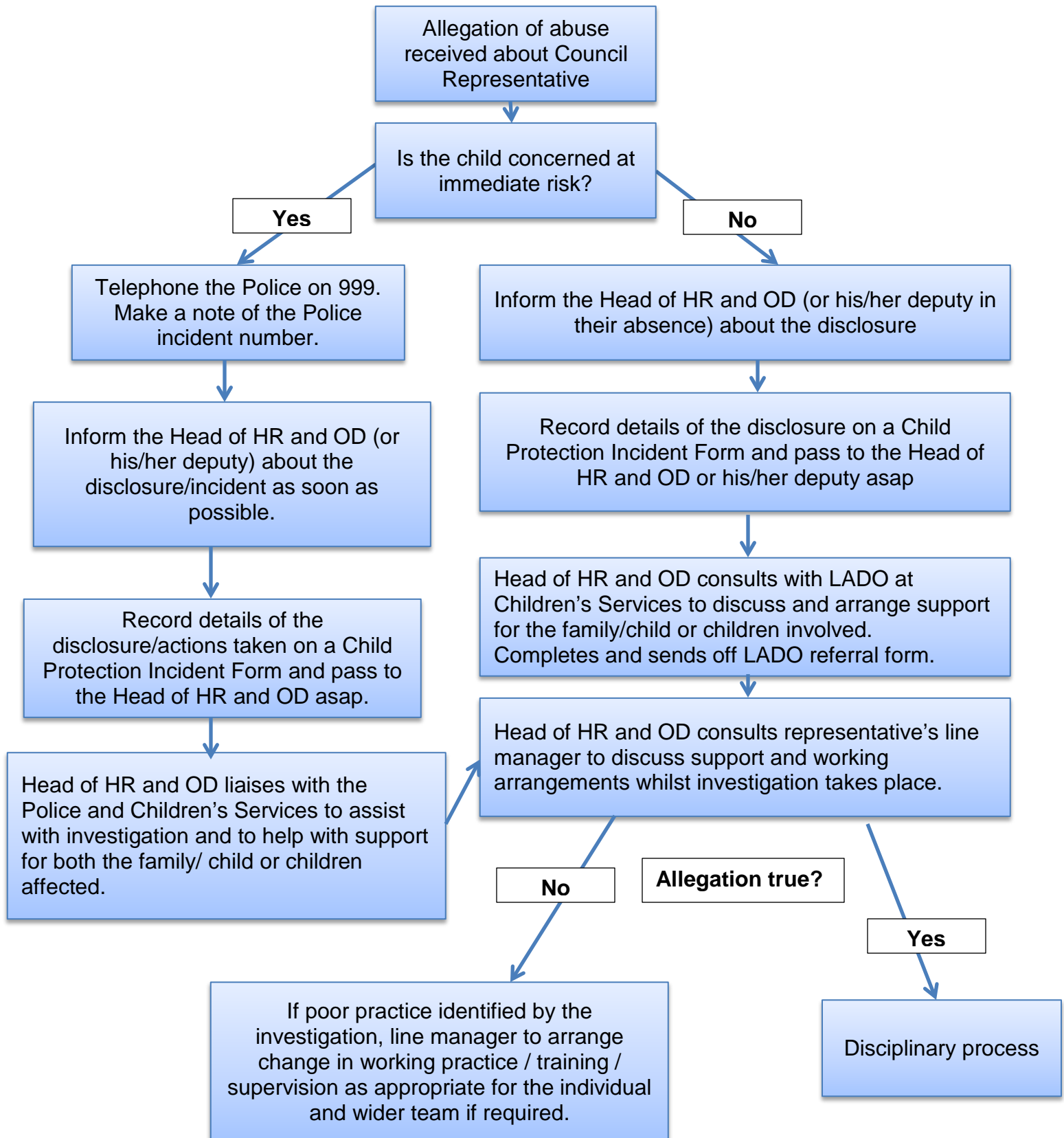
The Head of HR and OD will immediately discuss and report the allegations to the **Local Authority Designated Officer** (LADO), recording the information on a LADO Referral Form ([Appendix J](#)) at Norfolk County Council who will be involved in and advise on the management of all cases.

All allegations will be managed in accordance with the Norfolk Safeguarding Children Board Policy and Procedure manual, [section 8.3 \(Allegations against People who work with Children\)](#) and Working Together to Safeguard Children 2015.

If, after careful investigation, the allegation is purely about poor practice, the Line Manager shall arrange for further information, training and supervision for the representative, as well as making any recommended changes to the practices and procedures of the service.

**The safety and welfare of children and young people shall always remain paramount.**

## 5.9 Flowchart for responding to allegations of abuse



**5.10 Support to representatives following allegations of abuse**

Line managers should give consideration to address what support may be appropriate for any representative following allegations of abuse. Support for any children and/or parents named in the allegations should be discussed and set up as part of the LADO / Children's Services referral process. Use of Help-lines, support groups and open meetings will be encouraged to maintain an open culture and help the healing process. A contact number for the British Association of Counselling and Psychotherapy and for Validium, the employee wellbeing advice line can be found in [Appendix C](#).

**5.11 Internal enquiries and suspension**

Irrespective of the findings of Children's Services or of Police enquiries, the Council will assess all individual cases under the [disciplinary policy](#).

**5.12 Allegations of previous abuse**

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child). Where such an allegation is made, the Head of HR and OD shall follow the procedures as detailed above. Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the Protection of Children Act 1999 and the Children Act 2004.

**5.13 Approach by a potential abuser following referral**

Should a representative be approached by someone who has been identified as a potential abuser on a referral form, then the representative should adopt a "no comment" approach and contact the Head of HR and OD as soon as possible.

**5.14 Confidentiality**

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This is required in order to:

- Protect children
- Facilitate enquiries
- Avoid victimisation
- Safeguard the rights of the person about whom the allegation has been made and others who might be affected.
- Manage disciplinary/complaints aspects

It is expected that those involved on a need to know basis would include the following:

- Members of the team overseeing the investigation
- The parents of the child alleged to have been abused
- The person making the allegation
- Children's Services and the Police
- The alleged abuser (and parents if the alleged abuser is under 18 years of age)

Any information will be stored securely with limited access to the Head of HR and OD or Designated Senior Child Protection Officer, in line with [data protection laws and policies](#) (eg that information is accurate, regularly updated, relevant and secure).

If enquiries arise from the public (including parents) or any branch of the media, it is vital that all representatives are briefed so that they do not make any comments regarding the situation. Representatives must reply 'no comment' to all questions / enquiries and direct any enquiries to the Head of HR and OD.

## **6. Guidelines for Use of Photographic/Video Equipment at Organised Events**

When children attend Council events unaccompanied by parents, consent forms must be completed by parent/guardian if official photographs are to be taken. This includes all young people under the age of 18. See Photographic/Video Consent Forms (Appendices [G](#) and [H](#))

**If a professional photographer/ film maker, the press or representatives are invited to cover services, events, or activities for children and young people, the representative responsible for the service / event / activity being filmed or photographed will:**

- Check credentials of any photographers/film makers and organisations used
- Ensure (and if necessary, provide) identification is worn at all times
- Not allow unsupervised access to children or young people or one to one photographic/filming sessions.
- Not allow photographic/filming sessions outside of the activities or services, or at a child or young person's home.
- Parents must be informed that photographs of their child or young person may be taken during Council services, activities or events, and parental consent forms need to be signed agreeing to

this. This must include information about how and where these photographs/ video footage will be used ([see Appendix F](#)).

- Remember that It is recommended that the names of children or young people should not be used in photographs or video footage, unless with the express permission of the child or young person's parent.

Permission forms must be completed by parents prior to a child participating in an activity where the Risk Assessment requires a parental Consent Form ([Appendix F](#))

## **7. Recruitment and Employment Procedures**

All reasonable steps shall be taken to ensure unsuitable people are prevented from working with children, young people and adults at risk.

### **7.1 Advertising Posts**

Managers will review the job description before advertising to identify whether there will be access to children and HR will advise on what level of DBS check (if any) will be required.

Where there is to be direct access to children and young people, applicants will be expected to be aware of this policy (published on the website). Any offer of employment where the employee will have direct access to children and young people will be dependent on the outcome of their DBS check.

### **7.2 Disclosure and Barring Service (DBS) Check**

The Council's policy and procedures on **Disclosure and Barring Checks** should be followed when considering whether a post needs to undergo a DBS check.

### **7.3 Induction and Training**

All representatives whose posts mean they may have regular direct or unsupervised contact with children will have training to raise their awareness of child protection issues within six months of their appointment and at regular intervals throughout their employment with the Council. The level of training required shall be identified by Line Managers during the annual personal development review process.

- **Level 1** - This training is for Council representatives who will work with children and their families and should cover general child protection issues and this policy. Refresher training should take place after 3 years.

- **Level 2** - This training should be provided to **Designated Safeguarding Officers** and the safeguarding policy support team. This is a more in-depth knowledge around the subjects listed as types of abuse and the ability to support Level 1 representatives on whether to make a referral or not to Children's Services. Refresher training should be carried out every 2 years.
- **Level 3** - This training is for the **Senior Designated Child Protection Officer and the Head of HR and OD**. This involves specific training on child protection issues and this specific role. Training should be updated on a regular basis with refresher training every 2 years.

#### 7.4 Work Experience

The Council offers work experience placements to young people each year. Although primarily designed to help young people become familiar with the workplace, it is also beneficial to the Council as it provides a direct link to an important part of the district we service. Employees should ensure that they are aware of the [Safe Working Practice Guidelines](#) such as not travelling alone with a work experience student unless the school has specifically approved this. When the Council offers a work experience placement to students managers have a responsibility for their health, safety and welfare.

## 8. Procedures in Relation to Specific Services/Circumstances

### 8.1 Use of Contracted Service Providers

The Council has a legal responsibility to ensure that those priority services to children and families are compliant with the duties set out in Section 11 of the Children Act 2004. This expectation will be built into all such contracts the Council has with external contracted service providers or those the Council enters into a business agreement with and the Council will reserve the right to audit the contractor's compliance procedures at any time. The client officer for the contract will be responsible for checking whether the service provider has the relevant processes and procedures in place. They may also ask the provider to complete self-declaration forms to demonstrate that they will comply with the Council's policies and procedures ([Appendix M](#))

### 8.2 Licensing Powers

The Council will exercise its powers with regard to licensing of premises, passenger vehicles and drivers in accordance with its duties set out in Section 11 of the Children Act 2004. For licensable activities where contact with children and young people is deemed likely such as taxi and private hire drivers it is required that all applicants undertake an enhanced DBS check on initial application and then every 3 years subsequently. Each driver will receive an information leaflet about their responsibilities under safeguarding when issued with a new licence or upon renewal of existing

licence. The Council will continue to work with the Norfolk Safeguarding Children Board to further develop policies in relation to its licensing activities.

### **8.3 Trading and Concessions**

The Council will consider safeguarding issues when granting licenses for trade on Council owned land. This will be determined by the nature of the venture and the likely unsupervised contact with children and young people. This will include but not be confined to:

- Mobile food and ice cream concessions
- Leisure, play and recreational concessions

In these instances applicants will be required to complete a self-declaration ([Appendix N](#)). The Council will reserve the right to verify this declaration at any time.

### **8.4 Organised community, leisure and cultural activities**

Community, leisure and cultural activities such as independent youth clubs, parent and toddler groups, sports clubs, theatre groups and other organisations or public events where children and young people use facilities operated by or on behalf of Great Yarmouth Borough Council must have appropriate child protection policies in place commensurate with the level of contact they have. Furthermore, they must ensure that their employees or volunteers who have significant, regular or unsupervised contact with children or young people should have been through the DBS as appropriate. The Council contact / client officer for that contract, premise, group or event has the responsibility for checking that these policies and systems are in place.

### **8.5 Use of Borough Council Facilities**

Great Yarmouth Borough Council expects all clubs, organisations, individual tutors or their governing bodies that use the Council's facilities or services to have relevant child protection policy in place. This will be a condition of hire or use.

Where clubs or organisations do not currently have a suitable child protection policy in place, it is expected that they will accept and apply this child protection policy. ([Appendix O](#) can be adapted for this purpose).

### **8.6 Grants**

Where the Council is providing funding or grants to an organisation whose work involves children, there is an expectation that the organisation will have relevant child protection procedures in place. The Council will build this into the eligibility criteria. The representative responsible for the

administration of the grant funding is responsible for checking that relevant policies and procedures are in place.

### **8.7 One-off Events**

For one-off activities, for instance a sports festival, volunteers may be recruited to help run the activity. In this case, all volunteers should complete a self-disclosure form and a self-declaration form (see [Appendix E](#) and [Appendix O](#)). The representative recruiting a volunteer is responsible for ensuring that the self-disclosure form is completed and retained. If the event is being delivered by the Council it will be necessary to ensure appropriate guardian and image consent forms are also completed for those participating (Appendices [E](#), [G](#) and [H](#)).

### **8.8 Coaches**

Coaches working in sports supported by the Council shall be required to attend the Sports Coach UK course “Good Practice in Child, Young Person or Vulnerable Adult Protection” unless they can demonstrate that they have attended a sports governing body approved training course in Child, Young Person or Adult at Risk Protection.

## **9. Implementation and Monitoring Procedures**

### **9.1 Implementation**

The implementation of this policy is based on the following:

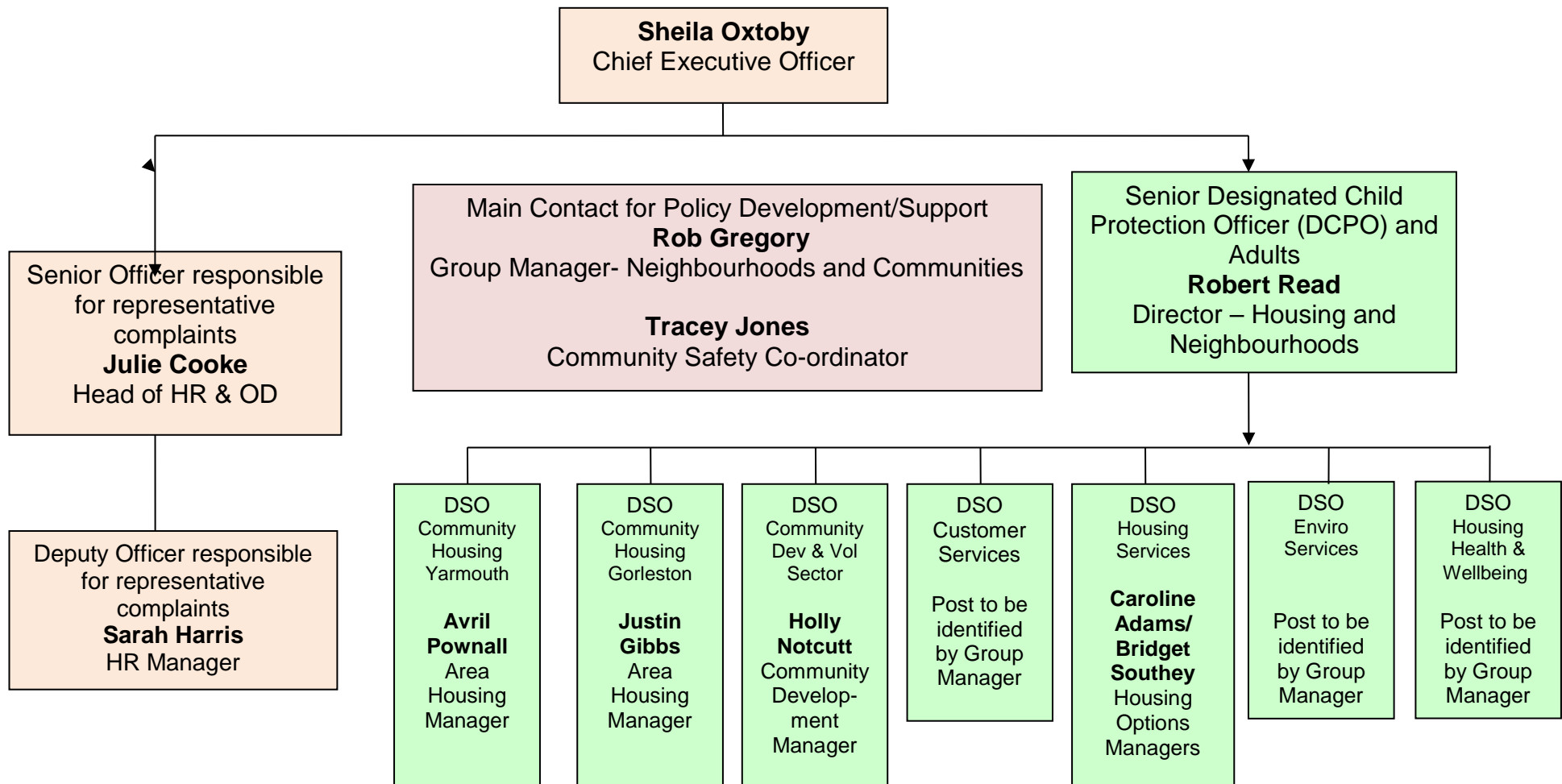
- Sound recruitment procedures
- Appropriate child protection training for representatives
- Up-to-date legislation related to child protection
- Annual monitoring via the Section 11 audit by the Norfolk Safeguarding Children’s Board to keep child protection high on the Council’s agenda

### **9.2 Monitoring**

The Council will have the responsibility for overseeing the implementation of this Child Protection Policy and Good Practice Guidelines and its effectiveness on an annual basis.



## Appendix A: Responsible officers for Child Protection Policy



**Appendix B – Legislation and guidance**

<a href="#"><u>The Children Act 1989</u></a>	<a href="#"><u>Working Together to Safeguard Children 2015</u></a>
<a href="#"><u>The Children Act 2004</u></a>	<a href="#"><u>What to do if you're worried a child is being abused</u></a>
<a href="#"><u>Human Rights Act 1998</u></a>	<a href="#"><u>Guidance for safer work practices for Adults who work with children and young people</u></a>
<a href="#"><u>The Data Protection Act 1998</u></a>	<a href="#"><u>Information sharing: guidance for practitioners and managers</u></a>
<a href="#"><u>The Protection of Children Act 1999</u></a>	<a href="#"><u>Seven golden rules of information sharing</u></a>
<a href="#"><u>Criminal Justice and Court Services Act 2000</u></a>	<a href="#"><u>Health and Safety at Work Act 1974</u></a>
<a href="#"><u>Sexual Offences Act 2003</u></a>	<a href="#"><u>Forced marriage legislation and guidance</u></a>
<a href="#"><u>Human Trafficking Information and Guidance</u></a>	<a href="#"><u>Domestic Abuse Information and Guidance</u></a>
<a href="#"><u>Prevent and Counter-Terrorism Information and Advice</u></a>	<a href="#"><u>Child Sexual Exploitation Information and Advice</u></a>
<a href="#"><u>Female Genital Mutilation Information and Guidance</u></a>	

## Appendix C – Useful contacts and websites

NATIONAL CONTACTS		
NSPCC	<a href="#">NSPCC Website</a>	Helpline 0808 800 5000
Childline UK	<a href="#">Childline website</a>	Helpline 0800 1111
British Association for Counselling and Psychotherapy	<a href="#">BACP Website</a>	01455 883300

LOCAL CONTACTS		
Norfolk Children's Services via MASH	<a href="#">Norfolk Multi Agency Safeguarding Hub</a>	Phone: 0344 800 8020 Email: <a href="mailto:mash@norfolk.gcsx.gov.uk">mash@norfolk.gcsx.gov.uk</a>
<b>Norfolk Safeguarding Children Board</b>  This site contains links to all national and local legislation, organisations and contacts.	<a href="#">NSCB Website</a>  <a href="#">Useful agencies page</a>	
Local Authority Designated Officer (LADO)	<a href="#">LADO forms and information</a>	
<b>Validium</b>		

**Appendix D – Form for recording child protection concerns and/or allegations**

Recordings must be made as soon as possible after the event. **Do not delay.** Any additional information should be recorded on a separate sheet and attached.

**REMEMBER – DO NOT INVESTIGATE: Children’s Services will undertake this role.**

1	Details of Child (name, age, address, telephone number (if known))	
2	Details of Parents/Carer (if known)	
3	Is the family aware of this referral?	
4	Details of person reporting concern/allegation to you (this may be the child)	
5	Details of concerns & any supporting evidence you/others have observed	
6	When & where did the incident occur? <b>Do not investigate; only if known through disclosure</b>	
7	Have any previous concerns been logged?	
8	Details of anyone else who may have witnessed/have relevant information. <b>Do not discuss details with an alleged perpetrator of abuse</b>	
9	Record who has been made aware of the concern, time & date.	
10	Date	Time
Signed		
11	Job Title	Contact Number

**PASS THIS FORM TO A DESIGNATED SAFEGUARDING OFFICER IMMEDIATELY IN AN ENVELOPE MARKED CONFIDENTIAL. DO NOT DELAY**

CHILD PROTECTION OFFICER NOTIFIED BY	Date	Time

**Appendix E – Guidance notes for recording concerns and allegations****Guidance notes for recording concerns and allegations on the Child Protection/Vulnerable Adult Concerns and/or Allegations form**

1	Only fill in the details you have, do not question the child
2	Only complete if details are known
3	Complete details
4	Complete details
5	Remember to remain calm and listen to the child. You may ask open questions to clarify a statement i.e. "How did that happen?". It is important to write down as far as you can remember the exact words that were used including your questions if any. Do not write up notes in the presence of person disclosing. Where appropriate, do be honest with the person disclosing, and inform them of what you will do next. Remember DO NOT make promises
6	Do not investigate further to find this information. Only use it where it has been included in dialogue
7	Each location should have an incident log. Refer to this for reference.
8	It is important not to discuss serious concerns with anyone else other than the designated safeguarding officer as this may jeopardise any investigation by the Police or Children's Services.
9	It is vital that consultation with the designated safeguarding officer takes place as soon as possible and records made. In the absence of the designated safeguarding person, delay must be avoided, consult with your line manager. However, this should not delay any referral to Children's Services
10	Remember to sign, time and date
11	Complete job/role title and contact number

Appendix F – Consent Form

# Consent Form

All information will be treated in strict confidence

Please use block capitals and print clearly

Event/Activity:\_\_\_\_\_ Date:\_\_\_\_\_

Name of Child:\_\_\_\_\_ Age:\_\_\_\_\_ Date of Birth:\_\_\_\_\_

Home Address:\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_Postcode\_\_\_\_\_

Home Telephone Number:\_\_\_\_\_ Mobile Telephone Number:\_\_\_\_\_

Medical Conditions: (if any) e.g. asthma, diabetes, allergies:\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I confirm that my son/daughter is in good health and I give consent for my son/daughter to participate in the above event/activity.

I consent to any emergency treatment required by my son/daughter during the course of the event/activity

I do/do not give consent for my son/daughter to be photographed/filmed during the course of the above event/activity and I consent to the photographs/ video footage being used by Great Yarmouth Borough Council for bona fide promotional purposes. This also includes the use on the World Wide Web (internet).

The information you provide will be used in accordance with the Data Protection Act 1998, to ensure the safety of all participants and may be shared with other people/organisations involved in the delivery of the above event/activity, if appropriate. By signing this form you are consenting to the Council using the information, which you have supplied in the manner stated above.

Name of Parent/Guardian:\_\_\_\_\_

Signature:\_\_\_\_\_ Date:\_\_\_\_\_

## Appendix G – Photograph / image consent form

# photograph / image consent form

I understand that the photographs taken of me as noted and briefly described below can be used wholly or in part in magazines, books, calendars, portfolios, displays and exhibitions, on the Internet, social media and for editorial or advertising by Great Yarmouth Borough Council (GYBC) or GYBC partner websites if authorised to do so by GYBC. .

The photographs may be used to represent an imaginary person and any wording associated will not be attributed to me personally.

I acknowledge that by signing this form I give up all claims of ownership, income, editorial control and use of the resulting photographs and assign all copyright ownership to the photographer. Use of the photograph(s) may be granted to third parties; however the photographs will remain the property of GYBC and the photographer.

I do not object to GYBC or the photographer storing copies of the photograph(s) for their intended purpose or to them storing my contact details on their database in case they need to contact me.

Name:	
Address:	
Telephone Number:	

I have read this form carefully and understand its meaning and implications. I acknowledge that by signing this form I give GYBC full copyright and authority to publish the photographs and agree with the terms listed above. I am 18 or over.

Signed

Date

If the model is under 18 years of age, a parent or legal guardian must sign:

Signed

Date

*Photographer's use only*

Date / Time:	
Brief photograph content description:	

**Appendix H - Filming / image consent form**

I understand that the photographs or filming taken of me or my property as noted and briefly described below can be used wholly or in part in magazines, books, calendars, portfolios, displays and exhibitions, on the Internet, social media and for editorial or advertising by Great Yarmouth Borough Council (GYBC) or GYBC partner websites if authorised to do so by GYBC.

The photographs or film may be used to represent an imaginary person and any wording associated will not be attributed to me personally.

I acknowledge that by signing this form I give up all claims of ownership, income, editorial control and use of the resulting photographs and assign all copyright ownership to the photographer. Use of the photograph(s) may be granted to third parties; however the photographs will remain the property of GYBC and the photographer.

I do not object to GYBC or the photographer storing copies of the photograph(s) or footage for their intended purpose or to them storing my contact details on their database in case they need to contact me.

Name:	
Address:	
Telephone Number:	

I have read this form carefully and understand its meaning and implications. I acknowledge that by signing this form I give GYBC full copyright and authority to publish the photographs or film and agree with the terms listed above. I am 18 or over.

Signed \_\_\_\_\_ Date \_\_\_\_\_

If the model is under 18 years of age, a parent or legal guardian must sign:

Signed \_\_\_\_\_ Date \_\_\_\_\_

**Film Maker's use only**

Date / Time:	
Brief photograph content description:	

All information will be treated in strict confidence



**Appendix I – NSCB1 (Referral form to Children’s Services)**

Forms and guidance often change – this [website](#) will link you to the most current version of the form.

## Appendix J - Management of allegations against council representatives

**NORFOLK CHILDREN'S SERVICES**  
**LADO – REFERRAL FORM - PART 1**  
 (To be completed by Referring Agency)

<b>Date of allegation / concern /incident:</b>	
<b>Historical Allegation:</b>	
<b>Referrer name, position and service referring:</b>	
<b>Referrer telephone number &amp; email address</b>	
<b><u>Full name of alleged perpetrator / Person of Interest / Concern:</u></b>	
<b>Address of individual concerned:</b>	
<b>DOB: (if known)</b>	
<b>Ethnic Origin: (if known)</b>	
<b>Known disability: (if known)</b>	
<b>Occupation and job title:</b>	
<b>Establishment name and type of establishment:</b>	
<b>Any other children resident at person's home address? Names &amp; dob?</b>	
<b>Does the person have any other contact with vulnerable individuals; please give details:</b>	
<b>Any previous allegations /concerns, please give details?</b>	
<b><u>Name of alleged victim(s):</u></b>	
<b>Address where alleged Victim(s) is residing:</b>	
<b>DOB: (if known)</b>	
<b>Gender</b>	
<b>Ethnic Origin: (if known)</b>	
<b>Known disability:</b>	
<b>Legal status:</b>	
<b>Parents/Guardian details:</b>	
<b>Carer if Looked After Child (LAC):</b>	
<b>Carefirst number: (if known)</b>	

**Brief Description of the incident and resulting allegation / concerns raised with LADO: (please also provide detail of the incident / include a copy of incident report)**

**Any injury to victim, describe & provide date, time and place of incident if known?**

**What actions have been taken to date?**

**Other Agencies / Professional Involved**

Name	Agency	Tel number / Email

Return to: [LADO@Norfolk.gov.uk](mailto:LADO@Norfolk.gov.uk)

**Appendix K: Voluntary representatives self-disclosure form**

**Personal disclosure form for all voluntary representatives working or in contact with young people on behalf of Great Yarmouth Borough Council.**

**CONFIDENTIAL**

Have you ever been convicted of a criminal offence or been the subject of a Caution or Bind Over Order? YES ☐ NO ☐

If YES please state the nature and date(s) of the offence(s)

Have you ever been subject to any disciplinary action or sanctions relating to child, young person or vulnerable adult abuse? YES ☐ NO ☐

If YES please give details

You are required to self-certify that you are not known to ANY Children and Young People's department as being an actual or potential risk to children; have not been disqualified or prohibited from fostering children or had any rights or powers in respect of any child, young person or vulnerable adult vested in you assumed by a local authority; or have not had a child, young person or vulnerable adult ordered to be removed from your care.

Signed ..... Dated .....

Name (please print) .....

Any surname previously known by .....

Address .....

Date of Birth ..... Place of Birth .....

You are advised that under the provisions of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended by the Rehabilitation of Offenders Act 1974 (Amendment) 1986, you should declare all convictions (including spent convictions).

As part of the checking procedures for all applicants for posts of this nature you are also advised that we reserve the right to make reference to Children's Services and Police records to verify the information given on this form. This information on this form will be held securely and confidentially according to Data Protection Act 1988 requirements.

**Appendix L – Guidance for safe working practices**

The following list outlines important considerations when working directly with children. All representatives will be made familiar with this on appointment.

- Treat everyone with respect
- Ensure all have an equal opportunity to participate
- Do not engage in physical contact without clearly explaining your reasons
- Remember that someone else may misinterpret your actions, no matter how well intentioned
- Do not permit abusive activities (e.g. bullying)
- Do not allow yourself to be drawn into inappropriate attention seeking behaviour, but deal firmly and fairly with such behaviour at all times.
- Do not show favouritism to any individual
- Do not participate in games involving physical contact
- Do not do things of a personal nature that individuals can do for themselves
- Do not allow the use of inappropriate language or use it yourself
- Do not allow allegations to go unchallenged, unrecorded or unreported
- Do not take children into your vehicle or into your home
- Do not allow any one-to-one contact to take place at any time
- Ensure that appropriate clothing is worn by yourself and children participating at all times
- When working outside, ensure activities, breaks and clothing are suitable for the weather conditions and that shelter is available (where possible)
- Ensure the register is fully complete and that children are marked in and signed out (under 10's must be collected by a parent/carer)
- Ensure you have access to a first aid kit and telephone. If you are on a school site, please be aware of where these are and that you know the fire procedures
- Ensure that no-one takes any photographs or videos of any person without gaining their parent/carers written permission
- Ensure that all toilet trips and first aid is carried out in pairs/groups or in the latter case where you can be seen

**Supervision Ratios**

The supervision of children must be adequate, whether at the organisation's venue or on a journey or visit. The ratio of adults required is dependent on the magnitude of risk and the ability of the group or individual. As the required ratios vary from sport to sport please follow the standards set out by the relevant National Governing Body and Government DFES.

**Appendix M – Self-declaration for contracted service providers engaged in work on behalf of Great Yarmouth Borough Council**

(To be completed by contractors likely to have contact with children)

**Name of Contractor:**

I have read and understood the Council's Child Protection Policy and agree to abide by the procedures set out in the document.

I confirm that I/we hold a current Child Protection Policy that is available to view on request.  
(Delete as appropriate)

I confirm that all workers engaged by the above named contractor and who are likely to come into contact with children have been subject to the appropriate level of vetting as defined by the Disclosure and Barring Service.

**Signature:**

**Name:**

**Position:**

**Date:**

**NB** Great Yarmouth Borough Council reserve the right to investigate the validity of the above declaration at any time.

**Name of GYBC Client Officer for Contract:**

**Email address:**

**Telephone number:**

**Appendix N – Self-declaration for trading licenses**

(To be completed by licensees likely to have  
contact with children and young people)

**Name of Licensee:**

I have read and understood the Council's Child Protection Policy and agree to abide by the procedures set out in the document.

I confirm that all workers engaged by the above named contractor and who are likely to come into contact with children have been subject to the appropriate level of vetting as defined by the Disclosure and Barring Service.

**Signature:**

**Name:**

**Position:**

**Date:**

**NB** Great Yarmouth Borough Council reserve the right to investigate the validity of the above declaration at any time.

**Name of GYBC Client Officer:**

**Email address:**

**Telephone number:**

**Appendix O – Council representative self-declaration**

## **Representative's Self-Declaration**

Great Yarmouth Borough Council is fully committed to safeguarding the well being of children and young people by protecting them from neglect, physical, sexual and emotional harm.

Working as an employee, agency worker, contractor or volunteer of Great Yarmouth Borough Council or as a member it is important that you have taken time to thoroughly read this Child Protection Policy and Procedures.

By being made aware of the policy it is our intention to ensure that all are proactive in providing a safe and secure environment for the children and young people in our care.

-----  
Declaration:

I have read and understood Great Yarmouth Borough Council's Child Protection Policy and Procedures and I accept the principles therein.

Signed:\_\_\_\_\_ Date:\_\_\_\_\_

Name:\_\_\_\_\_

(Please print)

Position in Organisation:\_\_\_\_\_

This will be kept in your personnel file or with your agency contract





**GREAT YARMOUTH**  
BOROUGH COUNCIL

# SAFEGUARDING ADULTS POLICY

<b>Document Owner:</b>	<b>Safeguarding Group</b>
<b>Version Issue Date:</b>	
<b>Review Frequency:</b>	<b>Three Yearly</b>
<b>Next Review Date:</b>	

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## **1.0 Principles Which Guide Great Yarmouth Borough Council**



## **2.0 Policy Summary**

The Care Act 2014 is legislation that requires all agencies, particularly Health, Local Authority (Norfolk County Council) and Police, to have Safeguarding policies and procedures in place to effectively respond to known or suspected abuse. This policy reflects and compliments the safeguarding processes of Norfolk and the Norfolk Safeguarding Adults Board.

Great Yarmouth Borough Council will:

- Have a commitment to prevent abuse and neglect wherever possible
- Have a commitment to recognising that abuse occurs
- Have a commitment to raising the basic awareness of all staff
- Respond to and report all concerns
- Accurately record information and send an e-mail to [safeguarding@great-yarmouth.gcsx.gov.uk](mailto:safeguarding@great-yarmouth.gcsx.gov.uk)
- Actively work with other agencies where possible
- Support staff who report safeguarding concerns within the workplace

Great Yarmouth Borough Council is committed to practices that protect adults from harm and to treat them with dignity and respect. Great Yarmouth Borough Council also adopts [Norfolk Safeguarding Adults Board Policy](#).

This policy sets out the Council's protection procedures and specifies the roles and responsibilities of the Council's representatives for whom this policy and procedures contained is mandatory.

Great Yarmouth Borough Council will:

- Implement procedures to safeguard adults with vulnerabilities and protect them from abuse.
- Respect and promote the rights, wishes and feelings of adults with vulnerabilities.
- Promote good practice that encourages a safe environment, protects all parties and avoids mistaken allegations of abuse.
- Ensure that if a member of staff has a concern that they will report it and not assume that others will.

## **3.0 Background**

Safeguarding is preventing the physical, emotional, sexual, psychological and financial abuse of adults who have care and support needs, and acting quickly when abuse is suspected. It can

also include neglect, domestic violence, modern slavery, organisational or discriminatory abuse. It is about working together to support people to make decisions about the risks they face in their own lives and protecting those who lack the mental capacity to make decisions.

The Council is committed to practices that protect adults with vulnerabilities from harm and treat them with dignity and respect. At the same time the Council have a duty of care to protect its staff from the risk of unfounded allegations. The Council will seek to ensure that any adult with vulnerabilities receiving services from the Council can access Council services in safety without fear of abuse. The Council will seek to implement its policy on safeguarding adults from abuse and neglect by:

- Ensuring that all staff who have regular, direct and unsupervised contact with adults with vulnerabilities are carefully selected including an enhanced check with the Disclosure and Barring Service (renewed every three years) and at least two written references
- Ensure that the appropriate staff are trained and that the training is repeated in line with service requirements.
- Providing accessible information to the public relating to safeguarding adults at risk of abuse and harm to raise awareness of the issue and how they can report any safeguarding concerns.
- Ensuring that all our contractors who have regular, direct and unsupervised contact with adults with vulnerabilities have effective policies and procedures in place and have received the appropriate checks.
- Ensuring that organisations that apply for support for programmes that include adults with vulnerabilities (funding or premises) have effective policies and procedures in place.
- Ensuring that there is a clear complaints procedure in place that can be used if there are any concerns [Great Yarmouth Borough Council's Complaints Procedure](#)
- Sharing information about concerns with appropriate agencies that need to know and involving adults with vulnerabilities and their carers' as appropriate.

#### **4.0 Legislative Framework**

The Care Act (2014) relates to care and support for adults and the law relating to

- support for carers
- to make provision about safeguarding adults from abuse or neglect
- to make provision about care standards

The Care Act places responsibilities on all agencies to ensure they have policies and procedures surrounding safeguarding adults from abuse or neglect.

## **5.0 Scope**

For the purposes of the policy a member of staff covers employees, Members, casuals and volunteers, work experience placements, apprentices, temporary agency staff, consultants and trainees.

This policy applies to all staff regardless of whether or not they have regular contact with vulnerable adults.

## **6.0 Definitions**

When people think about adult abuse, many people think of frail older people. Older people may sometimes be vulnerable, but an adult with vulnerabilities can be any person, over the age of 18, at some point in their lives. Below is also a list of adults with vulnerabilities, this list is not exhaustive;

- An older person who is frail due to ill health, physical disability or cognitive impairment
- A person with a learning disability
- A person who has a physical disability and/or a sensory impairment
- A person who has mental health needs including dementia or a personality disorder
- A person who has a long-term illness/condition
- A person who misuses substances or alcohol
- An unpaid carer such as family member/friend who provides personal assistance and care to adults and is subject to abuse
- A person who lacks mental capacity to make particular decisions and is in need of care and support

## **7.0 What is abuse?**

The Care Act has defined 10 types of abuse as:

### **7.1 Physical abuse**

Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

### **7.2 Domestic abuse**

Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

### **7.3 Sexual abuse**

Including 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.

### **7.4 Psychological abuse**

Including 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.

### **7.5 Financial or material abuse**

Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

### **7.6 Modern slavery**

Encompasses 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.

### **7.7 Discriminatory abuse**

Including forms of harassment, slurs or similar treatment; because of race and ethnicity, gender and gender identity, age, disability, sexual orientation or religion and belief.

### **7.8 Organisational abuse**

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

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

Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

### **7.10 Self-neglect**

This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

## **8.0 Recognising Abuse**

This is not always easy to decide if abuse has taken place or if an adult with vulnerabilities is at risk. It is not the responsibility of staff to decide if abuse is taking place, however staff do have a responsibility to act promptly if they have any concerns.

Indications that a person is being abused include:

- 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 carer being approached about such injuries
- Sudden loss of assets
- Sudden or unexplained changes in behaviour
- Fear of being left with a specific person
- The vulnerable adult being dirty, smelly and unkempt

This list is by no means definitive and it is important to remember that many people 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.

It is crucial that members of staff realise that this is only a process of observation and that at no point should they actively seek out abuse or an abuser. The member of staff's responsibility is to ensure that if they have concerns about the welfare of a vulnerable adult they must report it and must never assume that others will do it.

## **9.0 Patterns of Abuse**

Abuse can take place in any context. It may occur when an adult at risk lives alone or with a relative; it may also occur within nursing, day care or residential settings, within hospitals or other places previously assumed safe, or in public places. Patterns of abuse may reflect very different dynamics, such as:

- Serial abuse where someone seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse
- Long-term abuse – may occur in the context of an on-going relationship such as domestic violence between partners or generations or persistent psychological abuse
- Opportunistic abuse – such as theft occurring because money or jewellery has been left lying around
- Self-neglect – where a person declines support and assistance with their care and this impacts on their individual wellbeing.



Abuse may consist of:

- A single or repeated acts
- An act of commission or omission
- Multiple acts, for example, an adult at risk may be neglected and also being financially abused

#### **10.0 Abuse by 'persons in positions of trust'**

The term 'persons in positions of trust' refers to an employee, Members, casuals and volunteers, work experience placements, apprentices, temporary agency staff, consultants and trainees.

In the event a 'person in a position of trust' is alleged to have abused an adult with vulnerabilities it is essential that the concerns are appropriately reported. Also if a 'person in a position of trust' has behaved (or is alleged to have behaved) towards children in a way which means they may pose a risk of harm to adults with care and support needs.

These concerns could emerge from the person's home and personal life or circumstances, as well as within their work.

For a concern raised in regard to an employee of Great Yarmouth Borough Council the following action will also be considered:

- Invoking the disciplinary procedure including consideration of temporary redeployment or suspension
- Consider the need to refer the concerns to the relevant professional group under the relevant code of conduct for the profession
- Report the concerns to the police
- Inform the Care Quality Commission (regulated care providers) if appropriate
- For those services which are required to provide the local authority (Norfolk County Council) with demonstrable assurance that appropriate actions in relation to any identified risks are being undertaken
- For those services which are required to keep the local authority (Norfolk County Council) informed of actions and decisions undertaken

## **11.0 Procedures**

These procedures seek to ensure that all staff have a clear understanding of their responsibilities in relation to adult safeguarding and are able to:

- Understand the potential risk to themselves
- Ensure that good practice is adhered to at all times.
- Report concerns appropriately at the earliest opportunity

### **11.1 The Stages of Reporting**



#### **11.1.1 Alerting – Stage 1**

If you suspect an adult with vulnerabilities is being abused you should make a safeguarding alert

- Inform/discuss with your line manager or a named lead for safeguarding adults for advice and guidance
- Agree further action

For all types of responses it is vitally important to carefully **record the details of an allegation or a reported incident** regardless of whether or not the concerns are shared. An accurate record should be made of:-

- The date and time of the incident and disclosure
- The parties who were involved
- What was said and done by whom
- The full name of the person reporting and to whom reported

**And** where appropriate:-

- Any action taken by the council
- Reasons why there was no referral to a statutory agency

### **11.1.2 Reporting – Stage 2**

If it is felt that an adult is at risk or harm or abuse contact will need to be made with **Adult Social Services** on **0344 800 8020** without delay. If someone is in immediate danger then dial 999.

- Complete the checklist found in appendix 2
- Contact Adult Community Services on the above number.
- Co-operate with different agencies to work jointly to alleviate the problem. This may involve attending case conferences, discussion with the police or assisting with monitoring.

Staff will be supported through-out the life of the case and should therefore keep their line manager informed about the nature of their involvement. Managers will give confidential support and guidance and staff can also access the free confidential support and counselling service provided by Validium. Details on how to access this service are on the Intranet.

It is normal for staff to feel worried or concerned about 'Reporting' suspected abuse. However if you have concerns you should always voice them either to a Line Manager, a more Senior Manager, one of the Council's designated safeguarding officers (Appendix 3), the Head of OD/HR or by contacting Adult Social Services who will always talk a case through with you. Research has shown that adult abuse cases are **under-reported**, it is always better to raise an alert and talk through your concerns.

Reporting is needed in order to formalise concerns so that a framework for protection can be used. Reporting can be helpful in 'borderline' situations – 'is it abuse or isn't it?' It is particularly

important to report for statistical purposes. Statistics can identify those most at risk, highlight the scale of the problem and be utilised in the prevention of abuse.

### **11.1.3 Enquiries – Stage 3**

The Care Act (2014) section 42 requires Adult Social Services to make enquiries. The enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect.

If criminal action is suspected or confirmed the Police will take the lead role and investigate.

### **11.1.4 Safeguarding Plan – Stage 4**

Once the facts have been established a further discussion of the needs and wishes of the adult is likely to take place by Adult Social Care. Focused safeguarding planning can enable the adult to achieve resolution or recovery or fuller assessments by the Health and Adult Social Care Team.

## **12.0 Responding to an adult with vulnerabilities making an allegation of abuse against a member of staff/contractor**

Staff must:-

- Stay calm and listen carefully
- Find an appropriate, early opportunity to explain that it is likely that the information will need to be shared. Do not promise to keep secrets
- Allow the person to continue at their own pace
- Ask questions for clarification only and at all other times avoid asking questions that suggest a particular answer
- Reassure them that they have done the right thing in telling you
- Follow the record keeping advice above in “1. Alerting”
- Relay this information to your line manager, one of the Council’s designated safeguarding officers or the Head of OD/HR at the earliest opportunity
- Advice will be sought from Adult Social Services on further actions to be taken.

## **13.0 Responding to suspicions that another member of staff may be abusing a adult with vulnerabilities or not following the code of good practice**

Any member of staff who suspects that a colleague may be abusing an adult with vulnerabilities should act on their suspicions as per the stages of reporting. These suspicions should be recorded and reported in line with service reporting requirements to your line manager, one of the Council’s Designated Safeguarding Officers or the Head of OD/HR at the earliest opportunity and Adult Social Services. You should also be aware that the Council’s Whistle

Blowing Procedure [Great Yarmouth Councils Whistle Blowing Policy](#) can be used to raise safeguarding concerns around vulnerable adult protection if the concern relates to an employee including Members, casuals and volunteers, work experience placements, apprentices, temporary agency staff, consultants and trainees.

If the matter relates to poor practice the disciplinary/capabilities procedure will be followed.

If it relates to abuse the matter will be referred to Adult Social Services who may involve the Police and the member of staff will be suspended pending the outcome of an internal investigation into the allegations.

#### **14.0 If anyone makes an allegation of abuse against a member of staff**

These allegations should be recorded and reported to your line manager, one of the Council's Designated Safeguarding Officers or the Head of OD/HR and Adult Social Services at the earliest opportunity. These should not be processed through the normal complaint procedure.

#### **15.0 Confidentiality**

The principle of this council is that the welfare of the adult with vulnerabilities is paramount, this means that confidentiality might be broken to protect an adult with vulnerabilities from harm. However where possible every effort should be made to ensure that confidentiality is maintained for all and by all concerned when an allegation is made and whilst it is being investigated. The council will seek to balance protecting the adult with vulnerabilities from harm whilst protecting its staff from the risk of unfounded allegations.

#### **16.0 Training**

All staff who regularly have direct and unsupervised contact with adults with vulnerabilities will have training to raise their awareness of protection issues at their induction and at regular intervals throughout their employment at the council.

#### **17.0 Reviewing the policy**

This policy will be monitored and reviewed at least every three years by the Executive Management Team in the first instance, having due regard to confidentiality issues.

#### **18.0 Dos and don'ts**

To help prevent abuse occurring and false allegations arising the following basic guidelines will help safeguard both adults with vulnerabilities and staff.

***You must:***

- Treat all service users with dignity and respect
- Provide an example of good conduct you wish others to follow
- Challenge unacceptable behaviour, e.g. bullying and report all allegations/suspensions of abuse
- Be identifiable and wear a name badge at all times

***You must not:-***

- Have unwarranted contact with an adult with vulnerabilities
- Make any comments which may have a sexual connotation

## **Links to useful websites and documents**

- **Care Act (2014)**

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/366104/43380\\_23902777\\_Care\\_Act\\_Book.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/366104/43380_23902777_Care_Act_Book.pdf)

[Norfolk County Council - Domestic violence](#)

[Norfolk Safeguarding Adults Board Policy](#)

[Norfolk Multi Agency Safeguarding Adults Procedures](#)

[Norfolk Police](#)

<http://www.hatefreenorfolk.com/>

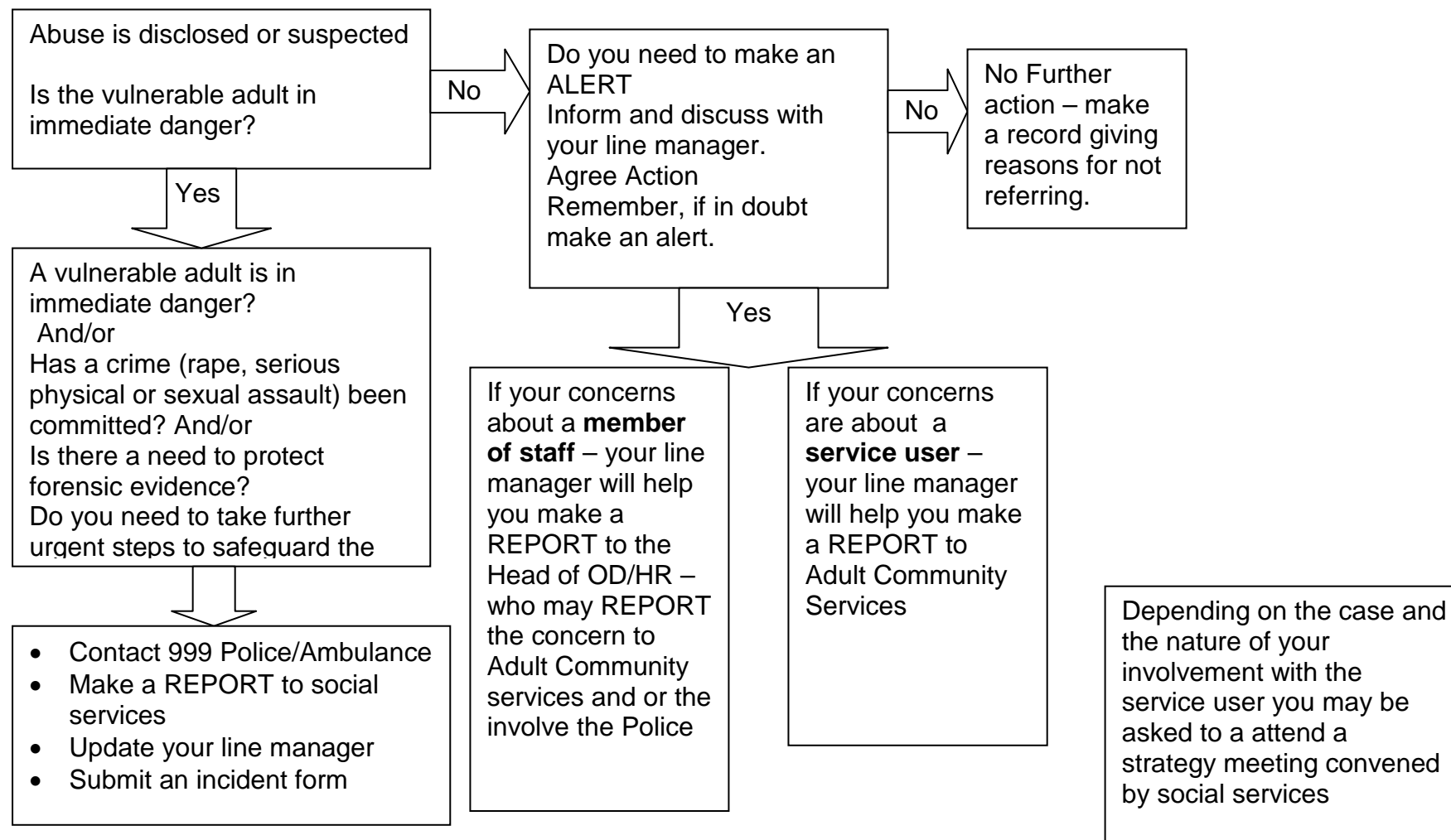
[Validium](#)

## **Related Policies**

[Whistle Blowing Policy](#)

[Disciplinary Policy](#)

[Complaints Policy](#)

**Appendix 1****Staff Guide –Adult Abuse Suspected - Making an Alert**



## Appendix 2

### Referrers Checklist

This checklist is to assist you to have adequate information when you are making a referral as we know that it is often a very stressful conversation and you may forget vital information when you make the call. Referrals will still be considered when some of this information is not available.

	Essential	Desirable
Name of alerter (you can remain anonymous)		✓
Contact details of alerter		✓
Relationship to victim		✓
Organisation of alerter		✓
Name of adult at risk of abuse or neglect	✓	
Address of adult at risk of abuse or neglect	✓	
Address, if different, of place of alleged abuse	✓	
Contact details of adult at risk of abuse or neglect	✓	
Details of category of vulnerability (older, frail, mental health, learning difficulties etc)	✓	
Date of birth		✓
Gender		✓
Ethnicity		✓
Religion		✓
Capacity and understanding		✓
Communication needs (sensory loss, language, other)		✓
Name of alleged perpetrator		✓
Address of alleged perpetrator		✓
Date of birth of alleged perpetrator		✓
<b>Details of referral</b> – you need to consider the following so that the person taking the referral can gain adequate information		
Nature of abuse/incident	✓	
When did it happen	✓	
Where did it happen	✓	
Was anyone else involved		✓
Was the incident witnessed		✓
Have you had previous concerns regarding this person, if so what		✓
Does the adult at risk or abuse or neglect know you are making the referral	✓	
Have you done anything to assist the adult at risk or abuse or neglect at this time, if so what actions have been taken	✓	
<b>How do you want to be contacted in the future</b>	✓	



# **MODERN SLAVERY (including Human Trafficking) Policy and Guidance**

## **Policy Summary**

This policy and guidance is to help staff understand what modern slavery is and the Council's legal duty to notify the Police, the Home Office and Norfolk County Council Safeguarding teams if they suspect a child or adult is a victim of modern slavery. It provides guidance on how to make a referral and what support is available to victims. The Council believes that no-one should be subjected to being trafficked or exploited into modern slavery.

<b>Date of Policy:</b>	Draft v2 November 2016
<b>Policy Owner:</b>	EMT? GYBC Safeguarding Group?
<b>Ratified by:</b>	
<b>Review Date:</b>	?? 2019
<b>Eql Assessed:</b>	Yes

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## **What is modern slavery?**

“Modern slavery” is a term that covers slavery, servitude and forced or compulsory labour and human trafficking. Modern slavery includes:

### **Human Trafficking**

For a person to have been a victim of human trafficking there must have been:

#### Action:

- Recruitment
- Transportation
- Transfer or
- Harboursing or receipt

which can include either domestic or cross-border movement which is achieved by a

#### Means:

- threat or use of force
- coercion
- abduction
- fraud
- deception
- abuse of power or
- vulnerability

(However there does not need to be a means used for children as they are not able to give informed consent)

for the Purpose of exploitation such as:

- sexual exploitation
- forced labour or domestic servitude
- financial exploitation
- illegal adoption or
- removal of organs

## **Slavery, Servitude and forced or compulsory labour**

For a person to have been a victim of slavery, servitude and forced or compulsory labour, there must have been:

### Means:

being held through, either physically or through threat of penalty (eg threat or use of force, coercion, abduction, fraud, deception, abuse of power or vulnerability).

(However there does not need to be a means used for children as they are not able to give informed consent);

and

### Service:

as a result of the means, an individual provides a service for benefit (eg begging, sexual activities, manual labour, domestic servitude, commits crimes).

Forced or compulsory labour may be present in trafficking cases. However not every person who is exploited through forced labour has been trafficked.

Slavery and servitude are more serious versions of forced or compulsory labour.

Modern Slavery is a complex crime and may involve multiple forms of exploitation. Victims may not be aware that they are being trafficked or exploited, and may have consented to elements of their exploitation or accepted their situation. If you think that modern slavery may have taken place, the case should be referred to the National Referral Mechanism so an assessment of the situation can take place. How to do this is explained later in this policy. You do not need to be certain that someone is a victim.

There will be instances of exploitation that do not meet the threshold for modern slavery – for example, someone may choose to work for less than the national minimum wage, or in undesirable conditions, without being forced or deceived. In these circumstances, the information should be passed to the Police or the pay and work rights helpline. For more information call **0300 123 1100** or telephone the Gangmasters Licensing Authority on **0800 432 0804**.

## **Duty to notify Home Office of suspected victims of modern slavery**

From 1 November 2015, specific public authorities had a “duty to notify” placed upon them. The organisations, including district councils, have a duty to notify the Secretary of State of any person identified in England and Wales as a suspected victim of slavery or human trafficking. These organisations are called “first responders” and notify the Secretary of State via the National Referral Mechanism (NRM).

## **The National Referral Mechanism (NRM)**

The NRM is the process by which people who may have been victims of modern slavery are identified, referred, assessed and supported in the UK.

If you think you have encountered a person who has been a victim of modern slavery, you should complete either an [Adult NRM Referral Form](#) or [MS1 Form](#) for adults or a [Child NRM Referral Form](#) for children. [Guidance](#) is provided to help with completing the [Adult NRM Referral Form](#).

The [Adult NRM Referral Form](#) should be used if the victim is an adult and consents to provide their personal details. Be aware that adults will only be accepted into the NRM where the consent section of the form has been completed. Informed consent requires that the potential victim has the NRM, the referral process and potential outcomes clearly explained to them.

A [MS1 Form](#) should be used if the potential adult victim wants to remain anonymous and does not want specialist support from agencies such as the Salvation Army, legal services, accommodation advice, etc. The [MS1 Form](#) should also be used if you are not able to contact the potential victim and do not know their personal details.

All referrals relating to children have to be on a [Child NRM Referral Form](#) as consent is not needed in the case of children up to the age of 18.

The [summary](#) of this document should be used to help determine which steps should be followed for each individual case for either a child or adult.

## **Access to support**

Individuals who are recognised as a potential victim of modern slavery through the NRM have access to specialist tailored support, which may include access to relevant legal advice, accommodation, protection and independent emotional and practical help for a period of at least 45 days whilst their case is considered.

Support is delivered by The Salvation Army and a number of subcontractors. The Salvation Army will assess each potential victim to determine what support is most appropriate.

### **Completing the form**

It is not to be used as an interview record but as a means of providing as much information as possible to the Home Office to enable a decision to be reached on whether the person referred to on the form has reasonable grounds for being treated as a victim of modern slavery and to assist with the combating of this crime. Details should be gained from the person without placing the potential victim under additional unnecessary stress or trauma.

Throughout the form, items marked with an asterisk should be supported by documentary evidence where possible.

### **Consent**

Consent is required for an adult to be referred to the NRM. You must explain what the NRM is, what support is available through it and what the possible outcomes are for an individual being referred so that they can give their informed consent. You should also make it clear that information may be shared or sought by the assessment authorities from other public authorities, such as the Police or Immigration Services to gather further evidence on a NRM referral.

If the potential victim is under 18 or appears to be under 18, you should complete a [Child NRM Referral Form](#). Child victims do not have to consent to be referred into the NRM and should also be referred to wider child safeguarding processes for support. The [summary](#) of this document should be used to help determine which steps should be followed for each individual case for either a child or adult.

If you are unsure whether you should share information with partner agencies, please check with the GYBC Information Manager for advice and guidance.

### **The indicators**

To help identify a potential victim, there are 20 general indicators and these are listed on the referral forms ([Adult NRM Referral Form](#) and [Child NRM Referral Form](#)). These are not definitive lists and there may be other indicators that may raise concerns, therefore the option to highlight “other” indicators has been included on the referral forms. It is not the case that by selecting a set number of indicators this will equate to the person being a victim. It could be just one or a combination of

factors that demonstrates a person may be a victim, therefore each case should be decided on its own merits.

We recognise that staff may be unable to provide significant detail about the individual and their potential modern slavery experience on the referral form; for example where the subject has been severely traumatised. However it is important to capture as much information as possible at this stage to support a timely decision about the person's acceptance into the NRM (or not).

## **Referral of modern slavery victims to the Police**

A potential victim of modern slavery is a potential victim of a crime. All NRM and MS1 forms should also be sent to the Police – either on the victim's behalf where they consent to this information being provided to the Police or as a third party referral where they do not. Council staff should send these forms to Norfolk Constabulary via [Opstonesby@norfolk.pnn.police.uk](mailto:Opstonesby@norfolk.pnn.police.uk) from a secure email address.

This does not mean that potential victims are under any obligation to co-operate with the Police. On the NRM form, there is a section where they can choose whether they are willing or not to engage with the Police.

## **Referral to Child and Adult Safeguarding Services**

GYBC safeguarding processes should be followed if a potential victim is identified in tandem with the notification to the Home Office and Police. Do not assume that because a referral has gone into the Police / Home Office that safeguarding measures will be put in place quickly. You must make a safeguarding referral as appropriate for either a child or adult. Please see the GYBC Child Protection and Safeguarding Adults policies for guidance *(will have hyperlinks in when published)*. Safeguarding officers can also help you to complete a referral. How to contact GYBC Safeguarding Officers can be found here *(will be hyperlink/s)*.



## Summary

### Suspected Child Victim

Speak to a GYBC safeguarding officer [hyperlink to list](#) or your line manager to talk through the situation to assess:

- a) whether a modern slavery / human trafficking referral needs to be made alongside a child safeguarding referral or (see (a) below).
  - b) only a “normal” child safeguarding referral needs to be made (see (b) below) or
  - c) no referral/s (see (c) below)
- 
- a) If yes, complete a [Child NRM Referral Form](#) and [NSCB1 Form](#) (safeguarding form) and submit to the addresses listed on the forms. We also require copies of both referrals to be sent to: [Safeguarding@great-yarmouth.gcsx.gov.uk](mailto:Safeguarding@great-yarmouth.gcsx.gov.uk) and [Opstonesby@norfolk.pnn.police.uk](mailto:Opstonesby@norfolk.pnn.police.uk)
  - b) If yes, complete a [NSCB1 Form](#) and submit to the address on the form. We also require a copy of the referral to be sent to [Safeguarding@great-yarmouth.gcsx.gov.uk](mailto:Safeguarding@great-yarmouth.gcsx.gov.uk).
  - c) If you do not think the situation warrants a modern slavery / human trafficking referral or a child safeguarding referral, please email a summary of the discussion to [Safeguarding@great-yarmouth.gcsx.gov.uk](mailto:Safeguarding@great-yarmouth.gcsx.gov.uk) so that we have a record of who was discussed, what was discussed and why a decision was made not to refer at that point.

## Suspected Adult Victims

Speak to a GYBC safeguarding officer (*hyperlink to list to be inserted*) or your line manager to talk through the situation to assess:

- a) whether a modern slavery / human trafficking referral needs to be made alongside an adult safeguarding referral (2 options, depending on consent to sharing information). (See (a) Options 1 and 2 below).
  - b) only a “normal” adult safeguarding referral needs to be made (see (b) below) or
  - c) no referral/s (see (c) below)
- a) **Option 1: With** their informed consent to enter the NRM to get support :

Complete an [Adult NRM Referral Form](#) and send to the address listed on the form. [Guidance](#) is provided on how to complete the form. In addition, telephone Norfolk Adult Safeguarding team on **0344 800 8020** to make an adult safeguarding referral.

Send a copy of the [Adult NRM Referral Form](#) and summary of the discussion with Adult Safeguarding to [Safeguarding@great-yarmouth.gcsx.gov.uk](mailto:Safeguarding@great-yarmouth.gcsx.gov.uk) and [Opstonesby@norfolk.pnn.police.uk](mailto:Opstonesby@norfolk.pnn.police.uk).

Please note: if the potential victim has chosen not to co-operate with the Police but has consented to enter the NRM, please ensure that that section of the NRM form makes it clear that they do not wish to co-operate with the Police.

Otherwise, they will be contacted. Staff should also ensure that they will not breach the obligation of confidence if they share information with the Police when the person has not consented to co-operate with them. If unsure, check with the GYBC Information Manager.

- a) **Option 2: Without** consent and therefore cannot get support via the NRM:

Complete the [MS1 Form](#) and send to the address listed on the form and telephone Norfolk Adult Safeguarding team on **0344 800 8020** to make an adult safeguarding referral.

Send a copy of the MS1 form and summary of the discussion with Adult Safeguarding to [Safeguarding@great-yarmouth.gcsx.gov.uk](mailto:Safeguarding@great-yarmouth.gcsx.gov.uk) and [Opstonesby@norfolk.pnn.police.uk](mailto:Opstonesby@norfolk.pnn.police.uk)

If the potential victim has chosen not to co-operate with the Police, please ensure that that section of the MS1 form makes it clear that they do not wish to co-operate with the Police. Otherwise, they will be contacted. Staff should also ensure that they will not breach the obligation of confidence if they share information with the Police. If unsure, check with the GYBC Information Manager.

- b) Telephone Norfolk Adult Safeguarding team on 0344 800 8020 to make a referral. Email [Safeguarding@great-yarmouth.gcsx.gov.uk](mailto:Safeguarding@great-yarmouth.gcsx.gov.uk) with a summary of what was discussed and agreed.
- c) Email [Safeguarding@great-yarmouth.gcsx.gov.uk](mailto:Safeguarding@great-yarmouth.gcsx.gov.uk) with a summary of who was discussed, what was the matter of concern and why it was decided that a referral should not go forward at this point.



# DOMESTIC ABUSE

## Workplace Policy

### Policy Summary

This policy summarises Great Yarmouth Borough Council's recognition that members of staff may be victims or perpetrators of domestic abuse and provides managers and staff with information, guidance and support relating to domestic abuse.

<b>Date of Policy:</b>	Draft v3 – 14 Nov 2016
<b>Policy Owner:</b>	Safeguarding Group? EMT?
<b>Ratified by:</b>	
<b>Review Date:</b>	?? 2019
<b>Eql Assessed:</b>	Yes

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## **Definition of domestic abuse**

The official Home Office cross-government definition of domestic violence and abuse as of March 2013 is:

‘any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality’

The abuse can encompass, but is not limited to:

- psychological
- physical
- sexual
- financial
- emotional

### **Definition of controlling behaviour**

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.

### **Definition of coercive 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. This is not a legal definition but a commonly used understanding of the term.

For more information about domestic abuse and the many forms it can take:

<https://www.norfolk.gov.uk/safety/domestic-abuse>

## **Who does this policy apply to?**

This policy applies to all Great Yarmouth Borough Council ("the Council") employees.

## **When does it apply?**

The policy will apply to employees in circumstances where they are:

- currently experiencing or have experienced domestic abuse
- a manager or colleague who receives a disclosure of domestic abuse or is concerned about an employee who may be a victim of domestic abuse
- a perpetrator of domestic abuse

## **When does it not apply?**

There are no exemptions under this policy.

Please note that where an employee receives a disclosure from a customer or member of the public they should refer the matter to a specialist agency. The Council has staff trained as [Domestic Abuse Champions](#). These champions can help identify the appropriate support agency and help with referrals. Information about services and support available in Norfolk can be found on this website: [Norfolk Domestic Abuse Information](#).

## **What are the main points?**

The aims of this domestic abuse policy are to:

- increase awareness of domestic abuse among employees
- ensure that employees are aware that they have the right to raise the issue of domestic abuse with their manager in the knowledge that they will be treated sympathetically, confidentially and effectively
- highlight that the Council is committed to reducing domestic abuse and the ways it will support employees who disclose their experiences of domestic abuse and how it will respond to concerns that an employee may be a perpetrator of domestic abuse



- support the health and safety of employees, as per the Council's responsibilities under the Health and Safety at Work Act 1974
- encourage multi-agency working to ensure that the best support and advice is given to victims and their families
- provide guidance for dealing with perpetrators of domestic abuse

## **Help and support**

As an employee:

- If you think you are in immediate danger, call 999 and ask for the Police
- It is recommended that you seek specialist support from trained advisors who can assess your risk and offer confidential advice on keeping safe. The [Domestic Abuse Champions](#) or the Council's wellbeing service [Validium](#) can provide information for support services. Other helpline numbers and useful websites can be found in [Appendix 1](#).
- It may also help to seek confidential support at work under this policy.

## **Raising the matter at work**

If you have or are experiencing domestic abuse and this is having an impact on your wellbeing or work you are encouraged to raise this with your manager in confidence.

Your manager should use this policy to provide appropriate support to you and will consider whether any of the measures set out in this policy may be of assistance in achieving this.

If you feel unable to approach your line manager in the first instance you may wish to approach a [Domestic Abuse Champion](#), your line manager's manager, a trade union representative if you are a member of a union, HR, or contact [Validium](#), the Council's employer and employee support service.

If you disclose to someone who is not your line manager, you should be aware that your line manager will not know about your circumstances and therefore will not be in a position to support you in terms of measures set out in this policy. Non-

disclosure might also lead to potential difficulties in supporting your health and safety at work, or if you are involved in another HR procedure such as sickness absence, improving work performance or disciplinary policy. The person who you disclose to should therefore encourage or support you to make a disclosure to your manager where possible.

## **Identifying signs of domestic abuse and responding to them**

As part of their role, your manager may approach you if they have concerns about your performance or wellbeing at work and/or they have noticed for example a change in your behaviour or work patterns. It will be important that your manager establishes the underlying cause of the change and they are likely to ask you about this. Disclosure will support your manager in identifying what action or support to put in place and may assist you to deal with your situation more effectively.

Signs that your manager might notice include:

Changes in character – for instance:

- becoming quieter if usually outgoing
- increasing isolation from colleagues
- anxiety and/or fear
- tearful
- recurrent fatigue
- aggression
- distracted
- depressed

Changes in behaviour – for instance:

- no longer open about home life
- increased concerns about children that you have care responsibilities for (either as a parent or in a working capacity)
- increased frequency in sickness or absence.

Change to appearance – for instance:

- wearing long sleeves or high necks in summer or other changes in clothes worn that are a noticeable change to usual style / outfit choices. These could be covering injuries/bruises, or due to a loss of self-esteem or even demands being made by the perpetrator around what to wear. (Although

many perpetrators will make sure that injuries are sustained in areas where they won't be seen.)

- increased amount of make-up being worn (possibly to conceal bruising)
- noticeable lack of make-up where previously make-up has been worn

Changes to working patterns - for instance:

- frequent lateness to work
- needing to leave work early on a regular basis without an explanation
- spending an increased amount of time in the office, avoiding lunch breaks
- working more often from home or a reluctance to work from home
- decreased productivity (quality and or quantity of work) missed deadlines
- change in use of phone/emails for example increase in the number of personal calls/text, increased use of mobile telephone.

## **Responding to disclosures of domestic abuse**

Your manager should:

- ensure that any discussions take place in private and they respect confidentiality as far as possible (see below for further guidance)
- take time to listen and to take what you say seriously
- be sensitive to your situation, this includes being non-judgemental, supportive, practical and discrete
- not ask for proof of abuse or talk to the perpetrator. It is recognised that this could put you at greater risk
- under no circumstance adopt the role of the support worker - your manager should always signpost you to the relevant support service
- be aware of what support is available and explore these options with you ([Appendix 1](#)). However your manager will not insist on any particular action
- be accepting of your wishes if you do not want to contact other agencies
- be understanding of the fact that you may have involved a third party such as a colleague, a [Domestic Abuse Champion](#) or trade union representative

- be aware that you may be facing additional issues because of your age, gender, gender identity, sexual orientation, ethnic background, nationality, disability, religion, belief, care duties or other equality factors
- not assume that you will want to leave the abusive situation (there may be mitigating circumstances that prevent you leaving – financial reasons, children, pets, other dependents you care for, etc)
- not assume that if you have returned to or stay in an abusive relationship that you want or deserve abuse, or that the abuse is not severe or does not take place.

**It takes a great deal of courage to leave someone who controls and intimidates you.** Leaving an abusive relationship or situation can be very dangerous and there is a greater risk of violence at the point of separation or after leaving an abusive situation. So it is important that you plan the departure safely with the help of specialist support services who can do safety and protection planning with you. They can also assist with issues such as housing, finances and emotional support during this time. Information on these services can be found in [Appendix 1](#).

## **Confidentiality and safeguarding**

- If you have disclosed to your manager that you are or have experienced domestic abuse, your manager will treat this information confidentially, as far as possible. However, you should be aware that an exception to this would be where you have given information to your manager which would lead them to believe that:
  - you or any colleagues are at risk of serious injury or death
  - that there is a substantial risk or actual harm (whether physical, emotional, sexual or neglect) to any children or adults at risk (*link to definition to be put in*) who are witnessing or also being subjected the violence or abuse
- If your manager has concerns about child protection they must seek further advice from either a Council Designated Safeguarding Officer (*hyperlink*) or Norfolk County Council's Children's Services (contact details in [Appendix 1](#)). They should inform you about their concerns and the action they are proposing to take. You should be aware that they may be advised by the Designated Safeguarding Officer (*hyperlink*) or Children's Services to make a referral and this may involve sharing information without your consent. Confidential records

are kept of all safeguarding referrals and discussions with Children's Services, in line with the Council's Child Protection Policy (*will be hyperlink*).

- Consideration also needs to be given if an adult at risk could be at risk from abuse (whether physical, emotional, sexual, financial or neglect). Where there are concerns relating to adults at risk, managers must seek further advice from either a Council Designated Safeguarding Officer (*hyperlink*) or Norfolk County Council Adult Services (*contact details*).
- Your manager may also discuss with you what information you would be prepared to share with colleagues about your situation (if any). Where your manager has responsibility for others they will want to share information about any potential risks or they may need to consult others about the supportive measures they want to put in place for you. This should only be on a need to know basis. Where it is agreed that information can be shared with colleagues your manager should remind them that the information is confidential and any breaches of confidentiality could place you at risk of violence or harm. It could result in action against them under the disciplinary procedure.

## **Supportive measures**

Once your manager is aware that you are or have experienced domestic abuse they should arrange to discuss with you whether any of the following measures could be supportive to you. You should let your manager know if you would find it helpful to bring a union representative, [Domestic Abuse Champion](#) or other colleague to any meetings for additional support.

It may be helpful to look at support and information available within Norfolk on <https://www.norfolk.gov.uk/safety/domestic-abuse>

## **Safety**

Your manager is responsible for your health and safety at work and the Council has a [Health and Safety Policy](#) and guidance for managers in managing incidents at work which includes abusive, threatening or physical assault at work.

The Council's Health and Safety policy sets out roles and responsibilities but your manager will need to consider additional factors in relation to domestic abuse, in particular, the potential of the perpetrator visiting the workplace, abusive phone calls, or intimidation or harassment.

Your manager should consider the following measures in consultation with you:

- to remind staff not to divulge personal information about you, especially details such as address, telephone numbers, booked appointments or working hours
- agree what to tell colleagues (if anything) and how they should respond if the perpetrator rings or calls at the workplace. For example, this could include putting their details on the Warning Marker System.
- make sure that the systems for recording your whereabouts during the day are adequate and if the work requires visits outside the office, considering how risks can be minimised (for example change duties or allow another colleague to accompany you on certain journeys / carry a lone worker device etc).  
The [Lone Worker Policy](#) may apply here.
- agreeing emergency or safe contact arrangements
- record any incidents of violence in the workplace, including persistent phone calls, emails or visits from the perpetrator. Details of any witnesses to these incidents should also be recorded. These records could be used if you need to press charges or apply for an injunction against the perpetrator. It is important for your manager to also consider the safety of work colleagues and service users if the perpetrator has access to you at work. Your manager could also apply for an injunction through nplaw if the action of a perpetrator impinges on the health and safety of other staff or customers
- any of the above measures must have your full knowledge

## **Other measures**

### **Leave**

Your manager will give sympathetic consideration to requests for time off where you have let them know that you are or have been experiencing domestic abuse. Time off will generally be facilitated through flexi leave, annual leave, or unpaid leave. Managers may also explore other measures, such as temporary negotiated hours, where this is suitable (see below).

Your manager's manager, Group Manager or Director may authorise requests for reasonable paid time off, in the following circumstances, where appointments are unavailable outside your normal working hours and other options relating to annual leave and flexi-time have been exhausted:

- appointments with local support agencies, for example Victim Support, Independent Domestic Violence Advisor (IDVA), Children's Services, Adult Social Care
- housing related issues
- medical appointments
- meetings with criminal justice agencies, for example the Police, solicitors, court hearings
- making alternative childcare arrangements, including meetings with schools.

### **Changes in workplace, hours, patterns**

Your manager will give consideration to other changes to your work arrangements where possible to make you less at risk at work and on journeys to and from work.

If you are on flexi time you may be able to use this effectively to change your start or finishing times. If you are not on flexi time your manager may consider a temporary variation to your hours for a specifically agreed period, to provide you with flexibility for dealing with a short term crisis. Your manager may also be able to give consideration to other patterns of working depending on the nature of your work. This would not extend to allowing an employee to be paid for more hours than they work in a week.

Depending on the nature of your work your manager may be able to consider enabling you to work at a different workplace for a temporary basis or in a different part of the building so that you are not visible from reception points or from ground floor windows if this would cause a danger from the perpetrator.

They may also consider changes to specific duties, such as answering phones or working in reception area or in exceptional circumstances it may be possible for your manager to transfer you to another job on the same grade for a temporary period.

### **Concerns about health**

If your manager has concerns about your health they will discuss how best to support you with the HR team. One of the options available is a referral to

occupational health for further advice and support. Your manager will seek your consent before they make the referral. You may also wish to talk to [Validium](#), the Council's employee wellbeing service.

### **Concerns about finances**

If you have concerns about your finances you should seek confidential personal advice from an advice service. [Validium](#), can offer free and confidential financial advice.

If the perpetrator has access to your finances or is exerting financial pressure on you, HR may be able to assist by changing your method of salary payment.

### **Perpetrators of domestic abuse**

Domestic abuse is a serious matter which could lead to criminal conviction.

Abusive behaviour is the responsibility of the perpetrator who needs to take responsibility and be held to account for their actions.

Managers' duty of care extends to perpetrators who, through their actions, are damaging their own lives as well as the lives of others.

The Council recognises that if you are a perpetrator of domestic abuse you may need help to change your behaviour and therefore will support and encourage you to address violent and abusive behaviours of all kinds. This will include providing information about the support and services available to you.

The information that the organisation gathers will be the basis for its decision about how best to engage with you if you are a perpetrator of domestic abuse and what kind of specialist help is required, either for you directly or to manage the risk to other employees.

You should be aware that if you are accused of serious misconduct and/or criminal offences committed during or outside of working hours which bring you or the council into disrepute this may be the subject of disciplinary action which could lead to dismissal. You are also required to notify your manager or HR of any caution, reprimand, warning or conviction which you are given after you are appointed.

Allegations of domestic abuse will not automatically lead to an investigation, however, if you have been formally accused of perpetrating domestic abuse or you



have come forward to declare this to your manager you should be aware that your manager will consider whether an investigation or further action in accordance with Council policies and procedures is required.

If you have been found to be assisting or colluding with abuse or malicious allegations you may also be subject to an investigation and appropriate further action in accordance with Council policies and procedures.

Expectations in relation to employee conduct are set out in a number of the Council's policies. Employees are expected to comply with these policies as a condition of their employment. These are listed under [Related GYBC Policies](#) in this document.

### **If the victim and the perpetrator are both employed by the Council**

In cases where both the perpetrator and the victim work in the organisation, the Council will take the following additional appropriate action to the above:

#### **Victim**

If you are the victim your manager will need to consider whether action is required to minimise the potential for the perpetrator to use their position or work resources to abuse you at work. This might include limiting the perpetrator's ability to find out details of your whereabouts at work, changing duties (if practical), for you or them or withdrawing the perpetrator's access to certain computer programs. Please note some actions may require co-ordination with the manager of the perpetrator and your manager may consult you about confidential contact.

#### **Perpetrator**

If you are the perpetrator and your manager is aware of this your manager will also need to consider steps to minimise the risk to the victim at work.

It is recognised that in certain circumstances the victim and perpetrator may choose to seek solutions jointly and appropriate support should be given.

### **Record keeping**

Your manager will keep a record of any agreed adjustments or measures that they have put in place to support you in line with current data protection and relevant codes of confidentiality. Any information will be held confidentially and securely, separate to your personnel file.

Your manager will keep a record of any disclosures they have made without your consent (relating to disclosures where there are concerns of risk of serious injury or death) and share this with you.

Any incidents of violence, threatening behaviour or breaches of security in the workplace will be recorded by your manager and retained for evidence purposes if required. The record must be clear, accurate and include dates, times, locations, and any witnesses. Any breaches of orders, for example, non-molestation orders should also be noted.

Your manager will not keep records of other incidents which occur outside of work, except where the perpetrator or any other person involved in the incidents are also an employee of the Council. You are encouraged to report incidents outside of work to the police or your support service (if you have one in place).

## **Raising awareness**

The Council will regularly raise awareness about the various forms of domestic abuse and sign-post people to [www.norfolk.gov.uk/safety/domestic-abuse](http://www.norfolk.gov.uk/safety/domestic-abuse) or support services both within Great Yarmouth, Norfolk or nationally. These campaigns will be via distribution of posters, materials, displays and via the intranet.

It is your manager's responsibility to make you aware of the campaigns, sources of help and any awareness training opportunities.

Your manager should include information about the domestic abuse policy at induction.

## **Roles and responsibilities**

### **Employee choices**

If you have experienced domestic abuse or are in a controlling relationship which is affecting you at work you are responsible for:

- deciding whether to confide in your line-manager, work colleague, trade union representative, [Domestic Abuse Champion](#) or other confidante about your personal situation
- recognising that where you decide not to confide in your line manager they will not be aware of your situation and will not therefore be in a position to be able

to work with you to identify support for you. This is also relevant if you are already subject to an HR procedure for example improving work performance or sickness absence management

- recognising that a concerned work colleague also has the right to confide in their manager if they suspect that you may be a victim of domestic abuse or a perpetrator
- recognising that your manager may need to confide in their line manager to ensure that support measures discussed with you are put in place
- deciding along with your manager a suitable course of action to help you fulfil your work commitments
- recognising that you are under no obligation to accept the help offered, however any support will be offered in good faith, to help reduce safety risks and to assist with your wellbeing.

All employees are responsible for:

- being supportive to you if they become aware that you have or are experiencing domestic abuse and adopt any agreed measures put in place by you and your manager if required
- treating any information relating to you or any other colleague in this position with respect and in confidence
- recognising that an abuse of confidence or support may place you in a position of further risk
- encouraging you if you disclose to them to seek support from your manager or obtain your consent to share some of the relevant facts with your manager on your behalf.

### **Line manager responsibilities**

Managers have a responsibility to apply this policy and procedure fairly and consistently. They should ensure that you and your colleagues are aware of the support and services available in relation to all matters regarding employee wellbeing, including awareness of the existence of the domestic abuse policy.

Where they are become aware that you have experienced or are experiencing domestic abuse they are responsible for:

- understanding that it may take you several attempts to disclose your abuse and you may 'test' them for a likely reaction to your disclosure first
- recognising that under no circumstances should they adopt the role of your support worker, you should always be sign posted to the relevant support service
- taking seriously any disclosures of domestic abuse in accordance with this policy and to treat all information related to disclosures in strictest confidence. The exception being where it is critical to breach confidentiality to protect a serious health and safety concern relating to you, themselves or others including your children or other dependents (*please see further information set out in the policy relating to this*)
- recognising that they should not seek evidence of domestic abuse as this may place you at further risk
- giving careful and serious consideration to the range of support measures set out in this policy and to your health and safety
- recognising that their role is non-judgemental and that it is up to you to agree to the support offered
- seeking advice from HR where there are concerns about your health and wellbeing
- reviewing supportive measures and adjustments periodically to reflect any change in risks and make sure they are effective.

### **HR responsibilities**

The role of HR is to advise your line manager where appropriate, including signposting them to this policy and to the [Domestic Abuse Champions](#), [Validium](#) or arranging for thOccupational Health for assessment and support.

## **Support from Validium**

[Validium](#) can provide free, confidential help and advice to you across physical and mental health, wellbeing, financial, relationship and other issues.

## **Occupational Health support**

Occupational health provides a range of services with the aim of promoting and maintaining good health and wellbeing in the work place. This includes advice to employees as well as to managers regarding the impacts of an employee's health on their work and vice versa.

If you have been referred to occupational health, HR and your manager may (with your permission) seek further medical information about your condition from your doctor or medical specialist, to ensure the most appropriate recommendations are forwarded to HR and your manager to maximise the support for you at work.

Occupational health is not a treatment service, but an advisory service. Following your occupational health assessment a confidential report will be provided to your manager with information to allow decisions to be made to support your health at work. You are entitled to see a copy of this report for comment before it is sent to your manager. It is the responsibility of the manager to make decisions regarding appropriate action and implementation of the recommendations of occupational health.

Occupational health discussions take place in confidence; information is only shared with third parties where there has been specific agreement with the individual concerned or threat to life or a safeguarding issue (see [confidentiality and safeguarding section](#)). Documentation created as a result of engagement with the occupational health service is maintained in line with data protection and relevant codes of confidentiality.

## **Frequently asked questions**

### **I have a concern that a member of my team is experiencing domestic abuse. What is the best way to approach the subject with them?**

People do not in general respond openly to direct questions about domestic abuse before they have established a trusting and empathic relationship first. However, victims often say that if they had been asked they would have disclosed (Nelms et al 2009). Therefore, rather than wondering why an employee is reluctant to disclose they are suffering from an abusive relationship, you should ask yourself how you can make it clear that it is safe and helpful to tell you about their situation.

You could ask the employee indirect questions. Some examples are:

- I have noticed you have not been yourself recently, is anything the matter?
- How are things at home, with the family?
- Are there any reasons outside of work that are causing your frequent lateness/time off sick/missed deadlines?
- What support do you think might help?

The [Domestic Abuse Champions](#) or Designated Safeguarding Officers can also help with information and guidance.

### **A colleague has confided in me that they are experiencing serious problems at home and I am concerned for their safety - what action should I take?**

- in the first instance you should reassure them that disclosing is a positive step and that there are people who can help both within the organisation and externally
- you should suggest that they look at the information and links to websites available at [www.norfolk.gov.uk/safety/domestic-abuse](http://www.norfolk.gov.uk/safety/domestic-abuse)
- refer them to this domestic abuse policy for guidance
- advise them to speak in confidence to their line manager
- refer them to the list of [Domestic Abuse Champions](#) within the organisation
- if you have concerns about their safety and feel that they will not approach their own manager or a Domestic Abuse Champion, you can speak to your line manager in confidence.

**If any employee or colleague is in immediate danger call 999.**

## **Equality**

This policy has been Equality Impact Assessed to identify opportunities to promote equality and mitigate any negative or adverse impacts on particular groups.

## **Advice and guidance**

If you require help in accessing or understanding this policy you should contact your line manager, trade union representative if you are a member or one of the [Domestic Abuse Champions](#).

If, due to the nature of your query, it is not appropriate to contact your line manager you should contact their manager who will nominate an appropriate manager or colleague to help you.

A list of local and national agencies that can provide help and information can be found in [Appendix 1](#).

## **Related GYBC Policies and Government Legislation / Guidance**

### **Government Legislation / Guidance**

There are a number of related pieces of legislation and guidance around domestic abuse (including controlling / coercive behaviours). Up-to-date information can be found on the Home Office website on current legislation and research: <https://www.gov.uk/guidance/domestic-violence-and-abuse>

### **GYBC Policies**

*We need to identify from this list which policies are “current”; which ones apply to this policy and then put in hyperlinks to them)*

- Accident Reporting Procedures (pdf - 49kb)
- [Agency Workers Regulations](#) (pdf - 74kb)
- Anti Money Laundering Policy (pdf - 101kb)
- Anti-Fraud, Corruption and Bribery Policy (pdf - 102kb)
- Asbestos Policy (pdf - 1mb)
- Attendance and Health Policy (pdf - 127kb)
- Capability Policy and Procedure (pdf - 71kb)
- Child Protection Policy (pdf - 526kb)
- COCO Security Checks Policy (pdf - 116kb)
- Code of Conduct (doc - 88kb)
- Constitution (May 2016) (pdf - 1mb)
- Contractors and Suppliers connecting to Great Yarmouth Borough Council's Network Policy (pdf - 166kb)
- Contractors Code of Practice (pdf - 153kb)
- Data Handling & Security Breaches (pdf - 198kb)
- Data Protection Act Policy Summary (pdf - 480kb)
- Disciplinary Policy and Procedure - October 2012 (pdf - 394kb)
- Dress Code (pdf - 49kb)
- Email Usage Policy (pdf - 146kb)
- Environmental Information Regulations - Charging Policy (pdf - 132kb)
- Environmental Information Regulations Policy (pdf - 130kb)
- Equalities Objectives (pdf - 94kb)
- Evacuation Procedures - Fire (pdf - 43kb)
- Evacuation Procedures - Non Fire (pdf - 57kb)
- Events Safety Policy (pdf - 175kb)
- Freedom of Information Act - Charging Policy (pdf - 147kb)
- Freedom of Information Act Policy Summary (pdf - 155kb)
- Grievance Policy and Procedure (pdf - 142kb)
- Health and Safety Policy (pdf - 249kb)
- Home Working Policy (pdf - 81kb)
- Honoraria Principles (pdf - 151kb)
- ICT Security Policy (pdf - 140kb)
- Infection Control Policy (pdf - 95kb)
- Internet Security Policy (pdf - 146kb)
- Job Evaluation Maintenance and Appeals Policy (pdf - 86kb)
- Job Evaluation Maintenance and Appeals Policy - Jan 2012 (doc - 350kb)
- Legionella Policy (pdf - 476kb)
- LGPS Policy Statement (pdf - 67kb)
- Local Conditions - Amended Car User Wording - Jan 2012 (doc - 41kb)
- [Lone Working Policy](#) (pdf - 142kb)



- Market Supplements Protocol (pdf - 60kb)
- Mobile Device Policy for Members and Officers (pdf - 146kb)
- Officer Delegated Decisions form (pdf - 36kb)
- Probation Policy and Procedure (pdf - 381kb)
- Redundancy and Redeployment Policy (pdf - 521kb)
- Remote Working Policy June 15 (pdf - 479kb)
- Removable Media Policy Summary (pdf - 128kb)
- Removing Disabled IT Accounts Policy (pdf - 115kb)
- Right to Request Flexible Working Procedure June 2015 (pdf - 169kb)
- Shared Parental Leave Policy May 15 (pdf - 212kb)
- Snow and Ice Policy (pdf - 44kb)
- Social Media and the Law (pdf - 15kb)
- Social Media Policy for Employees (pdf - 71kb)
- Stress at Work Policy (pdf - 438kb)
- System Access & Password Policy (pdf - 291kb)
- Taking Equipment Abroad Policy (pdf - 116kb)
- Temporary Negotiated Hours Scheme (pdf - 14kb)
- Training Policy (pdf - 69kb)
- Tree Inspection Policy (pdf - 50kb)
- Violence at Work Policy (pdf - 83kb)
- Warning Marker Policy (pdf - 92kb)
- Whistleblowing Policy (pdf - 124kb)

For further information please speak to your manager or contact the HR team.

## **Review**

This policy will be reviewed every three years unless changes in legislation, best practice or other organisation policies impact on its effectiveness.

## **Appendix 1: Where to get more help and information**

### **Police**

In an emergency, telephone the Police on 999.

Police non-emergency contact number: 101

Website: [www.norfolk.police.uk](http://www.norfolk.police.uk)

### **Validium**

GYBC Employee and Employer Wellbeing and Support Service

Telephone: 0800 169 7676

For online support, log in to the vclub at [Validium](#)

Username: GYBC

Password: support

### **Local Information**

Information centre for domestic abuse information and services in Norfolk is hosted on Norfolk County Council's website:

[www.norfolk.gov.uk/safety/domestic-abuse](http://www.norfolk.gov.uk/safety/domestic-abuse)

This website has links to the helplines and websites below and will have the most up-to-date information. The information below will only be updated when this policy is reviewed / updated.

### **Local and National Domestic Abuse Helplines and Websites:**

Leeway Domestic Violence Helpline (local) 0845 241 2171  
[www.leewaysupport.org](http://www.leewaysupport.org)

National 24-hour Domestic Violence Helpline 0808 2000247  
[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

Childline 0800 1111  
[www.childline.org.uk](http://www.childline.org.uk)

Mens Advice Line (for male victims) 0808 801 0327  
[www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

Women's Aid (via National Domestic Violence Helpline) 0808 2000247  
[www.womensaid.org.uk](http://www.womensaid.org.uk)

National Victim Support <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>	0845 3030900
Samaritans <a href="http://www.samaritans.org/how-we-can-help-you/contact-us">www.samaritans.org/how-we-can-help-you/contact-us</a>	116 123
CrimeStoppers <a href="https://crimestoppers-uk.org/">https://crimestoppers-uk.org/</a>	0800 555111
National Drugs Helpline	0800 776600
Galop (National Domestic Abuse Helpline for LGBT) <a href="http://www.galop.org.uk/domesticabuse/">www.galop.org.uk/domesticabuse/</a>	0800 999 5428
Debtline	0808 8084 000
NHS Direct	111
National Stalking Helpline	0808 8020300
James Paget Hospital	01493 452452

## **Appendix 2: Domestic Abuse Champions (as at June 2016)**

An up-to-date list of champions can be found on the staff intranet.

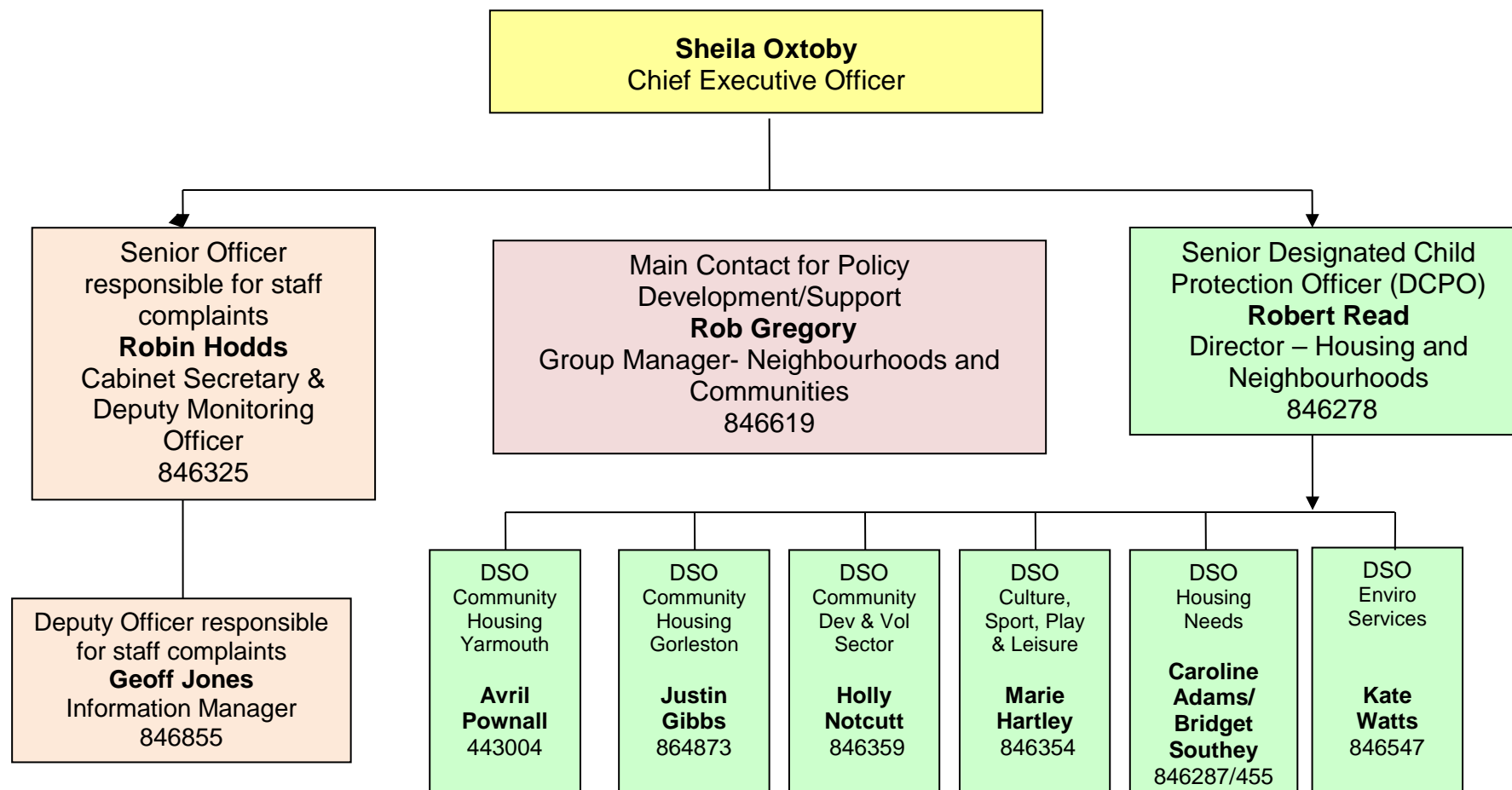
Please do not send confidential information or disclosures to the email addresses below. However please feel welcome to email your chosen champion asking them to contact you and your preferred method of contact (phone/email).

<b>Name</b>	<b>Tel Number</b>	<b>Email address</b>
Cllr Penny Carpenter	01493 300352	<a href="mailto:Cllr.Penny.Carpenter@great-yarmouth.gov.uk">Cllr.Penny.Carpenter@great-yarmouth.gov.uk</a>
Sadie Charles	01493 846386	<a href="mailto:Sadie.Charles@great-yarmouth.gov.uk">Sadie.Charles@great-yarmouth.gov.uk</a>
Marie Chesney	01493 846686	<a href="mailto:Marie.Chesney@great-yarmouth.gov.uk">Marie.Chesney@great-yarmouth.gov.uk</a>
Michaela Daniels	01493 846281	<a href="mailto:Michaela.Daniels@great-yarmouth.gov.uk">Michaela.Daniels@great-yarmouth.gov.uk</a>
Sheree Grimmer	01493 846824	<a href="mailto:Sheree.Grimmer@great-yarmouth.gov.uk">Sheree.Grimmer@great-yarmouth.gov.uk</a>
Jane Jackson	01493 846416	<a href="mailto:Jane.Jackson@great-yarmouth.gov.uk">Jane.Jackson@great-yarmouth.gov.uk</a>
Tracey Jones	01493 846199	<a href="mailto:Tracey.Jones@great-yarmouth.gov.uk">Tracey.Jones@great-yarmouth.gov.uk</a>
Emma Penswick	01493 846657	<a href="mailto:Emma.Penswick@great-yarmouth.gov.uk">Emma.Penswick@great-yarmouth.gov.uk</a>
Mel Porter	01493 846572	<a href="mailto:Melanie.Porter@great-yarmouth.gov.uk">Melanie.Porter@great-yarmouth.gov.uk</a>
Michele Riches	01493 846832	<a href="mailto:Michele.Riches@great-yarmouth.gov.uk">Michele.Riches@great-yarmouth.gov.uk</a>

## **Statistics**

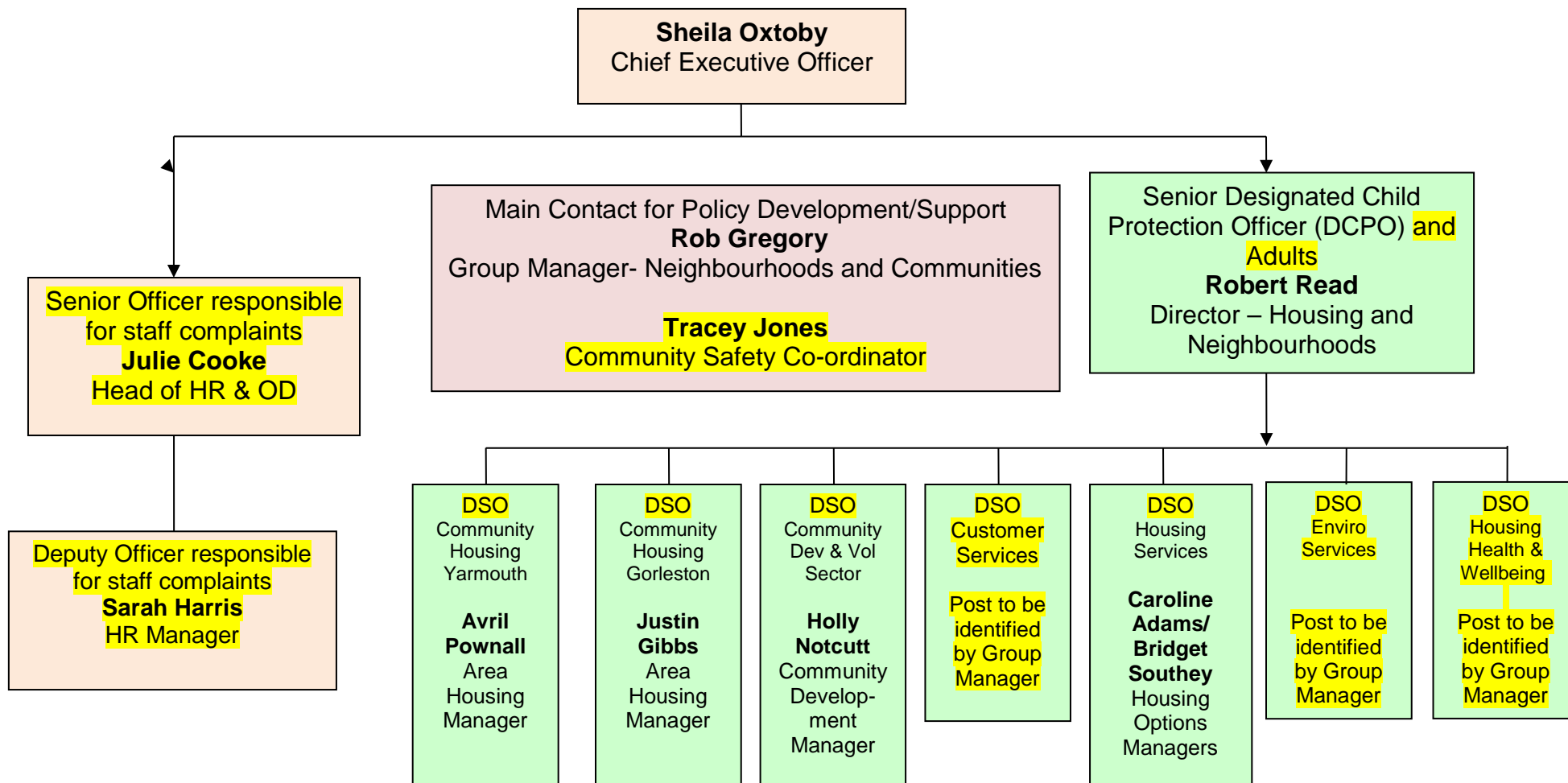
- It is estimated that domestic abuse currently costs UK business over £1.9 billion a year and affects thousands of working men and women every day. By proactively addressing the issue and supporting the employee, the Council aims to help retain its staff as productive members of the workforce and sends a clear message that domestic abuse is a crime and will not be tolerated.
- It is estimated that 1 in 4 women and 1 in 6 men will experience domestic abuse in their relationships. Therefore it is likely that a percentage of the Council's employees will be or are victims or survivors of domestic abuse or perpetrators. In addition, 75% of those experiencing domestic abuse are likely to be targeted whilst at work ranging from harassing telephone calls to physical assaults (Friedman and Cooper 1987).
- Women experience an average of 35 incidents of domestic abuse before reporting an incident to the police (Yearnshaw 1997).
- Victims of domestic abuse are more likely to experience repeat victimisation than victims of any other type of crime (British Crime Survey). 76% of all domestic abuse incidents are repeats (Home Office 2010).
- Domestic abuse will affect people regardless of their social group, class, age, ethnicity, nationality, religion, belief, gender, sexual orientation and/or disability. Abuse can begin at any time in a relationship.
- Although domestic abuse is overwhelmingly directed at women, males and those in same sex relationships also experience domestic abuse.
- Victims of domestic abuse may be at increased risk of harm in their workplace if they leave an abusive partner, as it may be the only place where they can be located. Therefore it is important for employers to help protect their employees from violence at work by making sure they are aware of this policy and familiar with its contents.
- A US research study with convicted perpetrators sent to a domestic violence programme found that 44% had told someone at work about the abuse they perpetrated (Rothman and Perry 2004).

## Current Responsible Officers for Great Yarmouth Child Protection Policy as at November 2014



## Appendix A: Proposal for Designated Safeguarding Officers / Responsibilities

Text highlighted in YELLOW is a proposed change to previous policies.







Subject: Vehicle Enthusiasts - Great Yarmouth Seafront

Report to: Housing and Neighbourhoods Committee – 2 March 2017

Report by: Group Manager – Neighbourhoods & Communities

### **SUBJECT MATTER/RECOMMENDATIONS**

To give an update on the proposed multi-agency response to issue of car and motorbike enthusiasts causing anti-social behaviour along Great Yarmouth Seafront.

## **1.0 INTRODUCTION/BACKGROUND**

- 1.1 This report is an update on the issues and work detailed in the report to the Housing and Neighbourhoods Committee in October 2016 around the issues associated with car and motor bike enthusiasts on Great Yarmouth Seafront and provides an update on the actions required leading up to and after go-live at Easter 2017 (Friday 14 April).
- 1.2 Vehicle rallies continue to be advertised and organised via social media for 2017. A motorcycle rally has already been advertised for June 2017 for the area outside the Marina Centre, similar to the unauthorised event that took place last year before the Traffic Regulation Order prohibiting parking on the esplanade was in place.
- 1.3 The Council continues to work closely with the Police and Norfolk County Council Highways to tackle the issues and progress long-term solutions. It has been agreed to provide adequate staffing and strong enforcement from both the Police and the Council for at least the first six Sundays after go-live of the PSPO in order to send out a strong message to the motorcycle and car groups. This time frame would cover Easter and the two May bank holiday weekends which were particularly problematic last year. If agencies become aware of any other authorised events on other dates, they will work together to identify whether any resources will be available on these additional dates.

## **2.0 CURRENT ISSUES**

- 2.1 The Police have reported that the area has been quiet over the winter months.

They will continue to monitor facebook and other social media to identify potential meetings so they can provide a policing presence to deter future events.

- 2.3 The Traffic Regulation Order for the slow lane on Marine Parade has been live for approximately 6 months, but due to working patterns of Civil Enforcement Officers there is no enforcement beyond 4:30pm on a Sunday, when the majority of infringements occur both in the slow lane and in the area between King's Road roundabout and the Pleasure Beach.

### **3.0 PROGRESS TOWARDS GO-LIVE**

- 3.1 The multi-agency group agreed that it was important to go-live no later than Good Friday (14 April).
- 3.2 The Police have offered to co-ordinate partnership working "on the ground" during the first six week, intensive enforcement period under the banner of "Op Clarion". The planning meeting will be held on 28 February 2017 to determine who will attend on each Sunday to carry out enforcement. Op Clarion has been the title for multi-agency working around vehicle enthusiasts for the past few years.
- 3.3 Public Spaces Protection Order (PSPO)  
The Public Spaces Protection Order went live on 1 February 2017 and is available to view on the Council's website. It will become enforceable once appropriate signage is put up within the PSPO area. The Council has to allow a six week challenge period in case any person wishes to challenge the Order in the High Court before go-live. This challenge period passed without comment or challenge.
- 3.4 A joint site visit between the Council, Norfolk County Council (NCC) and the Police along the seafront to identify signage locations took place in January. The Council is waiting for NCC colleagues to provide a map of appropriate locations before placing an order for signage. Appropriate locations are identified by: entrance and exit points to the seafront; hotspot areas identified from last year; proximity to other street signs and furniture (technical requirement) and to ensure a balance between enough signs to be able to enforce without too many to create clutter and inappropriate distraction to road users. GYB Services will be responsible for putting up the signs ready for the 14 April go-live date. Priority will be given to getting signs in place between the

Pleasure Beach to King's Road roundabout, followed by the area between King's Road Roundabout to the Britannia Pier.

- 3.5 Work is underway to finalise resources to carry out enforcement, process paperwork and take forward prosecutions.

#### 3.5 Traffic Regulation Order (TRO)

The multi-agency working group requested NCC to consider creating a new Traffic Regulation Order for the area between King's Road Roundabout to Main Cross Road to simplify the parking restrictions for that area as well as bring in prohibitions for parking on the footway.

NCC has now launched the consultation for the creation of the new TRO and has included all of the multi-agency group's requests and recommendations. If the consultation gains public support, the TRO would go live in September / October this year.

## 4.0 FINANCIAL IMPLICATIONS

- 4.1 The Housing and Neighbourhoods committee has already approved the costs relating to the installation of signs to enable the PSPO to go live.
- 4.2 Norfolk County Council has agreed to carry the cost of the TRO consultation and implementation without financial support from outside agencies.
- 4.3 Overtime costs for one Senior Civil Parking Enforcement Officer (CPEO) and three CPEO's to work between 7pm to 11pm for the six Sundays would cost approx. £334 per Sunday (approx. total of £2,000).
- 4.4 Overtime costs for the Environmental Services officers to work between 7pm to 11pm on Sundays are estimated to be £800 per Sunday (approx. total of £4,800). This would be for 6 officers: Community Protection team, Environmental Rangers team and Seafront Enforcement Officer. However, only the Community Protection team will be able to enforce all of the conditions of the PSPO whilst the other officers will only enforce part of the PSPO.
- 4.5 Enforcement activity could result in income derived from fixed penalty notices, penalty charge notices or other fines issued as a result of breaches of the PSPO and existing TRO's.

## **5.0 RISK IMPLICATIONS**

- 5.1 As stated in the October report on this issue there are a number of risks for the Council relating to the issues relating to seafront vehicle enthusiasts. There is a clear risk to the safety of the public should these unauthorised events continue and further incidents occur.
- 5.2 Whilst it is clear that there is multi-agency responsibility for the range of issues presented by vehicle enthusiasts on a reputational level the Council is seen as the place-leader for the borough as noted by the number of complaints the Council has received to date.
- 5.3 The implementation of a PSPO and TRO will also carry risk implications for the Council should they not be executed correctly. Central to this will be ensuring the staff that enforce the PSPO and TRO have the appropriate training, resources and support. There are a number of issues relating to officer delegations and personal safety that have been raised by relevant service areas in relation to this.
- 5.4 All of the above risks will need to be considered and mitigated against before enforcement of the new PSPO and any TRO comes into effect. This is currently being explored through the Council's Enforcement Board.

## **6.0 CONCLUSIONS**

- 6.1 Success will be dependent on having staff in place and adequately trained to carry out adequate enforcement in the evenings and on weekends working alongside the Police with appropriate support to process any potential prosecutions and legal work following any face-to-face enforcement.

## **7.0 RECOMMENDATIONS**

- 7.1 Housing and Neighbourhoods Committee is asked to note the content of the report and the progress of the multi-agency group in tackling the issue of the vehicle enthusiasts:
  - a) Note that the PSPO has gone live, but awaiting signage before enforcement commences.
  - b) Note that the Pleasure Beach TRO is being progressed by NCC

- c) Note that work is underway to ensure that adequate numbers of staff are available to enforce the PSPO and that they are trained / supported appropriately
- d) Note the financial implications both for overtime costs and potential income opportunities
- e) Agree to receive a review and update on the first six week enforcement under Op Clarion. This review to include consideration of ongoing commitment to Sunday / weekend enforcement until September 2017.

Area for consideration	Comment
Monitoring Officer Consultation:	
Section 151 Officer Consultation:	
Existing Council Policies:	
Financial Implications:	Costs relating to implementation and enforcement of a PSPO.
Legal Implications (including human rights):	To ensure that the PSPO is enforced correctly under ASB legislation.
Risk Implications:	Considered in the report.
Equality Issues/EQIA assessment:	Equality issues considered as part of the creation of a PSPO and TRO.
Crime & Disorder:	Relates to the conventions of the ASB, Crime and Policing Act 2014 and the Council's obligations under the Crime and Disorder Act 1988.
Every Child Matters:	Not applicable.

Subject: HOUSING & NEIGHBOURHOODS PERFORMANCE REPORT  
Quarter 3 2016/17

Report to: Housing & Neighbourhoods Committee 2.3.2017

Report by: Trevor Chaplin, Group Manager Housing Services

**SUBJECT MATTER/RECOMMENDATIONS**

**This report provides performance data from the Housing & Neighbourhoods Directorate for Quarter 3 of 2016/17**

**1. INTRODUCTION/BACKGROUND**

- 1.1 A report on key performance indicators (KPI's) will be provided to the Housing & Neighbourhoods Committee each quarter.

**2. PERFORMANCE**

- 2.1 Specific areas for the committee to note include

- 2.1.1 Net cost of B&B – Income received continues to fall due to issues with claimants in receipt of Universal Credit.

- 2.1.2 Rent Income Collection – The figure for Q3 includes the two non-payment weeks and shows an improvement on previous quarters. We collected £130,000 more in cash over this period than the same period for the previous year. Some of this will be due to UC direct payments (£30k in total). The usual trend is for rent collection to reduce in January. We will continue to monitor this indicator.

**3. FINANCIAL IMPLICATIONS**

None

**4. RISK IMPLICATIONS**

None

**5. CONCLUSIONS**

None

**6. RECOMMENDATIONS**

That the Housing & Neighbourhoods Committee note this report.

## 7. **BACKGROUND PAPERS**

Performance data attached.

*Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?*

<b>Area for consideration</b>	<b>Comment</b>
Monitoring Officer Consultation:	<b>N/A</b>
Section 151 Officer Consultation:	<b>N/A</b>
Existing Council Policies:	<b>N/A</b>
Financial Implications:	<b>N/A</b>
Legal Implications (including human rights):	<b>N/A</b>
Risk Implications:	<b>N/A</b>
Equality Issues/EQIA assessment:	<b>N/A</b>
Crime & Disorder:	<b>N/A</b>
Every Child Matters:	<b>N/A</b>

**PERFORMANCE INDICATORS – SUMMARY REPORT QUARTER 3 (Oct - Dec) 2016/17**







**HOUSING AND NEIGHBOURHOODS COMMITTEE**

Measure	Previous Quarter	This Quarter	Target	Qtr 3 2015/16	Status	Trend	
						Last Period	Last Year
HN01 - Net cost of B&B (Quarterly Cumulative)	£11,282	£24,166	NA	New indicator		N/A	N/A
HN02 - Number of households in temporary accommodation (Quarterly Snapshot at last day of month)	56	35	50	59		↑	↑
HN03 - Number of a) Homeless acceptances b) Homeless preventions (Quarterly)	21 18	13 29	NA NA	30 27		N/A N/A	N/A N/A
HN04 - Great Yarmouth Community Housing rent: GYCH rent collection rate a) % of rent & arrears collected b) Arrears as a % of rent debit c) Total rent arrears (Quarterly Cumulative)	97.88% 1.36% £319,319	98.82% 1.19% £278,233	95% 1.4% £333,000	99.14% 1.13% £267,586		↑	↑
HN05 - Number of a) Social housing applicants in allocation pool b) Social housing new applicants awaiting assessment (Quarterly Snapshot at last day of month)	249 408	250 268	250 400	224 505		↓	↓
						↑	↑
HN06 - Average Time to Re-let Local Authority Housing (Quarterly Cumulative)	45 days	46 days	48 days	53 days		↓	↓
HN07 - Time taken for Housing Options to match property (Quarterly Cumulative)	17 days	5 days	20 days	15 days		↑	↑
HN08 - Number of complaints of ASB received (includes flytipping; dog fouling; noise; smoke and accumulations) (Quarterly Cumulative)	4,649	6,657	NA	New indicator		N/A	N/A



Measure	Previous Quarter	This Quarter	Target	Qtr 3 2015/16	Status	Trend	
						Last Period	Last Year
HN09 - Number of DFGs a) Recommendations received b) Approvals c) Completed (Quarterly Cumulative)	77 58 51	130 89 97	NA NA NA	N/A N/A N/A		N/A N/A N/A	N/A N/A N/A
HN10 - Number of Handyperson jobs completed (Quarterly Cumulative)	259	422	NA	N/A		N/A	N/A
HN11 - Number of alarm calls received at Control Centre Wherry Way (Quarterly)	13,012	13,329	NA	New indicator		N/A	N/A
HN12 - Number of out of hours call received at Control Centre Wherry Way (Quarterly)	1,238	1,040	NA	New indicator		N/A	N/A
HN13 - Wherry Way Control Centre call handling: a) Alarm Calls answered within 30 seconds b) Alarm Calls answered within 60 seconds (Quarterly Cumulative)	85.73% 94.39%	86.2% 94.46%	80% 98%	New indicator		↑	N/A N/A
						↑	
HN14 - Number of Yare Care Alarm a) Referrals b) Installations c) Removals (Quarterly Cumulative)	155 155 131	214 211 173	NA NA NA	New indicator		N/A N/A N/A	N/A N/A N/A
HN15 - Employment: a) Number of long term unemployed residents supported to improve their skills. b) People moving into sustainable employment. (Quarterly Cumulative)	Data currently reported 6 monthly*	Data currently reported 6 monthly*	150	New indicator		N/A	N/A
			30			N/A	N/A

Measure	Previous Quarter	This Quarter	Target	Qtr 3 2015/16	Status	Trend	
						Last Period	Last Year
HN16 - Neighbourhoods That Work programme							
a) Number of new self-help groups formed.	41	59	25			N/A	N/A
b) Number of residents entering sustained employment.	31	32	45			N/A	N/A
c) Number of residents with complex needs receiving adequate support to address their needs (Quarterly Cumulative)	60	146	30	New indicator		N/A	N/A
<b>Note:</b> * Because the reporting cycle for the Big Lottery is six-monthly, the first six months ran from October 2015 to March 2016 (so the figures shown are for that period) and the next reporting stage will be the end of September this year.							
<b>Measures that are not achieving Target:</b>							

<b>Key</b>	
<b>Status</b>	
	Current performance has met or exceeded target/ has met or exceeded trend
	Current performance is below target but within tolerance/ is below trend but within tolerance
	Current performance is below target and tolerance/ is below trend and tolerance
	Contextual information only
<b>Trend</b>	
	Performance for quarter is improving (up) or deteriorating (down) compared to previous quarter.
	Performance for period (quarter) is improving (up) or deteriorating (down) compared to same quarter last year.

**Key:**

NA = No target set, contextual information only

N/A = Not available/not applicable

Subject: Proposals for use of The Community Housing Fund

Report to: Housing & Neighbourhoods Committee – 2<sup>nd</sup> March 2017

Report by: Robert Read, Director of Housing & Neighbourhoods

## **SUBJECT MATTER/RECOMMENDATIONS**

**This report proposes a plan of action for using the Community Housing Fund awarded to the Council in December 2016. The recommendations are to:**

- procure services to the equivalent of Gold Service support from CLT East at the cost of £35k, through a comparison of providers
- develop a costed plan for submission by 10<sup>th</sup> march based on building capacity within identified willing communities to bring forward housing development
- allocate the majority and maximum amount of funding to a ring-fenced capital pot to enable individual sites to come forward for development, based on a set of criteria to be developed.

## **2. INTRODUCTION/BACKGROUND**

2.1. As part of the Government's 2016 Budget, a £60 million fund was announced to support 'community-led' housing developments in areas where the impact of second homes is particularly acute. On 23<sup>rd</sup> December 2016, Great Yarmouth BC was advised of an award from the Community Housing fund of £652,770 for 2016/17.

2.2. The funding is specifically intended for affordable housing schemes, either

delivered by or with the significant involvement of, local community groups on mixed tenure sites which are likely to be of little interest to mainstream housebuilders. This would therefore contribute to the overall national effort to boost housing supply and build collaboration, skills and supply chains at a local level to promote the sustainability of this approach to housebuilding. The fund will enable capital investment, technical support and revenue to be provided to make more schemes viable and significantly increase community groups' current delivery pipelines.

- 2.3. The funding will be made in two tranches, with the first payment of £326,385 having been already made. The second tranche of £326,385 will follow in March 2017 subject to the Borough Council being able to demonstrate to DCLG that the money is to be spent (or has been spent) in accordance with the objectives of the programme. This will need to be demonstrated by completion of a form that has been provided by 10<sup>th</sup> March 2017.
- 2.4. The Housing Minister has indicated that he sees Community Led Housing and Community Land Trusts as being a part of the Government's future housing strategy following the recent publication of the Housing White Paper – *Fixing our broken housing market*. We have been advised that there will potentially be allocations in 2017/18 but that this will, in part, depend in part on how the allocation for 2016/17 has been spent.

### **3. Developing Proposals for the Community Housing Fund**

- 3.1. The Community Housing Fund provides revenue and capital funding. In addition, Community-led builders can access mainstream funding, such as the £3 billion Home Building Fund and money from the HCA's affordable housing programmes. Community-led groups can also bring in significant revenue and capital resources not accessible to other housing providers, including commercial lending, social finance, charitable funds, crowdfunding, community bond issues and labour. These cover seed-corn funding for new providers, and pre-development and development finance for schemes, as well as funds for associated aims such as skills training and community development.

3.2. Guidance received with the allocation defines 'Community-led housing' as being about local people playing a leading and lasting role in solving local housing problems, creating genuinely affordable homes and strong communities in ways that are difficult to achieve through mainstream housing.

3.3. **It identifies the benefits for local authorities as being:**

- mobilising public support for new homes and regeneration initiatives
- reducing reliance on public services, for example addressing social care through building communities with mutual support for the elderly and vulnerable, and involving homeless people in the renovation of homes
- providing a range of genuinely affordable housing in perpetuity, and homes for those priced out of ownership
- diversifying the local housebuilding market, and unlocking small sites and landowners that are not attractive or available to established housebuilders
- supporting the implementation of duties such providing permissioned plots for individuals and groups on the Self and Custom Build Registers
- promoting community cohesion and resilience that can help tackle issues like antisocial behaviour.

3.4. **It also identifies that Community-led housing approaches can bring benefits to participants, including:**

- skills, training and jobs, which can be targeted e.g. at care leavers and unemployed young people
- a rewarding collective experience, improving their sense of community and

connection

- high quality and imaginatively designed homes and neighbourhoods
- giving community organisations control over assets and revenue
- mutual support within communities, especially for older people and vulnerable young people.

3.5. The DCLG has appointed an alliance of community-led housing organisations to support Local Authorities and they have collectively endorsed the following definition to ensure that schemes are truly community-led:

- a requirement that the community must be integrally involved throughout the process in key decisions (what, where, for who). They don't necessarily have to initiate and manage the development process, or build the homes themselves, though some may do
- a presumption in favour of community groups that are taking a long term formal role in ownership, management or stewardship of the homes
- a requirement that the benefits to the local area and/or specified community must be clearly defined and legally protected in perpetuity.

### 3.6. **Approaches to community-led housing**

3.7. Community-led housing has a significant history accompanied by a range of distinctive terminology and practices. Communities can and do choose to combine approaches to meet their needs and aspirations, drawing on the principles of each approach as a component to achieve one of their aims.

3.8. The main aims that different approaches provide for are:

- **Stronger neighbourhoods, shared spaces, mutual support:** Co-housing principles can be used to achieve this. Households each have a self-contained home but residents come together to manage their community and share some facilities. Co-housing is increasingly becoming an attractive option for older people to create resilient mutual support, in both new developments and retrofit to sheltered housing, which can reduce their reliance on public services including social care.
- **Permanent affordability and local control of assets:** Community Land Trust principles offer a mechanism to provide genuinely affordable housing in perpetuity, both for rent and ownership. Low cost ownership homes can be designed to remain affordable even if the gap between local incomes and house prices widens.
- **Building neighbourhoods:** Group self-build and collective custom build are great ways of supporting groups of households to work together to build or directly commission their own homes. The emphasis is always on supporting one another through the process which not only creates strong communities, but also develops skills and delivers high quality housing.
- **Greater local accountability and control over housing management:** Co-operative and tenant management principles empower residents to democratically control and manage their homes, often leading to improved efficiencies and financial savings as well as increased skills and confidence within the community. Many housing cooperatives own their properties collectively which also offers opportunities to invest in wider socially beneficial activities.
- **Tackling empty properties:** Self-help housing offers people the chance to bring empty properties back into use, sometimes for their own use. It can be particularly effective in providing work experience and training to people from vulnerable backgrounds in a safe and supportive environment, and help to revitalise homes, streets and neighbourhoods. It can form part of a



strategy to tackle homelessness.

### 3.9. Routes to delivery

3.10. For the most part, the routes to delivery for community-led housing schemes are the same as in any other industry-standard housing scheme. The difference is that the community takes central role. Communities may work in partnership with a local housing association or developer, or can work on standalone projects. They can provide affordable housing through a section 106 agreement and/or a Rural Exception Site.

3.11. There are three main ways in which community-led groups become involved in the process:

- **Group-led:** New community-led groups form in response to local housing need, or to deliver their own homes. They sometimes emerge from existing networks such as Neighbourhood Forums and parish councils. They access technical expertise to support the development and realisation of their ideas.
- **Extension of community based activity:** Existing community-based organisations with local roots decide to provide housing in addition to their current activities, accessing technical expertise to help them understand this new area of work.
- **Developer-led partnership:** A Local Authority, landowner, housing association or local developer wants to provide housing that incorporates a community-led element. They access technical expertise to recruit 'founder members' from within the community and support them to take over ownership and/or management of the homes. In this scenario it is essential that all of the community-led criteria (see below) are met to ensure genuine community benefit and involvement.

### 3.12. **Developing Proposals for Great Yarmouth**

3.13. An initial assessment of options for using the funding came up with a number of suggestions:

- Follow up on from Neighbourhood Plan work to develop housing in rural communities – none yet formally submitted although work has commenced in Hemsby, Hopton and Rollesby.
- Bring forward struggling schemes for housing – Planning Policy are looking to identify any known sites - the Northgate Hospital site has been suggested as one option.
- Retrofitting sheltered housing schemes reducing reliance on public services including social care.
- Links to Town Centre masterplan – particularly in connection with flats above shops.
- Links to empty property work – to look at properties currently identified by Operational Property Enforcement Task Group and develop options for training and volunteering with an option to use as move-on accommodation from supported housing schemes with links to homelessness and unemployment.
- Speak to Registered Provider's regarding their assets and possible future development sites.

3.14. Since this initial meeting, we have met with the Community Land Trust East (CLT East) who are the Council's advisers appointed by Government. In addition to discussing the above options, all of which would have potential for developing eligible schemes, they also offered a range of direct support that they could offer. There are three levels of offer: Gold, Silver and Bronze (see

appendix A).

### **3.15. Fit with Strategic Priorities**

- 3.16. Delivering new housing is a clear strategic priority for the Borough and the requirements of a five-year land supply will mean bringing forward sites across both urban and rural locations. CLT East have provided an example of work they have undertaken in rural locations in East Cambridgeshire where there is a pipeline of over 1000 properties based on the Community Land Trust model. Bringing forward rural sites for development will be particularly challenging and finding different ways of working with local communities and giving them greater control over development may be successful in bringing a greater number of sites forward more quickly.

### **3.17. Existing Capacity**

- 3.18. There is currently a lack of capacity within both the Strategic Housing Team and the Strategic Planning team to develop this new way of working further without significant additional help. The impact of not putting forward a sufficiently robust plan or of not then delivering would be that future funding may not be forthcoming.

## **4. FINANCIAL IMPLICATIONS**

- 4.1. The funding will be made in two tranches, with the first payment of £326,385 having been already made. The second tranche of £326,385 will follow in March 2017 subject to the Borough Council being able to demonstrate to DCLG that the money is to be spent (or has been spent) in accordance with the objectives of the programme. This will need to be demonstrated by completion of a form that has been provided by 10<sup>th</sup> March.
- 4.2. The money can be used for revenue or capital and there is no expectation that it will be 'match funded' by the Borough Council.

## **5. RISK IMPLICATIONS**

- 5.1. Failure to produce a sufficiently robust plan will result in the Council not receiving the second tranche of funding. Failure to deliver on a plan may result in further funding not being awarded in future years.
- 5.2. Individual schemes will each need to be risk assessed separately.

## **6. CONCLUSIONS**

- 6.1. The Community Housing Fund presents an opportunity to fund and develop community based approaches to housing delivery which would support a key strategic objective of the Council.
- 6.2. In particular it could enable rural and difficult to develop sites to come forward through significant involvement of local communities.
- 6.3. There is, however, little history and experience of this specialist area of community based housing development in the Borough and restricted capacity within teams to drive this agenda forward in a sustainable way. It would be therefore be advisable to use part of the allocation of funding (£35k) to procure expert support. As well as CLT East, the Government's official advisers for this area, other organisations have been in contact and the Council could hold a mini-competition for support. This would give the Council the best chance of developing a deliverable and sustainable long term plan which complies with the funding requirements.
- 6.4. The plan presented would also need to set aside targeted funding for developing capacity within identified, willing local communities. We are currently talking with CLT East about how much we should set aside for this element but have estimated that we would initially look to work with 8-10 communities. The remainder and the majority of the funding should be set aside as capital to support individual schemes as they come forward.

## 7. RECOMMENDATIONS

- To procure services to the equivalent of Gold Service support from CLT East at the cost of £35k, through comparison of providers
- To develop a costed plan for submission by 10<sup>th</sup> march based on building capacity within identified willing communities to bring forward housing development
- To allocate the majority and maximum amount of funding to a ring-fenced capital pot to enable individual sites to come forward for development, based on a set of criteria to be developed.

## 8. BACKGROUND PAPERS

- 8.1. Community Housing funding proposals from CLT East  
DCLG form for completion by 10<sup>th</sup> March 2017

Area for consideration	Comment
Monitoring Officer Consultation:	<b>EMT.</b>
Section 151 Officer Consultation:	<b>EMT.</b>
Existing Council Policies:	<b>Corporate Plan.</b>
Financial Implications:	Covered in report.
Legal Implications (including human rights):	Requirement to work to principles of Community Led Housing
Risk Implications:	Covered in report.
Equality Issues/EQIA assessment:	Expected to have a positive impact on the supply of affordable housing
Crime & Disorder:	As above.
Every Child Matters:	As above.

## Community Housing Fund

### Adviser Packages – CLT East

#### BRONZE - £5,000 for one year's access

- Online portal – containing directory of services and key contacts, document library, learning materials and additional specialist knowledge and advice
- Dedicated telephone and email support

#### SILVER - £10,000

- Online portal – containing directory of services and key contacts, document library, learning materials and additional specialist knowledge and advice. One year's access
- Dedicated telephone and email support. One year's access
- 2 x workshop/ introductory sessions delivered on-site to your whole team
- Additional workshops charged at £2000 per session

#### GOLD – Kickstart package £35,000

- 3-6 month program
- Online portal – containing directory of services and key contacts, document library, learning materials and additional specialist knowledge and advice. One year's access
- Dedicated telephone and email support. One year's access
- 2 x workshop/ introductory sessions delivered on-site to your whole team
- Continuing 1:1 specialist support to map your sector, de-risk your project and deliver your plans
- Dedicated support for internal team from our base in Ely and your offices
- Maximum 50 day's support as part of a 3-6 month program

Ongoing support following Kickstart program costed separately according to need.

Costs of travel and reasonable disbursements are charged additionally at cost.

Online portal available from April 2017.

#### Contact Details

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## Community Housing Fund - Summary of Spending Plans

### \* 1. What is the name of your Local Authority?

### 2. Intended use of the grant: Revenue support to groups

This could include any plans that your local authority has for providing grants to CLH groups for technical advice and seed-corn funding to establish themselves; further technical advice and professional fees to develop their plans; funding for existing organisations to provide advice and support to CLH groups in your local authority area.

### 3. Intended use of the grant: Capital

What plans do you have to make grants or loans available to community groups to deliver affordable units? Capital can be used to make mixed tenure schemes viable, and to increase the number of schemes within the delivery pipelines. If known, please indicate the number of additional homes that you expect the grants/loans will enable over the next 3-5 years.

### 4. Joint plans across your local area

What discussions, if any, has your local authority had with neighbouring authorities to pool part of the funds? This could include supporting an existing – or establishing a new – local enabling service, or providing a shared resource to support delivery (such as a revolving land purchase fund).

### 5. Advice obtained

In drawing up these plans, which CLH specialists or other stakeholders (e.g. housing partnerships, housing associations, other community associations) have your local authority engaged?

### 6. Existing local activity

Which CLH groups already exist in your local authority's area; which other community organisations might want to develop housing; and which other planned developments are you aware of that could become community-led?

### 7. Intended use of the Fund – developing your plans for the fund

What plans does your local authority have to use the grant to procure further advice or additional officer capacity?

## 8. Other plans

What other plans – not covered above – does your local authority have to deploy the grant funds in accordance with the aims of the programme? Plans could include use of your or others' financial or staff resources, or through your policies and asset management plans.

Done