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1. INTRODUCTION AND AIMS

1. Oxford City Council aims to safeguard children, young people and vulnerable adults from harm, and support their development as residents and members of the Oxford community.

2. This Council will ensure that:

- all Council employees, contractors and volunteers involved in working with children, young people and vulnerable adults implement good working practices to ensure a safe and healthy environment;

- all Council employees, contractors and volunteers are aware of safeguarding issues both in the context of organised activities and within the home and community;

- standard procedures are in place to protect the children, young people and vulnerable adults, first and foremost when suspected abuse or actual abuse is reported and that all Council employee, contractors and volunteers providing services for children, young people and vulnerable adults understand these procedures;

- when abuse is reported it is recognised that the child, young person or vulnerable adult is potentially at risk and safety is paramount.

3. The Council recognises that in providing services there is a need to provide and maintain a high degree of physical and emotional wellbeing for children, young people and vulnerable adults. Therefore the following procedures will be implemented through Council employees, contractors and volunteers:

- make sure staff, contractors and volunteers are aware of the Safeguarding Children, Young People and Vulnerable Adults Policy and Procedures;

- make sure that staff, contractors, volunteers and members of the public can effectively report concerns about children, young people or vulnerable adults at risk;

- operate sound recruitment and selection procedures for Council employees and voluntary staff to ensure suitability for working with children, young people and vulnerable adults;

- identify and enable appropriate training to take place for employees and volunteers who work with children, young people and adults;

- demonstrate best practice in ensuring the safety of children young people and vulnerable adults.
4. Oxford City Council carries out an annual Section 11 Self-Assessment and develops an action plan to ensure that it can effectively deliver this Policy. The action plan is monitored every six months and the Policy and Procedures are reviewed annually.

5. A glossary of the terms used and abbreviations is available in Appendix 1.
2. DUTIES

Safeguarding and promoting the welfare of children, young people and vulnerable adults

1. The Council has a duty to ensure that, in discharging their functions, they have regard to the need to safeguard and promote the welfare of children, young people and the well-being of vulnerable adults.

2. The Council also has a duty to ensure that other organisations commissioned to provide services on their behalf have regard to the need to safeguard and promote the welfare of children, young people and the well-being of vulnerable adults.

3. In order to carry out this duty, the council requires staff and councillors to be aware of how they can contribute to this aim whilst undertaking activities for and on behalf of the council.

4. All staff should be aware of their responsibilities and how to act in ways that protect themselves from allegations of abuse. (See Appendix 2).

5. The Council has a duty to have a Designated Officer to be involved in the management and oversight of individual cases.

Reporting of child deaths

6. All members of the Oxfordshire Safeguarding Children Board are required to provide a senior officer contact who will act as a first point of contact for any deaths of children /young people on council premises that the organisation may be the first to be aware of and to ensure that there is an effective response.

7. If you become aware of a child death you should immediately contact:

   Head of Human Resources: Tel: 01865 252547.

8. Otherwise you should contact one of the Designated Officers. Contact details are given at the end of this document in Appendix 10.

Reporting deaths or serious abuse of vulnerable adults

The Oxfordshire Safeguarding Adults Board is required to review deaths of vulnerable adults where there is at least a suspicion that the death resulted from abuse or neglect. The same Board is required to review serious cases of abuse or neglect of vulnerable adults where there is at least a suspicion that the adult. If you become aware that a vulnerable adult has died or has been seriously abused or neglected on council premises, you should immediately contact

   Head of Human Resources: Tel: 01865 252547
**Contracted services**

9. The Council will refer contractors to the guidance document, which was issued under section 11(4) of the Children’s Act 2004 and the Department of Education and Skills Statutory Guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children’s Act 2004 (issued 2013). ¹

**Contracted staff**

10. Where relevant to the post, all agencies that provide us with contracted staff must have procedures in place to safeguard young people and vulnerable adult’s equivalent to those described in this policy.

¹ ‘Working Together to Safeguard Children’, Department for Education, 21 March 2013
3. ROLES AND RESPONSIBILITIES
See Appendix 11 for contact details.

1. The Designated Officers have responsibility for:
   • Ensuring that the City Council operates procedures for dealing with allegations in accordance with guidance from the Oxfordshire Safeguarding Boards (Children and Adults), and in cooperation with the Oxfordshire Multi-Agency Safeguarding Hub
   • Resolving inter-agency issues.
   • Liaising with the Oxfordshire Safeguarding Children Board and the Oxfordshire Safeguarding Adults Board on any relevant issues.
   • Overseeing the implementation of policy and procedures.
   • Supporting the development and review of the Safeguarding Children, Young People and Vulnerable Adults Policy, Procedures and Action Plan.
   • Ensuring effective policies and procedures are in place in relation to key areas of the council services, in particular housing, environmental protection, community development, human resources and corporate procedures.
   • Identify and promote training programmes.

The Designated Officers will ensure that the Policy and Procedures are reviewed on an annual basis to ensure compliance with safeguarding legislation. The Designated Officers will review progress on the action plan at least 2 times a year.

Additional responsibilities

a. The Partnership Development Manager is responsible for primary liaison with the Safeguarding Children and Vulnerable Adults Boards, and for the coordination and dissemination of information across the authority, including that related to assessments and audits. The Partnership Development Manager will also ensure that the Chief Executive, Directors, the Leader of the Council and relevant Executive Board members are kept well informed on safeguarding issues.

b. The Head of Human Resources is responsible for ensuring that recruitment procedures for posts with direct access to children, young people or vulnerable adults are in line with this policy and that appropriate training is provided. The Head of Human Resources is also responsible for the implementation of the safeguarding training, ensuring that the appraisal process reflects the needs of the Policy, and for the reporting of child deaths. The Head of Human Resources is the Chair of the Named Safeguarding Officers Group.
c. **The Corporate Secretariat Manager** is responsible for coordinating information searches across the relevant Council services and liaising with the Safeguarding Teams in relation to Investigations and Serious Case Reviews.

d. **The Head of Housing** is responsible for providing advice and guidance with regard to vulnerable adults.

e. **All Heads of Service** must ensure that their staff are subject to appropriate Disclosure and Barring Service (DBS) checks and that their staff comply with the Safeguarding Children and Vulnerable Adults Policy and Procedures.

f. **All Line Managers** are responsible for ensuring that their staff and volunteers have the appropriate training. Guidance on which members of staff should receive training and at what level is set out in these Policy and Procedures and further guidance is available from Human Resources. Line Managers are also responsible for adhering to the appraisal process and being aware of the policy on recruiting people with a criminal record.

g. **All staff** should be encouraged to undertake relevant safeguarding training for children and/or vulnerable adults.

h. **Named Safeguarding Officers** must have undertaken the Specialist Safeguarding training. They will listen to any concerns raised by members of staff and to provide them with reassurance and advice. If necessary they will advise on the appropriate policies and procedures to make referrals and inform line managers of any issues or concerns that may arise in relation to safeguarding children or vulnerable adults. They will inform the Corporate Secretariat Manager if a referral is made.

i. **All members of staff and volunteers** are responsible for carrying out their duties in a way that safeguards and promotes the welfare of children, young people and vulnerable adults. They must also act in a way that protects them from wrongful allegations of abuse as far as possible, in line with this policy. They must bring matters of concern about safety and welfare of children, young people and vulnerable adults to the attention of their Line Manager, the Named Safeguarding Officer in their service area, or a Designated Officer. A list of Named Safeguarding Officers is available on the City Council intranet page [Keeping People Safe](#).
4. RECRUITMENT, CRIMINAL RECORD CHECKS, DISCLOSURE AND BARRING

Oxford City Council has a policy on the Employment of People with Criminal Records'. This is available from Human Resources or the City Council intranet.

1. The Head of Human Resources is responsible for ensuring that the appropriate recruitment procedures are in place and compliance with the Disclosure and Barring legislation through the Disclosure and Barring Service ['DBS'].

Safer Recruitment

2. The following statement is included in all job descriptions:

• ‘Oxford City Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.’

3. Information provided by applicants and referees will be scrutinised by:

• Taking up and satisfactorily resolving any discrepancies or anomalies
• Verifying identity and any academic or vocational qualifications
• Obtaining independent professional character references
• Checking previous employment history and experience
• Checking that a person has the health and physical capacity for the job
• Making the application for criminal record checks, where appropriate, and responding to any disclosures – as set out below.

Criminal Record Checks

4. Heads of Service are responsible for ensuring that members of staff and volunteers in relevant posts will be subject to the appropriate level of criminal record checks.

5. Where members of staff or volunteers are working directly with children or vulnerable adults they will be required to have the appropriate criminal record checks.

6. When it is uncertain whether a member of staff or volunteer fits into one of these categories, the Head of Human Resources and Head of Service must discuss the issue to agree a joint decision. Where agreement cannot be reached the Head of Human Resources will make the final decision.

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2 Protection of Freedoms Act 2012
7. It will be made clear to applicants for posts of this nature that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and they will need to obtain a satisfactory criminal record check certificate at the appropriate level prior to commencing employment.

8. **Councillors** who, in the course of their duties, are working directly with children or vulnerable adults they will be required to have an appropriate criminal record check.

9. In the event that a criminal record check discloses a criminal record Human Resources staff will undertake a risk assessment to ascertain the suitability of the member of staff in the specified role.

10. One of the potential outcomes of the risk assessment is that the applicant will not be employed, or the post holder will have their employment terminated.

11. Employees working in activities that require criminal record checks will be expected to renew their certificate on a regular basis (currently every three years). If a criminal record is disclosed the individual’s employment situation will be reviewed and this may result in the termination of their employment.

**Duty of referral to DBS**

12. The Council has a duty to refer an individual to the DBS where they consider a person has caused or may pose a risk of harm to children or vulnerable adult. Managers will be made aware of the procedures to follow in such circumstances and that failure to follow them will result in a disciplinary offence.
5. TRAINING

1. Line managers are responsible for ensuring that members of staff in relevant posts have the appropriate level of training for their role.

2. There are different levels of training available to members of staff and volunteers defined by the Oxfordshire Safeguarding Board.

3. All new members of staff, paid or voluntary, will be briefed on their responsibilities towards children, young people and vulnerable adults during their induction. They will be encouraged to undertake the OSCB on-line Training or in-house awareness briefings.

4. All members of staff and volunteers who are:
   - In contact with children, young people or vulnerable adults during the normal course of their role; or
   - Responsible for a child or young person for any period during work experience at Oxford City Council will be required do the OSCB on-line 'introduction to safeguarding' or in-house awareness briefings.
   - People working directly with children will be required to do the OSCB Generalist or Specialist Training standard course or equivalent, appropriate to their role.
   - People recruiting staff should follow the City Council Recruitment and Selection Procedures and undertake the required Oxford City Council Recruitment and Selection training.

5. The Designated Officers will be required to attend the OSCB Specialist Safeguarding Children/ Refresher Specialist course no less than once in a two year period. They will also attend the Safeguarding Vulnerable Adults, Multi-Agency Training Provider Course, no less than once in a three year period.

6. When it is uncertain whether a member of staff fits into any of these categories, line managers should discuss the issue with the Head of Human Resources.

7. Details of the OSCB training courses, and more, are available are on the OSCB web site:

   http://learning.oscb.org.uk/

8. Details of in-house training are available from Human Resources.

9. The Oxfordshire Safeguarding Adults Board has developed a multi-agency training programme for members of staff and volunteers who come into contact with, or who work directly with vulnerable adults
6. RAISING CONCERNS ABOUT CHILDREN, YOUNG PEOPLE OR VULNERABLE ADULTS

You may become concerned about the safety or welfare of a child, young person or vulnerable adult in a number of ways:

- The person may tell you.
- The person may say something that worries you.
- A third party may voice concerns.
- You may see something – an incident or an injury or other sign.

(Appendix 4 provides a list of definitions of abuse of children and young people. Appendix 5 provides a list of definitions of abuse of vulnerable adults).

Procedure for dealing with concerns

1. All concerns that a child, young person or vulnerable adult has been harmed or is at risk must be reported to your Line Manager, the Named Safeguarding Officer for your service area or one of the Designated Officers at the earliest opportunity.

2. All concerns must be recorded using either a Reporting of Concerns Form (see Appendix 6) or a using an online web form to the Multi-Agency Safeguarding Hub. (see Appendix 7). Completion of the Reporting Concern form should be:

   - Brief
   - Factual (who, what, when, where, how)
   - Supported by available evidence e.g. a summary of what has been disclosed.

3. If staff or volunteers do not feel that they can complete the form themselves they should contact their Line Manager, Named Safeguarding Officer for their service area or one of the Designated Officers.

4. If you are unsure as to whether a Referral to the Social Care Assessment Team is required you can contact them and ask for a ‘No Name’ Consultation. This is when you discuss the situation without mentioning names or details of the persons involved. You will then be advised as to whether a Referral is required or of other steps that you should take.

5. It is not the individual responsibility of any council employee to decide if abuse is taking or has taken place. The incident should be reported, following the correct procedure, either through a Report of Concern Form, or a Formal Referral to the Children or Vulnerable Adult Assessment Teams. If you are uncertain of what to do you should
contact your Line Manager, the Named Safeguarding Officer for your service area and/or a Designated Officer.

6. When a Referral is made to the Assessment Teams it should be copied to the Corporate Secretariat Manager.

**Emergencies**

7. Where an immediate police or medical response is required e.g. if the child or vulnerable adult is in immediate danger of harm/injury you should contact the emergency services and inform a Designated Officer at the earliest opportunity once it is safe to do so.

**Responding to Verbal Allegation of Abuse**

8. The person who receives the information concerning actual/suspected case of abuse should:
   
   • react calmly and quietly
   
   • take the allegation seriously
   
   • say little and give time for the other person to talk
   
   • keep questions to an absolute minimum, do not probe or lead

   Explain confidentiality and that information will be shared
   • Explain what will happen after disclosure
   
   • make a full record of what has been said as soon as possible (see Reporting of Concerns Form in Appendix 6)
   
   • pass the information on to the Named Safeguarding Officer for their service area, a Designated Officer, or the Chief Executive if the allegation is against a Designated Officer.

9. Do not:
   
   • Make promises to keep secrets
   
   • Panic
   
   • Allow your shock/ distaste to show
   
   • Speculate or make assumptions
   
   • Make negative comments
• Approach the alleged abuser.

Confidentiality

All members of staff, councillors and volunteers must comply with the guideline with regard to Confidentiality, Data Protection and Information Sharing.

10. Oxford City Council recognises that all information regarding the safeguarding of children, young people and vulnerable adults should be kept confidential. However, in order that children, young people and vulnerable adults are protected from harm, in some circumstances, usual considerations of confidentiality that might apply to other situations within Oxford City Council may be overridden.

11. Do not discuss the nature of your concern with anyone other than the Named Safeguarding Officers for your service areas or a Designated Officer.

12. Decisions on who needs to be informed are set out in the Oxfordshire Safeguarding Board Information Sharing Protocol, which is available on the City Council Intranet page ‘Keeping People Safe’.

13. It is important that information is shared appropriately and sensitively with relevant agencies. This will be the decision of the Named Safeguarding Officers for your service area and/or a Designated Officer.

14. If required, the Designated Officer will refer the matter to the Oxfordshire Multi-Agency Safeguarding Hub.

Data Protection

15. Oxford City Council understands the importance of ensuring that personal data is always treated fairly, lawfully and appropriately and that the rights of individuals are upheld.

16. Oxford City Council is fully committed to compliance with the requirements of the Data Protection Act 1998. Our Data Protection Policy details how the requirements of this act are met. You can see a copy of the policy here.

Information Sharing

17. Oxford City Council is required to share information for a number of reasons, including when information is requested in connection with an assessment of a child’s needs under s 17 of the Children Act 1989 or an enquiry under s 47 of that Act or in connection with court
proceedings. It is also required to share information requested when enquiries are being made in relation to adults under s 42 of the Care Act 2014 and s 44 of the same Act or by order of the court.

18. Oxford City Council may need to share information about a child, young adult or vulnerable adult with Oxfordshire County Council, the Oxfordshire Safeguarding Boards, Thames Valley Police, Oxfordshire NHS and /or other agencies. This information sharing will be co-ordinated by the Oxfordshire Multi-Agency Safeguarding Hub.

19. The types of information that may be shared include names, contact details, information about a person’s physical or mental health, relations with others. The sharing of this information will be restricted to those who have a demonstrable need to know and robust protections, such as encryption, will be used to share this information.

20. There is a ‘Safeguarding Children Board Information Sharing Protocol’. This is available on the city Council Intranet Page ‘Keeping People Safe’ as well as a ‘Information Sharing: 7 Golden Rules’.

21. All staff, councillors and volunteers must comply with the Council’s internet and e-mail policy and IT Security Policy.
7. PROCEDURE FOR ALLEGATIONS OF ABUSE BY A THIRD PARTY MADE TO A MEMBER OF STAFF

Procedure for reporting concerns made by a third party to a member of staff

Reporting concerns
1. If you have any concerns you should write down what you have seen or heard that gives you concern using the form in Appendix 7. Keep that document safe and confidential, and contact your line manager as soon as possible.

2. Otherwise you can contact your Line Manager, the Named Safeguarding Officer for your service area, Designated Officers or the Oxfordshire County Council Children’s Access Team (see contact details in Annexe 10).

3. Further information and is also available on the Oxfordshire Safeguarding Board web site:

You may also choose to contact:

08450507666 (Oxfordshire County Council Access Team)
800833408 (emergency out of hours)

In an emergency please contact the Police directly.

8. PROCEDURE FOR ALLEGATIONS OF ABUSE INVOLVING A COUNCIL EMPLOYEE OR VOLUNTEER

Suspected Abuse or Bullying by Council Employees or Volunteers

1. Should an allegation of abuse be made against a Council employee, the Council’s Complaints and/or Disciplinary Procedures will be followed and appropriate action taken. Allegations against volunteers will be investigated in a similar way, but the Council’s Disciplinary Procedure will not apply.

2. In either case, all allegations of abuse against an employee or volunteer will be reported to Oxfordshire County Council Children’s Social Care Team by the Head of Human Resources. In cases involving employees or volunteers in an allegation of sexual abuse, including the observing, handling or distributing of materials in any media that involve the sexual abuse of children, young people and vulnerable adults, the matter will be immediately referred to the police by the head of Human Resources.

3. The Council recognises that it may be difficult to inform on colleagues but assures all staff and volunteers that it will fully support and protect anyone who, in good faith (without malicious intent), reports his or her
concerns about a colleague’s practice or the possibility that a child, young person, or vulnerable adult may be being abused or bullied.

4. The Council also has a duty to staff against whom allegations have been made. Human Resources is working on its allegations and investigation policy. A link will be provided to this policy once it is completed).

Acceptable and unacceptable behaviour

5. The Council has published Guidance to support staff, volunteers and Councillors who work with children, young people to understand what is acceptable and what is not acceptable behaviour. (See Appendix 2) Additional suggestions for best practice can be found in Guidance for Safer Working Practice for Adults who Work with Children and Young People published by Oxfordshire County Council (September 2011).

Behaviour outside the workplace

6. Where there are concerns about a member of staff’s behaviour outside the workplace towards a child, young person or vulnerable adult that may constitute abuse, this should be reported to a Designated Officer at the earliest opportunity.
8. WORK EXPERIENCE WITH CHILDREN, YOUNG PEOPLE OR VULNERABLE ADULTS

1. All members of staff responsible for any child, young person, or vulnerable adult during work experience will be required to do the OSCB on-line training course.

2. The member of staff responsible for the work experience placement must be satisfied that the health and safety needs of every person can be met, and will ensure the above training takes place and for the following actions:

   • Acquiring a signed parent/carer permission for the student to take part in the scheme, where they are under 16.

   • Acquiring information from parents/carers about any medical conditions and emergency contact information for parents/carers

   • Acquiring relevant information about the student’s history or behaviour from the organiser of the work placement

   • Ensuring that a confidentiality and a statement of responsibility form is signed by the student

   • Ensuring that there is a timetable of activities for the extent of the placement, including what member of staff will be supervising the student at any one time.

   • Ensuring that there is an up to date risk assessment for all activities, which is returned to parents / carers, either directly or via the organiser of the work experience.

   • Ensuring that the student is aware of health and safety, fire and first aid procedures while they are on placement

   • Being the initial point of contact for the student to report any complaints/incidents to during their work experience particularly if in relation to their supervisor.
9. RISK ASSESSMENTS

Work placements

1. For the purposes of work experience placements, all students are regarded as employees.

2. Managers must assess the risks to children, young people and vulnerable adults before they start work, taking into account their inexperience, lack of awareness of risks, immaturity and other specific needs.

3. There is no need to carry out a new risk assessment each time a young person is employed, as long as the current risk assessment takes into account the characteristics of children, young people and vulnerable adults.

4. However, whenever there is a change to the activities or nature of work carried out a new risk assessment will be required.

Other activities

5. A risk assessment should be carried out for events that we organise for groups of children, young people or vulnerable adults, for example disability forums and young people’s networking events.

6. For regular events there is no need to carry out a new risk assessment for each occurrence if there is a standard risk assessment in place which takes account of activities and characteristics of different children, young people and vulnerable adults attending.
10. RECORDED IMAGES

Staff should be aware of the potential for the recording of images to be misused for pornographic or ‘grooming’ purposes.

Images of Children and Young People

1. Images recorded of children and young people should be functional as opposed to attractive and children and young people should be fully clothed.

2. Staff should make clear about the purpose of recording images and what will happen to the photographs.

3. Photographs where children are identifiable require the written consent of the parent/carer. This can be satisfied by written confirmation from a school or youth organisation that the parents/carers of all children have already given their consent for the recording of images (see example Appendix 9).

4. Photographs where young people over the age of 16 are identifiable should have the young person’s written consent (see example form Appendix 8).

5. Any images of children that are published should not include names without specific parent/carer consent (for children) or for a young person over the age of 16, their written consent.

Images of Vulnerable Adults

6. Photographs where vulnerable adults are identifiable require consent from the subject(s) of the photograph. The photographer should be satisfied that this consent is informed and should record this either as a signature from the adult or as a written record (see sample form Appendix 8).

7. In some circumstances it is acceptable to seek the views of the adult’s carer as to whether this consent is informed.
11. TRANSPORTING A CHILD, YOUNG PERSON OR VULNERABLE ADULT

1. Wherever possible, it is advisable that transport is undertaken other than in private vehicles, with at least one adult in addition to the driver acting as an escort.

2. **Members of staff and councillors** can transport children or vulnerable adults 12 years or over in the course of their duties as long as the following conditions apply:
   - Insurance is valid and covers the use of the vehicle for business purposes
   - The vehicle is roadworthy with a valid MOT certificate
   - The child, young person or vulnerable adult wears a seat belt
   - Prior permission of the parent/guardians has been obtained.

3. These are the responsibility of the member of staff/councillor transporting the child, young person or vulnerable adult.

4. **Staff members/councillors** should:
   - be aware of the safety and welfare of the child and vulnerable adults is their responsibility
   - report the nature of the journey, route and expected arrival time to their line manager or the relevant member of staff
   - accommodate any specific needs the child or vulnerable adult may have.

**Use of taxis**

5. Children and vulnerable adults are transported by taxi under the County Council transporting vulnerable adults scheme.

13. SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS

1. As well as our duty to safeguard children, young people and vulnerable adults, all staff are expected to promote the welfare of these groups.
2. Oxford City Council provides a number of services that promote the wellbeing of children and young people and vulnerable people.

3. The Oxford City Children and Young People’s Plan 2014-17 sets out in detail what services they provided for children and young people.

4. There has recently been a **substantial mapping exercise** on the services that Oxford City Council provides for older and vulnerable people in order to contribute to the Aging Successfully Strategy which is being developed by Oxfordshire County Council.
Appendix 1 – A glossary of terms used and abbreviations

Members of staff

1. All members of staff employed by Oxford City Council, permanently or temporary and agency staff. This includes paid staff and voluntary staff, and also elected councillors.

Disclosure and Barring Service (DBS)

2. The DBS combines the functions of the ISA and the CRB into one organisation. It operates the vetting and barring scheme which aims to prevent unsuitable people from working with children, young people or vulnerable adults and conducts criminal record checks to enable an assessment to be made on the suitability of a person to care or work with children, young people or vulnerable adults.

Oxfordshire Safeguarding Children’s Board (OSCB)

3. The Children’s Act 2004 requires each local authority to establish a Local Safeguarding Children’s Board (LSCB). The Oxfordshire Safeguarding Board (OSCB) is the key statutory mechanism for agreeing how all relevant organisations in Oxfordshire will cooperate to safeguard and promote the welfare of children, young people in the county, and for ensuring the effectiveness of their arrangements for safeguarding.

Oxfordshire Safeguarding Adults Board

4. The Care Act 2014 requires each local authority to establish a Safeguarding Adults Board (SAB) for its area. The Oxfordshire Safeguarding Adults Board (OSAB) is the key statutory mechanism for agreeing how all relevant organisations in Oxfordshire will cooperate to safeguard and promote the welfare of vulnerable adults in the county, and for ensuring the effectiveness of their arrangements for safeguarding.

A young person

5. Is defined as a person under the age of 18.

A child

6. Is defined as a person who is of compulsory school age (a child is of a compulsory school age until the last Friday in June in the school year which they reach 16).

A vulnerable adult

7. Is defined as a person aged 18 or over:
• Who is or may be in need of care or support: Who is experiencing, or is at risk of, abuse or neglect, and
• As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it).

• This could include:
  o people with dementia
  o people with learning difficulties
  o people with mental health problems
  o people with drug or alcohol problems
  o people with sight and hearing or physical disabilities
  o people who through age or illness are dependent upon other people to help them
  o people who care for others

• A person aged 18 or over who has a condition of the following type:
  o A learning or physical disability
  o A physical or mental illness, including addiction to alcohol or drugs; or
  o A reduction in physical or mental capacity

**Designated officer**

8. Is a term used throughout this policy to describe the council employee who is responsible for handling all cases of abuse / suspected abuse within the council.

**Named Safeguarding Officer**

9. Is a term used throughout this policy to describe a council employee who has been trained and is able to provide advice to staff when handling all cases of abuse / suspected abuse within the council.

**Welfare**

10. Is defined in terms of children/young people’s health and development and adults’ health, well-being and independence.

**Well-being**

11. Relates to any of the following
   • personal dignity (including being treated with respect)
   • physical and mental health and emotional well-being
   • protection from abuse and neglect
   • control by a person over day-to-day life (including over the nature and provision of care and support)
   • participation in work, education, training or recreation
   • social and economic well-being
• domestic, family and personal relationships
• suitability of living accommodation
• a person’s contribution to society (taken from Care Act 2014)

Health

12. Health means ‘physical or mental health’ and development means ‘physical, emotional, social or behavioural development (adapted from the Children’s Act 1989).

Safeguarding and promoting the welfare of children and young people

13. Is defined as:

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

Safeguarding and promoting the welfare of vulnerable adults

14. Is defined as:

• Protecting vulnerable adults from maltreatment
• Preventing impairment of vulnerable adults’ health and well-being
• Ensuring that vulnerable adults are living in circumstances consistent with their needs and with the provision of safe and effective care; and
• Undertaking that role so as to enable those vulnerable adults to have optimum life chances and independence
Appendix 2 – Guidance for safe working practices with children, young people and vulnerable adults

EXERCISE OF PROFESSIONAL JUDGEMENT
There will be occasions and circumstances in which staff will have to make decisions or take action in the best interest of the child, young person or vulnerable adults which could contravene this guidance or where no other guidance exists. Individuals are expected to make judgements about their behaviour in order to secure the best interest and welfare of the child, young person or vulnerable adult and in so doing will be seen to be acting reasonably.

GROOMING
There are occasions when adults embark on a course of behaviour known as ‘grooming’ where the sole purpose is to gain the trust of the child, young person or vulnerable adult, and manipulate that relationship so sexual or other abuse can take place. Staff should be aware that in conferring special attention as a favour upon a child, young person or vulnerable adult might be construed as being a part of a ‘grooming’ process, which is an offence.

BEHAVIOUR
An individual’s behaviour, either in or out of the workplace, should not compromise her/his position within the work setting:

- Adults should act as a role model and not drink alcohol, smoke (or look at inappropriate images) in the presence of children/young people
- At no time should adults enter children/young people’s rooms.

SOCIAL CONTACT
Staff should not seek to establish social contact with children, young people or vulnerable adults who they have met through work for the purpose of securing a friendship or to strengthen a relationship. If a child, young person or vulnerable adult (or a parent or carer) seeks to establish a social contact, or if this occurs coincidentally, the member of staff should exercise their professional judgement in making a response and be aware that such contact might be misconstrued as grooming.

COMMUNICATION USING TECHNOLOGY
Children, young people and some vulnerable adults use technologies as a positive and creative part of their activities. Children and young people often use these methods to make plans with friends or organise events so if you are working with young people it might be necessary to communicate with young people in this way.

By technologies we mean:

- Mobile phones
- E-mail
- Social networking sites e.g. Facebook – socialising with friends and making new ones within on line communities
- Instant Messenger – chatting with friends live on line
Staff should not give their personal contact details to children/young people/vulnerable adults including home address, personal e-mail address or mobile numbers.

Adults, where possible, only use equipment provided through work to communicate with children/young people/vulnerable adults.

An exception to this may be where councillors are communicating with young people in their constituency for the purpose of representing them in the council. In these circumstances adults should be circumspect in their communications with children/young people so as to avoid any possible misinterpretation of their motives or any behaviour which could be construed as grooming.

**SOCIAL NETWORKING SITES**
Under no circumstances should personal accounts in social networking sites be used to communicate with children/young people/vulnerable adults that staff members have met in the course of their work. The use of a professional networking site may only be used in line with council policy.

If staff do use a social networking site to communicate with young people staff should set up an account using their work e-mail address and only join groups that are managed by the City Council or County Council, Participation and Play team and those that are you are specifically invited to join such as UK Youth Parliament or Oxfordshire Youth Parliament Groups.

If young people you don’t know ‘invite you to be a friend’ you should not accept their invitation.

Do not pass on any young person’s e-mail or mobile phone number without their permission.

**ONE TO ONE SITUATIONS**
Staff should avoid spending time alone with a child/young person. Where possible they should ensure there is visual access and/or an open door during one to one meetings.

**PHYSICAL CONTACT**
There are occasions when it might be appropriate for staff to have physical contact with children or young people e.g. sports coaching (see below), but it is crucial that they only do so in ways appropriate to their professional role.

It is not possible to be specific about the appropriateness of each physical contact. Staff should use their professional judgement at all times. They should be aware that any physical contact may be misconstrued.

Adults should:
• **Never** touch a child or young person in a way which may be considered indecent

• **Never** indulge in horseplay, tickling or fun fights

• **Always** encourage children or young people, where possible, to undertake self-care tasks independently

• **Always** be prepared to explain actions and accept that all physical contact be open to scrutiny

Extra caution may be required where it is known that a child or young person has suffered previous abuse or neglect. In the child’s / young person’s view physical contact might be associated with such experiences and lead to staff being vulnerable to allegations of abuse.

**SPORTS COACHING**
Some staff, for example, those who coach sports will, on occasions, have to initiate physical contact with children/young people in order to support them so they can perform a task safely, to demonstrate the use of a particular piece of equipment or assist them with an exercise. This should be done with the pupil’s agreement.

**CONFIDENTIALITY**
Confidential information about a child, young person or vulnerable adult should never be used casually in conversations or shared with any person other than on a need to know basis. In circumstances where the child/young person/vulnerable adult’s identity does not need to be disclosed the information should be used anonymously.

For circumstances in which a member of staff is expected to share information about a child/young person/vulnerable adult, for example, when abuse is alleged or suspected, they have a duty to pass information on without delay, but only to this with designated responsibilities child/young person/vulnerable adult protection responsibilities.

**DRESS AND APPAREANCE**
Staff should consider the manner of dress and appearance appropriate to their role. Staff should ensure they are dressed decently and appropriately for the tasks they undertake.

References: This guidance has been adapted from: ‘Guidance for safe working practice for the protection of children and staff in education settings’, Department for Education and Skills, 2006.
'Child' is taken to mean person under the age of 18.

**SEXUAL ABUSE**
Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening.

The activities may involve physical contact, including penetrative (i.e. rape, buggery or oral sex) or non penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, sexual on line images, watching sexual activities, or encouraging children to behave in a sexually inappropriate ways.

**PHYSICAL ABUSE**
Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be caused when a parent of carer fabricates the symptoms of, or deliberately induces illness in a child.

**EMOTIONAL ABUSE**
Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve conveying to children that they are worthless, unloved or inadequate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child’s development capability, over protection and limitation of exploring and learning, or preventing the child participating in normal social interaction.

It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying causing children to feel frightened or in danger or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of children.

**NEGLECT**
Neglect is the persistent failure to meet the child’s basic physical and/or psychological needs, likely to result in serious impairment of the child’s health and development. Neglect may occur during pregnancy as a result of maternal substance misuse.

Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of adequate care givers)
- ensure access to appropriate medical care or treatment.
It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

**CHILD SEXUAL EXPLOITATION**

Sexual exploitation is where a young person under 18 receives 'something' (e.g. food, accommodation, drugs, gifts, money) as a result of performing, and/or others performing on them, sexual activities.

Child sexual exploitation can occur through use of technology, for example the persuasion to post sexual images on the internet/mobile phones with no immediate payment or gain.

In all cases the person exploiting the young person has power over them by virtue of age, gender, intellect, physical strength and/or economic or other resources.

Violence, coercion and intimidation are common, involvement in exploitative relationship being characterise in the main by the child or young person’s limited availability of choice resulting from their social/economic and/or emotional vulnerability. Dept for Children, Schools and Families (DCSF) Safeguarding Children & Young People from Sexual Exploitation (2009)

**Signs that MAY indicate Child Sexual Exploitation:**

- Going missing from school/home/care placement
- Associating with older people/adults
- Isolation from family/friends/peer group
- Physical symptoms including bruising/STI’s (Sexual transmitted Infections)
- Substance misuse
- Mental health
- Unexplained possession, goods and or money
- Inappropriate use of the internet and forming relationship, particularly with adults, via the Internet. Note: Adults may pose as peers to entrap the child

It is important to be aware that children and young people are not making a free and informed choice to participate in the sexual activity. They often make constrained choices against a background of vulnerability and because of their age, unmet needs or vulnerability they are unable to give informed consent. Young people under the age of 16 cannot legally consent to sexual activity and sexual intercourse with children under the age of 13 is statutory rape.

**Appendix 5 – Definitions of abuse of vulnerable adults.**

**PHYSICAL ABUSE**

Being physically hurt or harmed, or put at risk of harm, either deliberately or through rough, careless or thoughtless behaviour.
Physical abuse may include:

- non-accidental actions causing injuries, such as bruising, lacerations or welts, burns, fractures or dislocations
- threats of violence
- refusing consumers a service food because they have not done what they were asked to
- hitting, smacking, biting, shaking or kicking
- pulling arms, hair or ears
- bending back fingers or bending the arm up behind the back
- placing hot substances in the mouth
- leaving consumers in clothing or bedding that has been soiled
- physical restraint which is not justified, authorised or excused by law
- being lifted or moved roughly or carelessly or in a way that makes a person frightened or puts them at risk.
- misuse of medication e.g.:
  - giving medication that has not been prescribed
  - giving too much medication or over prescribing medication like anti psychotics (to make the acre of people with dementia or challenging behaviours easier for staff)
  - giving over the counter medication without first checking with the consumer’s doctor for appropriateness or any potential harmful side effects.

EMOTIONAL ABUSE
Being humiliated or put down or made to feel anxious, frightened or intimidated. Some level of emotional abuse is involved in all forms of ill-treatment, though it may also be happening on its own. Emotional abuse is often the first sign of other forms of abuse happening.

Emotional abuse may include:

- humiliating the person for losing control of their bladder or bowels
- shouting orders
- using humiliating or patronising names, or failing to address the person in their preferred manner
• treating adults as children
• humiliation, emotional blackmail, blaming, swearing, intimidation, name calling or isolation from friends and relatives
• the use of social isolation (ignoring)
• locking the person in their bedroom
• using other service users to provide physical control over another service user
• harassing a person to eat food they don’t want to eat (which is contrary to their religious or cultural beliefs)
• threats of harm or abandonment
• verbal or racial abuse
• isolation or withdrawal from services or emotional supports.

FINANCIAL ABUSE
This includes theft, fraud, or exploitation and the misuse of position or authority for financial gain.

Financial abuse may include:

• denying the person access to or control over their money and personal finances
• taking the persons money or other property without their consent (which is also likely to constitute a criminal offence) or where their consent is fraudulently obtained
• misappropriation of money, valuables or property
• changes to wills or other legal documents, by coercion, misinterpretation or where consent for the changes were fraudulently obtained
• denying the person access to information or documentation concerning their personal finances or individualised funding package
• personal use of a person’s telephone which is not recorded or reimbursed
• staff borrowing or asking to borrow client’s money or personal possessions even for a brief period e.g. CDs, lawn mowers etc.
• staff purchasing clients possessions at a grossly below real and accepted value of the item

• staff using clients vehicle for their own purposes

• theft or burglary

• grooming for the purpose of financial gain.

NEGLECT
• ignoring a person’s medical or physical care needs

• withholding the necessities of life, such medication, food/drink and heating

• failure to provide access to appropriate health, social care or educational services.

Neglect may also occur where there is failure to take appropriate action to safeguard a person’s welfare or to be negligent in the face of risk.

Concerns or allegations of physical or sexual abuse are often seen as more serious than neglect. But long standing physical neglect is often a major factor in deaths from abuse.

Neglect may include:

• not giving the necessary help or support so that the person can eat or drink

• failure to provide adequate food or drink or ensure that the person can eat and drink it, e.g. by placing it out of reach or not providing the equipment a person needs

• not providing adequate food, shelter, clothing or personal health care

• not using the person’s communications devices to allow expression of needs, choices or preferences

• failing to recognise or acknowledge non verbal messages conveyed of people who have limited communication abilities

• leaving the person alone in a vehicle for extended periods

• Not obtaining or seeking the appropriate medical, specialist, therapy or other health support the person may need e.g. dental care
• Not ensuring that a person has access to regular medical support including assessments for medication blood levels, blood pressure, diet and nutrition or access to regular health screening tests.

• Failure to access or provide proper care or medical services for the person

• Failure to report concerns

• Negligence in the face of risk taking

• Failure to give prescribed medication.

**SEXUAL ABUSE**
This includes all unwanted sexual acts or being made to do something that you don’t want to, didn’t or couldn’t agree to. Sexual abuse does not have to be physical, for example it could include jokes or comments or being made to watch, look or listen to something that makes you feel uncomfortable or embarrassed.

All adults have the right to express their sexuality. However, where there is any doubt as to a person’s capacity to make informed decisions it is essential that the concern is reported and the necessary assessments are carried out in accordance with the Mental Capacity Act.

Non contact:

• Unwanted comments or sexual innuendo
• Involving people against their wishes, or where they are unable to consent, in looking at, or in the production of pornographic material or sexual activities
• Encouraging a person who lacks capacity to behave in a sexually inappropriate or provocative way e.g. dressing provocatively, soliciting

Contact:

• Unwanted sexual touching or touching the person could not consent to or was coerced into
• Other sexual activity the person could not consent to or was coerced into e.g. masturbation, oral sex or rape.

**MATE CRIME**
This occurs when someone befriends a child or adult with a disability but in fact soon begins to exploit, hurt or harm them. This can include sexual abuse, forced prostitution, financial exploitation, physical abuse or other violence.
Appendix 6 – Child/ young person / vulnerable adult reporting concerns form.

<table>
<thead>
<tr>
<th>Employee’s Name</th>
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<tbody>
<tr>
<td>Employee’s Job Title</td>
<td></td>
</tr>
<tr>
<td>Child/Young Person/Vulnerable Adult’s address (if you have it):</td>
<td></td>
</tr>
<tr>
<td>Child/Young Person/Vulnerable adult’s date of birth (if you have it):</td>
<td></td>
</tr>
<tr>
<td>Please include details of any third party involved:</td>
<td></td>
</tr>
<tr>
<td>Please include details of your concerns below, including how you became concerned:</td>
<td></td>
</tr>
<tr>
<td>Ensure you are brief and factual (think about who, what, when, where, how). Please attach any additional available evidence.</td>
<td></td>
</tr>
<tr>
<td>Your signature</td>
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<tr>
<td>Print Name</td>
<td>Date</td>
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</table>

At all times remember to maintain confidentiality. Do not discuss the nature of your concern with anyone other than you line manager/Designated Officer. It’s the Designated Officer’s responsibility to decide what action to take and who to share these concerns with.
Please complete this form and pass it onto your Line Manager, Named Safeguarding Officer for your Service Area or a Designated Officer.

At all times remember to maintain confidentiality. Do not discuss the nature of your concern with anyone other than your Line Manager, the Named Safeguarding Officer for your service area or a Designated Officer.

If you are unsure as to whether a Referral to Children’s Social Care Assessment Team is required you can contact them and ask for a ‘No Name’ Consultation. This is when you discuss the situation without mentioning names or details of the persons involved. You will then be advised as to whether a Referral is required or of other steps that you should take.
CHILD /YOUNG PERSON/ VULNERABLE ADULT REPORTING
CONCERNS FORM
To be completed by the Designated Officer

Details of who and which organisation you have spoken to about this issue:

<table>
<thead>
<tr>
<th>Name of Person/Job</th>
<th>Organisation (s)</th>
<th>Date of Contact</th>
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Details of any action taken, including dates:

Your signature      Date:
To be completed by the Named Safeguarding Officer for your service areas or a Designated Officer

Details of who and which organisation you have spoken to about this issue:

<table>
<thead>
<tr>
<th>Name of person / job title</th>
<th>Organisations</th>
<th>Date of contact</th>
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</tbody>
</table>

Details of any action taken, including dates:

Your signature:       Date:

Please send this completed form to Mike Newman, Corporate Secretariat Manager
Appendix 7 – Making a referral to the Children and Young People Assessment Team.

Making a referral
You can make a referral via the MASH website, or via email or telephone.

On line referrals to MASH:
The online MASH enquiry form is found at https://www.oxfordshire.gov.uk/cms/content/online-mash-enquiry-form

Email referrals to MASH:
The email address for MASH is mash-childrens@oxfordshire.gcsx.gov.uk. This is a secure email address. If your email includes confidential client data of any kind, you will need to ensure that you are sending from a secure PSN email account or by using the Egress Switch system. If you are in doubt as to the security level of your own email address, please contact the Council's Data Protection Officer.

Telephone referrals to MASH:
It is also possible to ring MASH on 0845 050 7666. This number will direct you to the Oxfordshire County Council’s Customer Service Centre, who will signpost the correct calls to MASH. Any calls that are deemed inappropriate to transfer to MASH will be directed to the relevant service.

It is important to include as much information as possible on this form as it will help the social worker to make a decision. Try to include examples that demonstrate your concerns as well as the risks and protective factors around the child. As a professional intending to make a formal referral, it is best practice that you inform the parents/carers of your intention to do so, unless you believe that this may place the child at risk. Whilst they may not be happy about this, they are entitled to know and to be given an explanation as to why you are taking this action.

If you have concerns about a child but are not sure whether you should make a formal referral you can call the assessment team and have a, ‘no-names consultation’. This means that you can talk the case through with a social worker, without giving the name of the child or family, although you will have to state who you are and what service you are from. Following the consultation, the social worker will advise you about whether you need to make a referral. Only when a social worker is unavailable should you contact MASH.

What happens next?
MASH will make an immediate response for the most urgent cases. For cases assessed as having lower level concerns, it may take up to three working days to make an informed decision as to the most appropriate service required.

Section 47 Investigation
If the child is deemed to be at risk of significant harm, child protection procedures will be instigated immediately. This is the highest priority referral and will involve a discussion between social workers and the police. A strategy meeting will take place, involving the police and social workers, (with other agencies contributing where necessary) and a plan will be agreed about next steps. Examples of next steps could include the child having a medical examination or a video interview by the police and
social workers. Following the initial strategy meeting there may be a review meeting to share information and make a new plan based on information and/or evidence gathered.

Section 17 Child in Need
If the child is not deemed to be at risk of significant harm but is in need of additional services, they are termed, ‘A child in need’. The first step in a Section 17 enquiry is for the social worker to contact the parents/carers of the child to discuss the referral. This will be done via telephone where possible, but otherwise, a letter will be sent requesting contact within 1 week. The social worker will also make checks with other agencies, (for example, the school or the health visitor) and an initial assessment of the child’s needs must be completed by the social worker within 7 days.

No further action
After considering the information contained in a referral the social worker may decide that the case requires ‘NFA’ (no further action). They may signpost the family to other services for support and as the referrer, you should be notified of this decision in writing. If you remain concerned about a child or family or if the circumstances change and you feel the risk to a child has increased, you can re-refer to the assessment team with additional information.

The Referral form is available on the MASH website: https://www.oxfordshire.gov.uk/cms/content/online-mash-enquiry-form

It is also available on the City Council’s Intranet ‘Keeping People Safe’ Page
Appendix 8 - Media consent form.

FOR YOUNG PEOPLE AND VULNERABLE ADULTS

Any child under 16, or vulnerable adult, needs to have parental consent for taking and using a photograph or being filmed. Once a child is 16 years of age they can give their own consent and parent consent does not need to be sought or given.

Photographs where vulnerable adults are identifiable require consent from the subject(s) of the photograph. The photographer should be satisfied that this consent is informed and should record this either as a signature from the adult or their carer or as a written statement.

Parent / Carer name: ...........................................

Child’s / Vulnerable Adult name: ...........................................

Phone number: ...........................................

Address: ..........................................................

The following consents are subject to Conditions of Use on the reverse side of this Media Consent Form

<table>
<thead>
<tr>
<th>For the parent/carer if child is under 16 or carer of a vulnerable adult</th>
<th>For the young person</th>
</tr>
</thead>
<tbody>
<tr>
<td>I give my consent for my child / person cared for to be photographed or interviewed by staff from Oxford City Council for the use on the Council’s web site and publications</td>
<td>I am happy to be photographed or interviewed by staff from Oxford City Council for the use on the Council’s web site and publications</td>
</tr>
<tr>
<td>I give my consent for my child’s / person cared for name to be used in reports or photos in Oxford City Council for the use on the Council’s web site and publications</td>
<td>I am happy for my name to be used in reports or photos in Oxford City Council for the use on the Council’s web site and publications</td>
</tr>
<tr>
<td>I permit staff from Oxford City Council to use the photographs/ interviews in any of the following ways: In any printed publications produced On the Council web sites or Oxfordshire County Council web site In council advertising campaigns</td>
<td>I am happy for staff from Oxford City Council to permit staff from Oxford use the photographs/ interviews in any of the following ways: In any printed publications produced On the Council web sites or Oxfordshire County Council web site</td>
</tr>
<tr>
<td>Parent / Carer signature</td>
<td>Young Person/ Vulnerable Adult signature</td>
</tr>
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<td>-----------------------------------------</td>
</tr>
<tr>
<td>Date:</td>
<td>Date</td>
</tr>
</tbody>
</table>

Insert contact details
MEDIA CONSENT CONDITIONS OF USE

1. This form is valid for 5 years from the date you sign it, or for the period of time your child attend the project/s. The consent will automatically expire after this time. However, you acknowledge and understand that there may still be materials in circulation after this time.

2. You are entitled to withdraw your consent at any time provided that you tell us in writing.

3. We will not include personal, e-mail or postal or telephone or fax numbers on video, on our web site or in other printed publications.

4. If we use the photograph of individual children, we will not use the full name of that child in the accompanying text or photo caption.

5. If we name a child in the text, we will not use a photograph of that child to accompany the article.

6. We may use photographs or footage with very general labels, to identify the activity being carried out.

7. We will only use images of children / adults who are suitably dressed, to reduce risk of such images being used inappropriately.

8. Please note that websites can be viewed throughout the world and not just in the United Kingdom.

If you have any queries please contact:

Insert contact details:
Appendix 9 - Checklist for booking transport for children.

- Ensure parent has agreed to their child being transported in a taxi and has signed the relevant consent forms.

- Confirm with parents, where child/young person needs collecting from e.g. home, school, college and get the full address and postcode.

- Find a local taxi company from the Oxford City Council approved taxi list. Drivers on this list are CAB.

- Telephone the company and make the booking, get a quote, booking number and confirm payment by invoice. They may require a purchase order to be able to invoice.

- Email taxi company to confirm details of young person, pick up and drop off details using the booking form (available on the internet).

- Receive confirmation of pick up times from the taxi company.

- Confirm pick up details with the parents /young persons and telephone number of worker contact in case there is a problem.

- On the day of meeting ensure worker has taxi details in case taxi does not arrive or there is delay.

- Worker to meet young person at the venue/meeting.

- At the end of the meeting worker to ensure that young person is collected from venue/meeting by taxi and returned home/school safely.
TAXI BOOKING FORM

Request from: (Name) ................................................................................................

Contact telephone number .................. Mobile ........................................

Ref for invoice: (What event /visit) .................................................................

Invoice Code: ..............................................................................................

Date of event .................................................................................................

Pick up time to arrive at (address).................................................................

For (time) ......................................................................................................

Collect (Name of young person) .................................................................

From (pick up address) ...................................................................................

• When collecting a child from school or college, please go to meet them in
  the school/college main reception, unless otherwise directed.
• When collecting a child from home knock the client’s door, do not use
  the horn.
• Do not leave a child or young person at the destination until they have
  met by myself or a co-worker.
• If the child/ young person is not picked up at the designated place
  please call worker.
• Do not leave until the worker has investigated and gets back the driver.
• Please let the worker know if the taxi is running late.
• Please carry names, addresses for young people on the transport
  Carry ID badge, workers or clients may ask to see badges.

Return: Collect (at time) ................................................................................

From (address) ..............................................................................................

And drop at (address) ...................................................................................

Please let me know approximate collect and return times as soon as you can,
by e-mail if that is easier so that I can pass on information to the children and
young people.

Please e-mail back to (insert name) .............. to confirm details:
Appendix 10 – Contact details

OXFORD CITY COUNCIL

Designated Officers

Corporate Secretariat Manager: 01865 252140
Head of Human Resources: 01865 252547
Head of Community Housing 01865 252447
Partnership Development Manager: 01865 252209

Named Safeguarding Officers in service areas

If you wish to know who the person to contact in your service areas is please see the link below, or ask your Line Manager.

http://occweb/intranet/keeping-people-safe.cfm

CHILDREN AND YOUNG PEOPLE

Access to Information and Services Team

(in office hours): 0845 050 7666

Emergency Duty Team

(outside office hours): 0800 833 408

Emergency out of hours (after 0 5.00 pm Mon-Thursday – Friday 4.00 pm

Police Abuse Investigation Unit
01865 335200
In an emergency dial 999

NSPCC Child Protection Helpline
080 0800 500
help@ncpcc.org.uk

Reporting Child Deaths on City Council premises
Head of Corporate Services: 01865 252140

Child Death Overview Panel
01865 231974
www.oxfordshirepct.nhs.uk

Safeguarding Children’s Board
VULNERABLE ADULTS

OXFORD CITY COUNCIL

Designated Officers

Corporate Secretariat Manager: 01865 252140
Head of Human Resources: 01865 252547
Head of Community Housing 01865 252447
Corporate Manager Partnership Development: 01865 252209

A list of Named Safeguarding Officers for service areas is available on the intranet page ‘Keeping People Safe’: http://occweb/intranet/keeping-people-safe.cfm

Oxfordshire County Council
Social and Community Services, Access
Team 08450 507666 or email socialandhealthcare@oxfordshire.gov.uk

Emergency out of hours 800 833 408
access@oxfordshire.gov.uk

Thames Valley Police
0845 8 505 505
In an emergency dial 999

Safeguarding Vulnerable Adults Team
01235 547141
safeguardingadults@oxfordshire.gov.uk

The Quality Care Commission
03000 616161
Enquiries @ cqc.org.uk

Oxfordshire Age Concern Advice and Helpline
01235 849400
admin@ageconcern.org.uk
Appendix 11 - Document Control

<table>
<thead>
<tr>
<th>Document</th>
<th>Safeguarding Children, Young People and Vulnerable Adults Policy 2010-14</th>
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<tbody>
<tr>
<td>Owner</td>
<td>Val Johnson, Partnership Development Manager</td>
</tr>
</tbody>
</table>
| Author   | Val Johnson  
Policy Culture and Communications  
vjohnson@oxford.gov.uk  
01865 252209 |
| Date Reviewed | 7th January 2013 |
| Review due | October 2013 |
| Version | 10 |
| Notes | 

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<td>1 October 2012</td>
<td>First draft reviewed and sent to Human Resources and Data Protection Manager for initial Comment</td>
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<td>November 2012</td>
<td>Revised document in the light of comments received from Human Resources and Data Protection Manager</td>
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<td>9 November 2012</td>
<td>Circulated to Named Safeguarding Officers and Named Policy Officers and Heads of Service</td>
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<td>December 2012</td>
<td>Section 11 Self-Assessment completed</td>
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<td>Copy revised according to comments received and issues that emerged through the Self-Assessment Process</td>
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<td>January 2013</td>
<td>Further revision to text in preparation for Named Safeguarding Officers meeting on 10th January</td>
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