

Child Safeguarding Policy and Procedures

IMPORTANT

Remember it is **not** up to you to decide if abuse has taken place, that is the role of Social Care, the Police, or other relevant agency, **but** it is up to you to report **any** concerns to a Designated Safeguarding Officer.

We have a legal responsibility to respond to any safeguarding concerns, even if they do not involve our staff or services.

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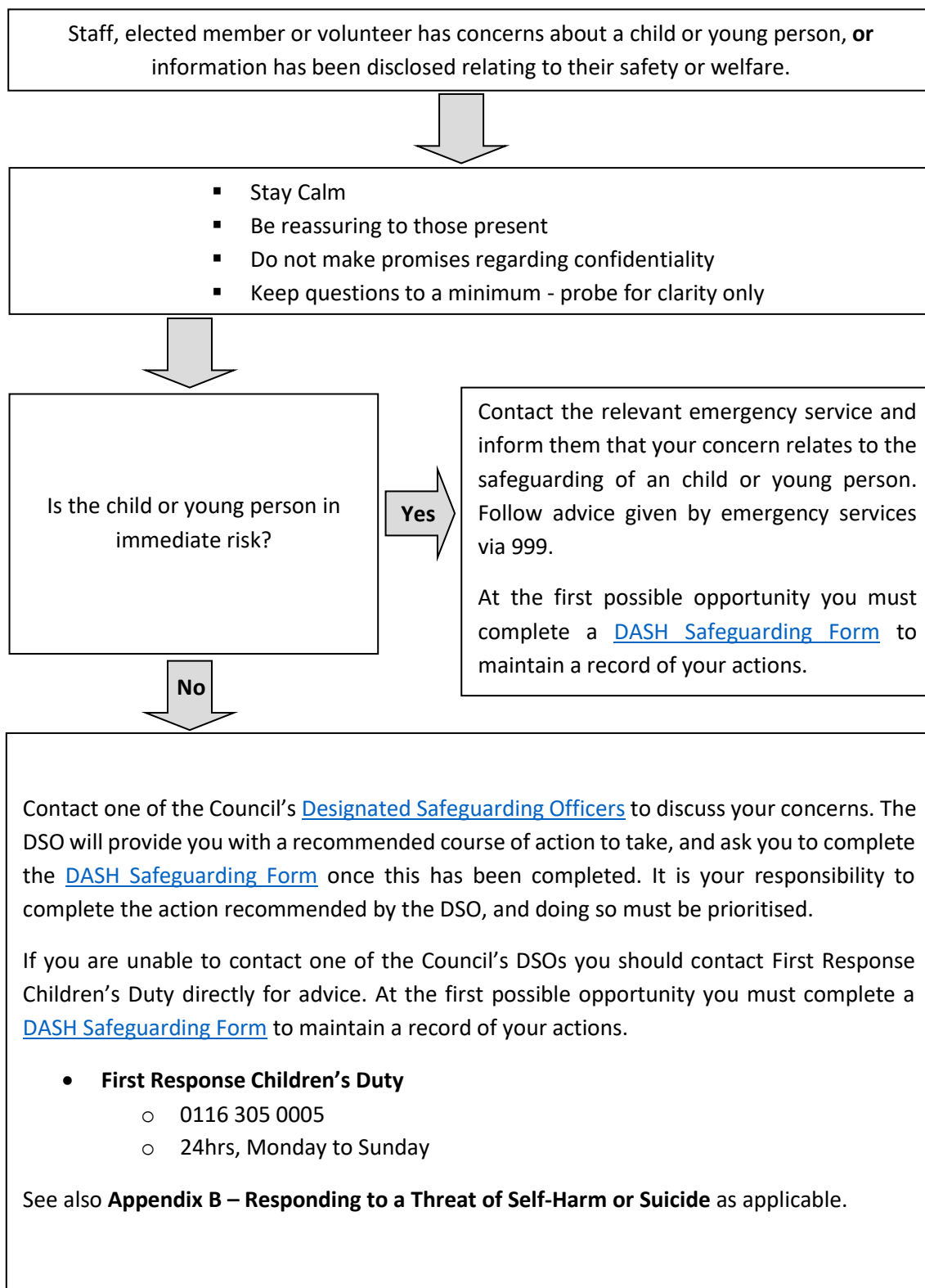
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Flowchart A – Guide for Managing Concerns Related to Safeguarding Children



Introduction

Working Together to Safeguard Children 2026

Working Together to Safeguard Children 2026 (“*Working Together 2026*”) defines safeguarding and promoting the welfare of children as;

- Providing help and support to meet the needs of children as soon as problems emerge;
- Protecting children from maltreatment, whether that is within or outside the home, including online;
- Preventing impairment of children’s mental and physical health or development;
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care;
- Promoting the upbringing of children with their birth parents, or otherwise their family network through a kinship care arrangement, whenever possible and where this is in the best interests of the children; and
- Taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children’s Social Care National Framework.

Who is this Policy for?

This policy is for you as a member of OWBC staff, an elected member, a volunteer, or anyone working on behalf of, delivering a service for, or representing the Council.

It is important to be aware that the Council has both a moral and legal obligation to fulfil the duty of care for children across all its services. Council staff may come across cases of suspected abuse, or concerns for welfare, either through direct contact with a child or young person, e.g. visiting homes as part of their day-to-day work, or through indirect referrals or via other information. The Council is committed to ensuring that all children are protected and kept safe from harm whilst engaged in the services we provide.

What does this Policy cover?

This policy tells you what actions to take if you have a cause for concern, or if you suspect or are told about abuse. This may be the tool that helps you to save a child or young person’s life.

Whilst it is not our job to establish whether or not abuse is taking place, it is our responsibility to report any concerns we have over the welfare of a child or young person, and to cooperate in any multi-agency investigations as appropriate. This expectation extends to the identification of abuse, poor practice by internal members / staff of the Council, as well as allegations brought to the attention of the Council by a member of the public / community.

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Your primary duty is to recognise concerns, ensure that you record relevant information accurately, and then pass them on to a Designated Safeguarding Officer to assess required actions, and make a referral to relevant authorities as necessary.

If the situation requires it contact emergency services or the relevant agency yourself, without delay.

This policy has been developed in accordance with the *Care Act* and the *Care and Support Statutory Guidance*. OWBC is a partner of the Leicestershire and Rutland Safeguarding Children Partnership (“LRSCP”), and this policy is based upon their guidance. For more information visit www.lrsb.org.uk/lrscp.

Policy Statement

OWBC’s legal responsibilities regarding the safeguarding of children and young people are underpinned by the *Children Act 1989* and *2004*, including as amended by the *Children and Social Work Act 2017*. *Section 11* of the *Children Act 2004* places a duty on us, as a Borough Council who provide services such as housing advice, licensing, community safety, sport, culture, and leisure services, to ensure that our functions, and any services that we contract out to others, are discharged with due regard to promoting the welfare of children and young people, and ensuring that they are protected from harm.

Further guidance is provided within the Government’s *Working Together to Safeguard Children 2026* guidance. OWBC aims to discharge our duties and reflect the important of safeguarding and promoting the welfare of children by having the following in place;

- A clear line of accountability for the provision and commissioning of services designed to safeguard and promote the welfare of children;
- A corporate management lead with the required skills, knowledge, and expertise to take leadership responsibility for our safeguarding arrangements;
- A culture of listening to children and taking account of their wishes and feelings, both in individual decisions and the development of services;
- Clear whistleblowing procedures, which are referenced within policies and staff training, enabling a culture where issues about safeguarding and promoting the welfare of children can be addressed;
- Clear escalation policies for staff to follow if their child safeguarding concerns are not being addressed internally, or by other agencies;
- A Safeguarding Lead who supports colleagues to recognise the needs of children, including protection from possible abuse or neglect;
- Safe recruitment practices and safe working practices for employees who work regularly with children, including a policy on when we need to obtain a Disclosure and Barring Service (“DBS”) check;

- Appropriate supervision and support for staff, including mandatory safeguarding training for all staff at a minimum of every 2 years, which includes familiarisation with child protection responsibilities and procedures to be followed for any concerns about a child’s safety or welfare;
- A commitment to ensuring that our staff are competent to carry out their responsibilities for safeguarding and promoting the welfare of children in a culturally responsive manner, and creating an environment where staff feel able to raise concerns and feel supporting in utilising professional curiosity and ‘thinking the unthinkable’ within their safeguarding role;
- A trauma informed culture of safety, equality, and protection within the services we provide;
- Regular reviews, for Designated Safeguarding Officers, of their own practice to ensure they have knowledge, skills, and expertise which improve and develop over time; and
- A safeguarding policy and procedure document which is reviewed annually.

Definitions

Terminology

For this policy the following terminology is utilised;

- The term ‘Child or Young Person’ refers to anyone who has not yet reached their 18th birthday.
- The term ‘Parent’ is used as a generic term to represent parents, carers, and guardians.
- The terms staff, Elected Members, and volunteers is used to refer to employees, Borough councillors, volunteers, and anyone working on behalf of, or delivering a service for, or representing OWBC including as part of commissioned services.

What Constitutes Abuse?

Abuse is a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse, including where they see, hear, or experience its effects.

Children may be abused in a family, an institution, or in extra-familial contexts such as community settings by those known to them or, more rarely, by others.

Abuse can take place wholly online, or technology may be used to facilitate offline abuse.

Children may be abused by an adult or adults, or another child / children.

There are five broad categories of child abuse;

- **Physical** – Physical Harm or Injury;

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- **Emotional** – Persistent emotional maltreatment to cause severe and persistent adverse effects on emotional development;
- **Sexual** – Forcing or enticing participation in sexual activities (regardless of whether the child or young person is aware of what is happening or not);
- **Neglect** – Persistent failure to meet basic physical and / or psychological needs likely to result in serious impairment of health or development; and
- **Domestic** – 16+ years as a direct victim of domestic abuse, but also any child aged under 18 years who sees, hears, or experiences the effects of domestic abuse, and is related to one of the parties involved, is recognised as a victim.

Other forms of harm which impact children and young people, such as exploitation, are not unique to any specific individual category of abuse and can be complex. Additional legislation such as the *Domestic Abuse Act 2021*, *Homelessness Reduction Act 2017*, and the *Housing Act 1996* and *2004*.

Concern for Welfare

The term ‘safeguarding’ directly relates to a situation where abuse is taking place by a third party. Officers may, however, be concerned about the welfare of a child where there is no abuse, e.g. if a child or young person is living in surroundings that are unsuitable or unsafe, or if there are concerns around self-harming, substance misuse or mental health.

These concerns should be reported to a Designated Safeguarding Officer who will work with you, or signpost you, to pass on the information to the appropriate agency as a concern for welfare.

Honour-Based Abuse, including Female Genital Mutilation and Forced Marriage

Honour-Based Abuse (“HBA”) is violence and abuse in the name of honour, covering a variety of behaviours (including crimes) mainly, but not exclusively, against females where the person is being punished by their family and / or community for a perceived transgression against the ‘honour’ of the family or community, or the person is required to undergo certain activities or procedures in ‘honour’ of the family. This can also include harmful cultural practices such as breast ironing.

HBA is not a crime itself, however the practices used to punish individuals are criminal acts, i.e. abduction, forced marriage, assault, and murder, and includes physical abuse, sexual abuse, emotional abuse and / or psychological abuse, financial abuse, and female genital mutilation (“FGM”).

FGM is a collective term for illegal procedures which include the removal of part / all external female genitalia for cultural or other non-therapeutic reasons. The practice is not required in any religion. It is painful, medically unnecessary, and has serious health consequences at the time it is carried out and in later life. The procedure is

typically performed on girls of any age but is also performed on new-born girls and on young women before marriage or pregnancy. Several girls die as a direct result of the procedure, from blood loss or infection. FGM may be practised illegally by doctors or traditional health workers in the UK, or girls may be taken abroad for the operation.

A Forced Marriage is a “marriage in which one or both spouses do not consent to the marriage but are coerced into it” as defined in [statutory guidance](#) issued under *Section 63Q* of the *Family Law Act 1996*. It is illegal under the *Anti-Social Behaviour, Crime and Policing Act 2014* to;

- Use violence, threats, or any other form of coercion for the purposes of causing another person to enter into a marriage; and
- Believe, or ought reasonably believe, that the conduct may cause the other person to enter into the marriage without free and full consent.

Coercion can involve physical, psychological, sexual, financial and / or emotional pressure.

This legislation also applies to a person deceiving someone into going abroad for the specific purpose of forcing them to marry and is committed whether or not the forced marriage goes ahead.

Prevent, Modern Slavery, and Serious Violence Duties

The Council holds additional safeguarding responsibilities under the following duties:

- [Prevent](#);
- [Modern Slavery](#); and
- [Serious Violence](#).

Designated Safeguarding Officers have received training that covers these duties and are able to direct safeguarding concerns, and concerns for welfare, relating to these areas to the correct agencies.

E-Safety

Children and young people can be easy targets for online grooming with a view to exploiting them, sometimes even without their knowledge. The Council takes very seriously the potential for online abuse and exploitation, and the potential to defraud vulnerable people online, and works with partner agencies to raise awareness of e-safety within its workforce and community.

The Trilogy of Risk

- Alcohol / Substance Misuse
- Domestic Abuse

- Mental Ill-Health

Evidence shows that alcohol / substance misuse problems, domestic abuse, and mental ill-health difficulties affect a significant proportion of the adult population. These three risk factors can be very harmful when found alone, but when two or more of these factors are present in the home the risks can increase significantly. Living in homes where these issues are present can be harmful to the health and wellbeing of those who are already vulnerable, particularly children.

Many of these people are parents or are living with others who may be vulnerable. It is important to stress that the impact of these factors on parenting or their caring capacity varies. The presence of protective factors, such as the active involvement of other family or wider support networks in care and protection) is critical in helping to reduce risk and to offset the potential for negative impacts.

The LLR Safeguarding Children and Adult Boards have undertaken case reviews after the death or serious harm to a child, young person, or adult with care and support needs, and the learning from these reviews has highlighted how we need to understand that risk is increased when these issues are found together, and strengthen working practice to tackle this more effectively.

This is a complex area of work and in order to raise awareness of all workers who may come across individuals who are struggling with one or more of these issues, both Boards have published a [range of resources](#) to prompt thinking about the potential for increased risk.

Safeguarding Children Partnerships (SCPs)

SCPs have an important role in monitoring the effectiveness of partner agencies and are key to improving multi-agency working as well as supporting and enabling partner organisations to adopt their practices and become more effective in safeguarding children.

The Leicestershire and Rutland Safeguarding Children Partnership maintains a portfolio of policies, procedures, and guidance and, as a statutory member of the SCP, OWBC's safeguarding policy is based on this guidance. Procedures and guidance relating to assessing need and safeguarding in specific circumstances, such as exploitation, or concerns for particular groups of children and young people, such as those who have disabilities or those who are care experienced, can be found on the [Leicestershire and Rutland Safeguarding Partnership website](#).

The Partnership also commissions and publishes Child Safeguarding Practice Reviews and Child Death Reviews with associated findings and / or recommendations after a child has been seriously harmed or died. The Partnership practice guidance informs the actions of OWBC's Designated Safeguarding Officers.

Principles

This policy and these procedures are based on the following principles:

- The welfare of children and young people is the primary concern.
- All children and young people, irrespective of any protected characteristics as defined in the *Equality Act 2010* or their background, have the right to live their lives free from abuse of any description.
- All children and young people, irrespective of any protected characteristics or their background, have the right to protection from abuse.
- The approach to protecting children and young people from harm must be culturally responsive and trauma informed.
- Where abuse is reported or suspected by any person, in any agency, the response will be prompt and in line with multi-agency procedures.
- It is everyone's responsibility to report any concerns about abuse.
- All incidents of alleged poor practice, misconduct, and abuse will be taken seriously and responded to swiftly and appropriately.
- All personal data will be processed in accordance with the requirements of the *UK General Data Protection Regulation (GDPR)* and *Data Protection Act 2018*.

Reporting and Managing Incidents and Concerns

It is your duty as a member of OWBC staff, elected member, or volunteer to report any concerns you have regarding the safeguarding or welfare of a child or young person. The process of responding to concerns is detailed in a **Quick Reference Guide** on Page 3.

Do not undertake further investigations or ask leading questions. You are not expected to investigate suspicions or concerns; other agencies are trained to do this.

When there are ongoing concerns regarding a family member or carer, in relation to the alleged abuse of a child, the family member or carer should not be contacted about the allegation of abuse. Children's Duty and / or the Police will do this at an appropriate time. You must, however, ensure that the environment for the child or young person, and any other children that may become at risk, is made safe.

Remember: Listen. Write it down. Report it.

Responding to a Disclosure of Abuse

Abused children and young people are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what they are saying you are already helping the situation. It is key that

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you reassure them that they were right to tell you, and you must not make promises to keep what they tell you a secret.

What to do if a person discloses information to you;

- React calmly.
- Take what the person says seriously.
- Do clarify your understanding of what the person has said but avoid asking detailed or leading questions.
- Reassure the person that they were right to tell you but do not make promises of confidentiality.
- Be open and honest, explain to them that you will have to share your concerns with a Designated Safeguarding Officer.
- Immediately record all details in writing, using the person's own words.
- Without delay fill out the [DASH safeguarding form](#), including all the details that you are aware of and what was said, using the person's own words.

During a disclosure you should not;

- Dismiss the concern.
- Panic.
- Allow your shock or distaste to show.
- Probe for more information than is comfortably offered or is within the remit of your professional role. Do not overpressure for a response.
- Speculate or make assumptions.
- Make negative comments about an alleged abuser.
- Make promises or agree to keep secrets.
- Say what might happen because of the disclosure.

Making a Referral

During normal working hours you should always raise your concerns with one of the Council's Designated Safeguarding Officers in the first instance; contact details for the Council's DSOs can be found on [the intranet](#). The DSO will inform you of the next steps to be taken in relation to your concern. **Do not delay when reporting concerns as a child or young person's welfare or safety may be at imminent risk.**

If a DSO is unavailable, or you are raising a concern outside of normal working hours, you should contact the relevant service detailed below, and then complete the [DASH safeguarding form](#) to maintain a record of your actions. A DSO will then get in touch with you the next working day.

- **First Response Children's Duty**
 - 0116 305 0005

- 24hrs, Monday to Sunday
- **Leicestershire Police**
 - Emergency – 999
 - Non-emergency – 101

If you are unsure if you should ring for advice or to raise a concern, **ring anyway**. Your information could be more important than you think.

If you feel that there is an immediate risk, always contact the relevant emergency services without delay.

Escalation of Referrals

In situations where a DSO has concerns that advice from Children’s Duty not to refer the case to them, or where Children’s Duty have taken the decision of ‘No Action’, and the DSO believes this is not the correct course of action based on their own awareness and understanding of a case, they should do the following;

- Contact the Safeguarding Lead to discuss the concerns and the rationale for an escalation of the case to Children’s Duty.
- Safeguarding Lead, in conjunction with the DSO raising the concern, to contact Children’s Duty with the referral information and an explanation of the reason for the escalation of the case.
- If it is felt that there is still a failure to respond appropriately to the concern raised, the Safeguarding Lead is to raise the concern with the Chief Executive to arrange a highest-level organisational complaint.
- All actions are to be recorded internally using the established procedures followed by DSOs.

Allegations Against Members of Staff, Elected Members, or Volunteers

It can be very worrying to have concerns about a child’s safety or welfare that relate to the conduct of a colleague. The Council recognizes that this can involve additional stress for those reporting concerns. Full support will be given in line with the Council’s *Confidential Reporting (“Whistleblowing”) Code* (see Part 5, Section 8 of the [Council’s Constitution](#)) which outlines the mechanisms in place to ensure that staff can be confident that concerns will be dealt with appropriately.

Any allegation or concern regarding a member of staff or volunteer and their conduct towards a child or young person should be reported in the same way as other safeguarding concerns, but you may need to have regard to which Designated Safeguarding Officer (and manager if you wish) it is appropriate to report your concerns to.

You can report to your line manager or the Council’s HR Team, but you **must also** report to a Designated Safeguarding Officer who will then engage with the HR Team.

If the allegation, conduct issue, or poor practice reaches the safeguarding threshold, and the harm is to child or young person, it will be dealt with under the safeguarding children process. This applies to every situation, including those

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where the alleged perpetrator is employed by a Local Authority. If it does not meet the safeguarding threshold, the *People in Position of Trust* (PiPoT) process applies in circumstances where;

- A person works, or volunteers, with children and young people and who, in connection with their personal life are:
 - Alleged to have committed a criminal offence against, or involving another person, **or is**
 - Alleged to have conducted themselves in a manner that might indicate that they are unsuitable to continue to work, or volunteer, with children and young people.

The PiPoT process may also be used in circumstances where a person works or volunteers with children and young people and has themselves been subjected to abuse such that their ability to safeguard vulnerable people in their care requires consideration.

Full guidance on managing allegations against PiPoT can be found on the [Leicestershire Adults Safeguarding Board website](#). **Remember that the safety of the adult in need of safeguarding is paramount.**

Where an allegation is made against an elected member, this should be referred to a Designated Safeguarding Officer who will then engage with the Council's Monitoring Officer, or Deputy Monitoring Officer, who has the responsibility to address member code of conduct related issues.

An allegation may relate to a person who works with children who has;

- Behaved in a way that has harmed a child, or may have harmed a child;
- Possibly committed a criminal offence against or related to a child;
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children; or
- Behaved or may have behaved in a way that indicates they may not be suitable to work with children (*Working Together 2026*).

There may be circumstances where allegations are about poor practice rather than abuse. This should always be communicated to your line manager, and you can ask a Designated Safeguarding Officer for guidance about appropriate action.

Confidentiality, Information Sharing, and Consent

Every effort should be made to ensure that confidentiality is maintained for all concerned in the safeguarding of adults at risk. Information should be handled and disseminated on a need-to-know basis only. Your line manager and the Designated Safeguarding Officer will guide you as to who needs to know information about the case.

All staff should aim to gain consent to share information when they identify a safeguarding concern but should be mindful of situations where doing so would place a child at increased risk of harm. Information may be shared with

relevant agencies without consent only if a DSO has reason to believe that there is a good reason to do so, and that the sharing of that information will enhance the safeguarding of a child in a timely manner.

In instances where a staff member is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion if it is safe to do so. The person should be informed that the member of staff will, at the very least, have to disclose the conversation to a Designated Safeguarding Officer and, depending on the severity of the information, it may be disclosed to Children's Duty and / or the Police. If a crime has been committed, or it is believed that a crime has been committed, then consent is not required.

When it comes to reporting safeguarding concerns, however they arise, the *UK General Data Protection Regulation* and *Data Protection Act 2018* do not prevent, or limit, the sharing of information for the purposes of keeping child or young person safe. It allows Designated Safeguarding Officers to share information without consent if it is not possible to gain consent, it cannot be reasonably expected that a practitioner gains consent, or if to gain consent would place a child at risk.

Oadby & Wigston Borough Council is signed up to the Local Safeguarding Children Partnership's Multi-Agency Information Sharing Agreement (ISA) for the purposes of safeguarding children and young people. The ISA is intended to help with the sharing of information across agencies, especially in relation to safeguarding children by;

- Making it easier and quicker for information to be shared securely between agencies;
- Removing the uncertainty that often surrounds inter-agency information sharing; and
- Encouraging agencies to share information to assist with the safeguarding of children and young people.

Remember: The Welfare of the Child is Paramount.

Appendix A – Guidelines for the Protection of Children and Young People

These safeguarding guidelines should be read in conjunction with the Child Safeguarding Policy and Procedures document.

Recognising Abuse

There are a number of broad types of child abuse, physical, emotional, sexual, neglect, and domestic abuse. Definitions and descriptions of these and also more complex forms of abuse such as child criminal exploitation, radicalisation, modern slavery, etc. can be found on [Safeguarding Children Partnership website](#).

Safeguarding Children Partnership Procedures and Guidance

The Leicestershire and Rutland Safeguarding Children Partnership maintain a portfolio of policies, procedures, and guidance. All partner agencies are signed up to these and they are regularly updated. Procedures and guidance relating to process and assessing need and thresholds for intervention are available on the [Safeguarding Children Partnership website](#).

Promoting Good Practice

You will be better placed to avoid any misinterpretation of your actions and ensure the welfare of children and young people in your care if you always engage in the following good practice. Failure to adhere to these could be perceived as poor practice and become a disciplinary issue.

- Always put the welfare of the children and young people before any other agenda.
- Provide a good role model of behaviour.
- Maintain correct statutory staff to child ratios.
- Always have a register of children in your charge and make sure they are signed out when collected. Be aware of who is and is not authorised to collect the child and do not let them leave with anyone else without checking with a parent, carer, or guardian first.
- If working with children without parents, carers, or guardians present, an appropriate consent form should be filled in by an appropriate adult detailing emergency contacts and medical issues.
- If children are old enough to make their own way home after a session this should be clarified on the consent form.
- Treat all children with respect and dignity using positive constructive encouragement.
- Stay vigilant for the safety of all children around you, not just the ones immediately in your care.
- If you must physically touch a child, then do so with consideration. Never touch intimate areas and always tell the child what you are going to do.
- Always wear appropriate clothing when working with children, e.g. dress according to the duties to be undertaken in a manner befitting the responsible care of children. If you have a uniform this must be worn where provided and / or identification that you are representing the Council must always be worn.

- Ensure a code of behaviour is established at the start of each session so that everyone knows what is expected of them and what is acceptable. If you must discipline a child, then do so in a positive, constructive manner making sure that the child knows it is the behaviour and not the child that is not welcome.
- Use appropriate language and explanations. It is not always what is said, but how it is said that can be of concern and of great importance.

Practice that is NOT Acceptable

- Allowing inappropriate language of any parties to go unchallenged.
- Transporting children should never be undertaken by just one member of staff; there should always be two adults within your selected mode of transport.
- Making sexually suggestive comments to or around a child.
- Engaging in rough physical or sexually provocative play with a child.
- Allowing or engaging in inappropriate touching.
- Inviting or allowing a child to stay in your home.
- Taking children to your home, for however short a time.
- Performing personal care for someone which they can do themselves, or that you are not trained to do.
- Forming inappropriate relationships with children in your care. This legally means a child up to 18 years of age.
- Allowing allegations made by a child to go unchallenged, unrecorded, or un-acted upon.
- Giving your home or mobile number to children or obtaining children's mobile phone numbers unless this is an agreed part of the service / activity being delivered.

Please note: Some situations may require an amendment to good practice regulations. This should be done in advance and checked with a Designated Safeguarding Officer or with the HR Team, and the young people and their parent, carer, or guardian, if possible, to ensure that it is appropriate for the situation.

Responding to a Disclosure of Abuse

Abused children and young people are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what they are saying you are already helping the situation. It is key that you reassure them that they were right to tell you, and you must not make promises to keep what they tell you a secret.

What to do if a person discloses information to you;

- React calmly.
- Take what the person says seriously.
- Do clarify your understanding of what the person has said but avoid asking detailed or leading questions.
- Reassure the person that they were right to tell you but do not make promises of confidentiality.
- Be open and honest, explain to them that you will have to share your concerns with a Designated Safeguarding Officer.

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- Immediately record all details in writing, using the person's own words.
- Without delay fill out the [DASH safeguarding form](#), including all the details that you are aware of and what was said, using the person's own words.

During a disclosure you should not;

- Dismiss the concern.
- Panic.
- Allow your shock or distaste to show.
- Probe for more information than is comfortably offered or is within the remit of your professional role. Do not overpressure for a response.
- Speculate or make assumptions.
- Make negative comments about an alleged abuser.
- Make promises or agree to keep secrets.
- Say what might happen because of the disclosure.

First Aid and Treatment of Injuries

If a child requires first aid or any form of medical attention whilst in your care, then the following good practice should be followed;

- Be aware of any pre-existing medical conditions, medicines being taken by participants, or existing injuries and treatment required.
- Keep a written record of any injury that occurs, along with the details of any treatment given.
- Where possible, ensure access to medical advice and / or assistance is available.
- Only those with a current, recognised First Aid qualification should respond to any injuries.
- Where possible any course of action should be discussed with the child in a language that they understand, and their permission sought before any action is taken.
- In more serious cases, assistance must be obtained from a medically qualified professional as soon as possible.
- The child's parents, guardians, or carers must be informed of any injury and any action taken as soon as possible, unless it is in the child's interests and on professional advice not to.
- A Notification of Accident Form must be completed and signed, and passed to the Health and Safety Officer.

Transporting Children

If it is necessary to provide transport or take children in a car the following good practice must be followed;

- Staff are not specifically required to transport young people in their own vehicles unless it is part of their job description, or they have indicated that they are willing to do so. The use of a competent, professional driver should always be considered as a preferred option, where reasonable and practical.

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- You should only transport a child / children where there are two members of staff / adults present in the selected mode of transport.
- Ensure where possible, a male and female accompany mixed groups of children. These adults should be familiar with, and agree to abide by, the Council's Child Safety Policy and Procedures.
- In addition to this, where practical, request written parental / guardian consent.
- Members of staff should discuss any proposals for transporting young people in their own vehicles with their manager and agree appropriate arrangements. For some journeys, for example, over 20 miles or in circumstances where the young person is unfamiliar with the vehicle, driver, or accompanying staff and potential risks have been identified, a risk assessment should be produced.
- Ensure that the vehicle used to transport children and young people is legal, roadworthy, and complies with the Council's requirements that those using a vehicle for work purposes have a valid driving licence and up to date car tax, MOT, and insurance.
- It is the driver's responsibility to ensure that every child travelling in their vehicle is properly restrained. The law states that all children up to 135cm tall, or the age of 12, whichever comes first, in the front or rear seats in cars, vans, and other goods vehicles must travel in the correct child restraint for their weight with very few exceptions.

Appendix B – Responding to a Threat of Self-Harm or Suicide

Recognise the threat as a cry for help. Even if the person does not actually intend to harm themselves, threatening suicide or self-harm can be a way of voicing hopeless feelings, and the desire on the part of the person to end the pain they are feeling.

Oadby & Wigston Borough Council staff who respond to a threat of suicide or self-harm from a customer are not expected to counsel the customer.

- The purpose of your conversation with the customer is to:
- Understand the nature of the threat that has been made,
- Gather key details needed to identify and locate the person, if possible,
- Report the threat appropriately, usually to the Police, and
- Encourage the person to seek help through their GP and / or the Samaritans.

The following procedure applies, and can be adapted whether the contact with the person is in writing, on the telephone, or in person:

IF YOU FEEL THAT THE PERSON IS IN IMMEDIATE THREAT OR HARM RING 999.

ALWAYS CONSIDER YOUR OWN SAFETY.

<p>Take the threat of suicide or self-harm seriously.</p>	<ul style="list-style-type: none"> • Stop what you are doing and give the customer your full attention. • Remain calm, listen carefully, and if you need to, clarify to ensure you understand what has been said. • The aim is to identify whether there is a real risk or threat; what do they intend to do?
<p>Summon support from a colleague calmly but immediately.</p>	<ul style="list-style-type: none"> • If customer is on the phone – do not put them on hold. • Summon support from a colleague who will act as your ‘support partner’. You can call on any one available including your Line Manager. • Your support partner is there for two reasons; <ul style="list-style-type: none"> ○ To assist you as you help the customer, and ○ To act as a witness to what was said. They will need to be able to hear, or listen into the conversation, as best they can and record key points as it progresses.
<p>Gather key information about their identity, location, and any plans they have so that you can pass this on.</p>	<ul style="list-style-type: none"> • Talk to the customer to gather information. • Remain calm, express concern, clarify and confirm that the customer has said they intend to self-harm or commit suicide. • Let the customer talk about their plans to self-harm or commit suicide.

	<ul style="list-style-type: none"> • Gather and record key information; their identity, address, current location, and any plans they have for going elsewhere to harm themselves. This will be important as you are highly likely to need to inform other services. <ul style="list-style-type: none"> ○ Who? ○ What? ○ Why? ○ When? ○ How? • Explain to the person that you are duty bound to report the threat to the Police who will then take the appropriate action. This will most likely involve a personal visit from the Police. • If the customer has made specific threats about what they intend to do; <ul style="list-style-type: none"> ○ Find out specifically what is planned; <ul style="list-style-type: none"> ▫ When is it planned for? ▫ Whether the customer has the means to hand? ○ Find out if action has already been taken; <ul style="list-style-type: none"> ▫ For example, have tablets or something else been taken? If so, find out what and when. ▫ Have they tried to harm themselves before? If so, find out when and how. ▫ Have they received treatment, or are they currently receiving treatment?
<p>Suggest sources of support.</p>	<ul style="list-style-type: none"> • Encourage the customer to speak to someone who can help them such as: <ul style="list-style-type: none"> ○ Their GP, ○ The Samaritans, through their free 24-hour helpline, via 116 123 ○ MIND information helpline, 9am to 6pm, Monday to Friday (except Bank Holidays), via 0300 123 3393
<p>Report to the Police on 101 or summon emergency help using 999.</p>	<ul style="list-style-type: none"> • Contact Leicestershire Police and report the suicide or self-harm threat. To do this call 101, unless the customer is distressed and is in immediate danger in which case summon emergency help using 999. Do not delay in contacting the emergency services if you think this is appropriate.

	<ul style="list-style-type: none"> • Let the emergency services know the customers identity, address, current location, and any other relevant details you have uncovered. • If appropriate or applicable, stay with the customer until the police arrive. • You do not need their consent to call the Police or other emergency services, but it is important to advise the customer about what is happening and why. You are duty bound to report the threat to the Police who will then take the appropriate action. This will most likely involve a personal visit from the Police.
<p>If the customer threatens self-harm or suicide and then leaves the premises or puts the phone down.</p>	<ul style="list-style-type: none"> • If a customer threatens self-harm or suicide and leaves the premises or puts the phone down, call the Police and pass on whatever information you have that could help to identify or locate them. Do not place yourself at risk by following the customer if they presented in person. • Consider if calling the customer back is the best option. Will doing so agitate them further?
<p>Record the incident.</p>	<ul style="list-style-type: none"> • A Safeguarding Incident Reporting Form should be completed as soon as is practically possible, as a priority, by both the member of staff dealing with the customer, and their support partner. This form should be passed to a DSO as soon as it has been completed. • If the threat of suicide or self-harm is directly linked to a complaint about their living environment, and / or a service they are receiving, where Oadby & Wigston Borough Council are directly responsible, the relevant department should be made aware of the incident as soon as is practically possible. This is so that the relevant department can follow their normal procedures, complaints procedures, accordingly with appropriate sensitivity to the customer.
<p>De-brief and review</p>	<ul style="list-style-type: none"> • Responding to a threat of suicide or self-harm can be upsetting. After the incident you may have thoughts and feelings about the situation. This is all part of the process of coping with the experience and is normal. Seek support from your colleagues and Line Manager. • Your Team Leader or Line Manager should review the incident with you and your support partner if appropriate. This is your opportunity to reflect on the event and ask to agree on any further support for you. You

	<p>will have recorded the incident following the guidelines above; you can use this record to review what happened.</p>
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Appendix C – Safeguarding Provision in Contract and Grant Agreements

Any service engaged by the Council should be provided based on agreed terms or a contract. Safeguarding compliance should be included in all arrangements.

All services commissioned by the Council must operate within the requirements of the Council’s Safeguarding Policy and meet the relevant legislative standards. Where appropriate, procuring officers will need to ensure that contractors demonstrate that they meet these requirements. As an indicator, contractors/agencies must have in place the following:

- Senior Management Commitment to Safeguarding;
- A clear, accessible Statement of Responsibility (including Safeguarding Policy, Complaints, Equal Opportunities and Incident Monitoring Procedures);
- Clear mechanisms for identification and investigation / action regarding safeguarding concerns;
- A clear Line of Accountability for Reporting Safeguarding Concerns;
- A Child and Family conscious service planning and delivery;
- A Staff Training programme for Safeguarding;
- A Safer Recruitment Policy; and
- An Information Sharing procedure.

It is expected that the lead officer on any commissioning project be responsible for ensuring that any contract includes proper provision for the safeguarding of children, young people, and adults with care and support needs; this also includes making reasonable requests for evidence from contractors / providers that the above requirements, where applicable, are in place or ready to be implemented.

Where there is any confusion about the need for the inclusion of safeguarding in a contract arrangement clarification and / or advice should be sought from the Safeguarding Lead. This should particularly take place if any contracted work meets the following distinctions;

1. Involves direct contact with children, young people, or adults with care and support needs,
2. Takes place in, or overlooks, an area which children, young people, or adults with care and support needs regularly use, or
3. Includes access to data concerning children, young people, or adults with care and support needs.

In any of these circumstances safeguarding measures should be detailed within either the Request for Quotation (“RFQ”), or Invitation to Tender (“ITT”), that require the contractor / provider to make appropriate and proportionate provision regarding the protection of children, young people, or adults with care and support needs.

The three tiers of contracted work are outlined in this section with the respective Council expected standards detailed.

TIER ONE

Contractors / Providers have direct contact with Children, Young People, and / or Adults with Care and Support Needs

Expected Standards:

- A. Contractor/Provider has their own safeguarding policy and procedures as declared in any tendering process.
- B. If the Contractor/Provider does not have their own safeguarding policy and procedures: Written evidence presented to show compliance with, and promotion of, the principles shown in the Council's safeguarding policy and procedure documents ('*Children & Young People*' and / or '*Adults with Care and Support Needs*') pending development of their own safeguarding policy and procedures.
- C. There are complaints and disciplinary procedures in place to manage concerns about the behaviour and conduct of staff.

TIER TWO

Work to be contracted takes place in, or overlooks, an area which Children, Young People, and / or Adults with Care and Support Needs regularly use.

Expected Standards:

- A. Contractor / Provider has provided written evidence to show how they comply with either their own safeguarding requirements or the Council's policy and procedures.
- B. There are complaints and disciplinary procedures in place to manage concerns about the behaviour and conduct of staff.

TIER THREE

Contractors / Providers do not have direct contact with Children, Young People, or Adults with Care and Support Needs nor does the work take place in, or overlook, an area regularly used by any of these groups but does involve accessing data about them.

Expected Standards:

- A. Contractor / Provider has provided written evidence to show how they comply with confidentiality requirements.
- B. The recruitment process includes appropriate checks where staff are engaged in works where there could be access to information regarding safeguarding concerns.

Evaluation Procedure for Compliance

- **During the Creation of the RFQ / ITT**

The lead officer for the RFQ or ITT is responsible for ensuring that safeguarding standards are detailed within the it that require the contractor or provider to make appropriate, and proportionate, provision regarding the protection of children, young people, or adults with care and support needs.

- **During Evaluation**

When evaluating tendered bids these standards should be scored appropriately.

- **At Contract Award Stage and Throughout the Contract**

It is the responsibility of the lead officer for the contract to verify that policies, procedures and practices confirm to the required standards. The 'Safeguarding Checklist' relevant to the tier identified (found on the following pages of this Appendix) must be completed by the lead officer; a DSO must then sign off the checks undertaken. All criteria must be in place and a copy of the safeguarding checklist completed, signed, and filed with the rest of the contract documents.

Assistance to the lead officer for the contract is available from any DSO, or the Safeguarding Lead, throughout the process.

SAFEGUARDING POLICIES AND PROCEDURES CHECKLIST

TIER TWO

Work to be contracted takes place in, or overlooks, an area which Children, Young People, or Adults with Care and Support Needs regularly use.

This Safeguarding Checklist must be completed by the Oadby & Wigston Borough Council officer with responsibility for the contract. A Designated Safeguarding Officer should sign off the checks undertaken. All criteria must be in place and a copy of this checklist completed, signed, and filed with the contract documents.

Organisation/Company Name:			
Criteria	Please tick as appropriate		
	Yes	No	Planned Date
▪ Has the contractor provided written evidence to show how they comply with safeguarding requirements?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Is there an identified individual to whom concerns are reported (which may be the Safeguarding Lead at the Council if no other can be identified) who knows what action may or should be taken when concerns are raised?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Is there evidence of staff awareness of responsibilities to report concerns through supervision, training, and / or induction materials?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Does the recruitment process include appropriate checks where staff are engaged in works where there are safeguarding considerations?	<input type="checkbox"/>	<input type="checkbox"/>	

As the Oadby & Wigston Borough Council Officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied in this checklist is accurate to the best of my knowledge.

Name: _____ **Signed:** _____

Position: _____ **Date:** _____

Assisting Designated Safeguarding Officer

Name: _____ **Signed:** _____

Position: _____ **Date:** _____

SAFEGUARDING POLICIES AND PROCEDURES CHECKLIST

TIER THREE

Contractors / Providers do not have direct contact with Children, Young People, or Adults with Care and Support Needs, nor does the work take place in, or overlook, an area regularly used by any of these groups but does involve accessing data about them.

This Safeguarding Checklist must be completed by the Oadby & Wigston Borough Council officer with responsibility for the contract. A Designated Safeguarding Officer should sign off the checks undertaken. All criteria must be in place and a copy of this checklist completed, signed, and filed with the contract documents.

Organisation/Company Name:			
Criteria	Please tick as appropriate		
	Yes	No	Planned Date
<ul style="list-style-type: none"> ▪ Has the contractor provided written evidence to show how they comply with confidentiality requirements? 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> ▪ Does the recruitment process include appropriate checks where staff are engaged in works where there are safeguarding considerations? 	<input type="checkbox"/>	<input type="checkbox"/>	

As the Oadby & Wigston Borough Council Officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied in this checklist is accurate to the best of my knowledge.

Name: _____ **Signed:** _____

Position: _____ **Date:** _____

Assisting Designated Safeguarding Officer

Name: _____ **Signed:** _____

Position: _____ **Date:** _____