

Safeguarding Children, Young People and Adults with Care and Support Needs

Policy & Procedures

Document	Safeguarding Children, Young People and Adults with Care and Support Needs Policy & Procedures.
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Section A – Safeguarding Policy

1 Introduction

- 1.1 Oxford City Council undertakes a range of activity that brings its employees, members and volunteers into contact with children, young people and adults with care and support needs.
- 1.2 In addition the Council procures services from other organisations who may work with children, young people and adults with care and support needs.
- 1.3 The purpose of this policy is to clearly state the duty and responsibilities of all Council employees, members and volunteers working for or on behalf of Oxford City Council in relation to safeguarding children, young people and adults with care and support needs.
- 1.4 This policy supports the Oxford City Council Corporate Plan objective for strong and active communities.

2 Policy Scope

- 2.1 This policy and procedures apply to all city council employees, which include contractors and agency staff.
- 2.2 This policy and procedures apply to all elected Councillors, also known as Members.
- 2.3 This policy and procedures apply to any person volunteering for Oxford City Council.

3 Aims

Through this policy document and the Safeguarding Action Plan, Oxford City Council aims to;

- 3.1 Safeguard children, young people and adults with care and support needs from harm, exploitation or abuse.
- 3.2 Promote the wellbeing and support the development of children, young people and adults with care and support needs and support their development as residents and members of the Oxford community.

- 3.3 Ensure safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and the Oxfordshire Safeguarding Boards requirements.

4 Objectives

Oxford City Council undertakes a wide range of activities that underpin and meet the aims of this policy, for example Oxford City Council will ensure;

- 4.1 Robust communication and escalation processes are in place that complements Oxfordshire's Safeguarding Children Boards (OSCB) and Oxfordshire's Safeguarding Adults Boards (OSABs) strategies.
- 4.2 Clear lines of accountability within the Council for Safeguarding
- 4.3 Employee, member and volunteer induction, training and continuing professional development so that employees, members and volunteers are competent to undertake their roles and responsibilities, in relation to safeguarding children and adults at with care and support needs.
- 4.4 Safe working practices including recruitment, vetting and barring procedures.
- 4.5 Effective interagency working including effective information sharing and adherence to the 'partnership protocol'.
- 4.6 Further details of the work the City Council undertakes to meet the aims of the policy are contained both with this document and in the Safeguarding Action Plan (available from the Policy & Partnerships Team).

5 Legal Framework

- 4.1 This policy has been developed in accordance with the principles established by relevant legislation and guidance.
- 4.2 Under the legal framework of the Children Act 1989 and 2004 and the Care Act 2014 the council has specific duties to safeguard and promote the well-being of children and adults with care and support needs. There are fundamental differences between the legislative framework for safeguarding for children, and for adults, which stem from who can make decisions.
- 4.3 The [Mental Capacity Act](#) (MCA) is designed to protect and empower people who may lack the mental capacity to make their own decisions about their care and treatment. It applies to people aged 16 and over.

6 Duties

The council has the following duties:

- 6.1 To ensure that, in discharging its functions, it has regard to the need to safeguard and promote the welfare and well-being of children, young people and adults with care and support needs.
- 6.2 To ensure that other organisations commissioned to provide services on its behalf have regard to the need to safeguard and promote the welfare and well-being of children, young people and adults with care and support needs.
- 6.3 To report any suspected victims of exploitation (slavery or human trafficking) to the Secretary of State.
- 6.4 To provide support for people who are homeless or facing homelessness.
- 6.5 To make all employees, members and volunteers, aware of their responsibilities and how to act in ways that protects them from allegations of abuse. (See *Appendix 2*).
- 6.6 To have a designated safeguarding lead to be involved in the management and oversight of individual cases.
- 6.7 To provide a senior officer to act as first point of contact in the event of the death of child/young person or adult with care and support needs on council premises that the organisation may be the first to be aware of and to ensure that there is an effective response.
- 6.8 To share information with relevant agencies. Information sharing protocols are covered in section 12.

7 Interaction with other council policies and external documents

The following documents support the aims of this policy and should be read alongside it:

- [Recruitment and Selection Policy](#)
- [Criminal Records Policy](#)
- [Employee Code of conduct](#)
- [Working together to Safeguard Children](#)
- [Safer Recruitment guidelines](#)
- [Whistle Blowing Policy](#)

8 Commissioned Services

- 8.1 Oxford City Council provides a number of services that support the development and promote the wellbeing of children and young people and adults with care

and support needs. The Oxford City Children and Young People's Strategy (link to follow) sets out in detail what services are provided for children and young people.

- 8.2 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 2015).¹
- 8.3 The Council reviews all safeguarding policies of commissioned services to check they meet local and national standards.
- 8.4 Voluntary organisations must comply with standards set by Oxfordshire Safeguarding Children's Board and Oxfordshire Safeguarding Adults Board and this is stated in our funding agreements.
- 8.5 Safeguarding guidance is included throughout our grant process within all service areas and through our formal procurement portal process.
- 8.6 When groups apply for grant funding from Oxford City Council, the organisation must provide its safeguarding policies.
- 8.7 Where relevant to the post, all agencies that provide us with contracted staff must have procedures in place to safeguard young people and adults with care and support needs equivalent to those described in this policy.

9 Monitoring & Review

- 1.1 The Safeguarding Coordinator will complete an annual safeguarding audit to measure the organisation's performance against standards set by the local safeguarding boards.
- 1.2 Following the audit the safeguarding action plan is developed annually to ensure effective implementation of this policy and other local and national safeguarding priorities. Progress on the action plan is reviewed every 6 months and reported to Strategic Safeguarding Group.
- 1.3 This policy will be reviewed annually and goes through the Council's Scrutiny Committee and City Executive Board clearance process.

¹ 'Working Together to Safeguard Children', Department for Education, 25 March 2015

Section B – Safeguarding Procedures

This section sets out the range of work that supports the implementation of the safeguarding policy

2 Training

- 1.1 Guidance on how to access training is available on Keeping People Safe.
 - [Safeguarding awareness briefings and training](#)
- 10.2 The following procedures are in place to ensure employees, members and volunteers complete the appropriate safeguarding training. There are different levels of training available to employees, volunteers and members, defined by the Oxfordshire Safeguarding Boards.
- 10.3 All new employees, members and volunteers will be briefed on their responsibilities towards children, young people and adults with care and support needs during their induction.
- 10.4 All employees are required to complete safeguarding awareness level training (in-housing briefing/OSCB and/or OSAB on-line training). This must be refreshed every three years. This includes employees supervising work experience students.
- 10.5 Members are required to complete safeguarding awareness level training as a minimum. This must be refreshed every three years.
- 10.6 Volunteers are required to complete safeguarding awareness level training as a minimum. This must be refreshed every three years.
- 10.7 Volunteers should contact HR Admin and Support using the hradmin@oxford.gov.uk email address, under the heading 'Safeguarding awareness briefing' to arrange to book onto a course.
- 10.8 Line managers are responsible for ensuring that employees in relevant posts attend the appropriate level of training for their role.
- 10.9 Employees, members and volunteers working directly with children will be required to complete OSCB Generalist or Specialist Training or equivalent, appropriate to their role.
- 10.10 Employees, members and volunteers working directly with adults with care and support needs will be required to complete OSAB levels one to three Multi-Agency Training or equivalent, appropriate to their role.
- 10.11 Recruiting managers should follow the City Council Recruitment and Selection Procedures and undertake the required Oxford City Council Recruitment and Selection training.

- 10.12 Designated Safeguarding Leads and Safeguarding Champions will be required to attend the OSCB Designated Lead training course no less than once in a two year period. They will also attend the OSAB Leader/Manager training no less than once in a three year period.
- 10.13 When it is uncertain whether an employee fits into any of these categories, line managers should discuss the issue with the Human Resources team.

3 Safer Recruitment

3.1 To ensure Safeguarding is embedded in our recruitment and selection procedures this policy operates in conjunction with following Oxford City Council policies and guidelines:

- [Recruitment and Selection Policy](#)
- [Criminal Records Policy](#)
- [Safer Recruitment guidelines](#) – internal use only

3.2 The Head of Business Improvement 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'].²

3.3 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 adults with care and support needs and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.'

4 Information Sharing

4.1 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. Oxford City Council is fully committed to compliance with the requirements of the General Data Protection Regulations.

4.2 To meet the statutory requirements of The Care Act 2016 and The Children's Act 2014 all employees, members and volunteers must comply with the following policies, guidelines and protocols:

- [Information sharing - Advice for practitioners providing safeguarding services to children, young people, parents and carers](#)
- [Safeguarding Information Sharing Protocol OSCB](#)
- [Oxford City Council Internet and e-mail policy](#) internal use only
- [Oxford City Council IT Security Policy](#) internal use only

² Protection of Freedoms Act 2012

- [Oxford City Council Data protection policy](#)

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

4.3 It is important that employees, members and volunteers can share information appropriately as part of good safeguarding practise and do so confidently.

4.4 There are 7 golden rules to information sharing:

- 1) Remember that the Data protection Act 1998 is not a barrier to sharing information
- 2) Keep a record of your decision and the reasons for it. Record what you have shared, with whom and for what purpose but only keep the records for as long as necessary
- 3) Be open and honest with the person (and/or their family where appropriate) at the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so
- 4) Seek advice if you are in any doubt, without disclosing the identity of the person where possible
- 5) Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in public interest. You will need to base your judgement on the facts of the case
- 6) Consider safety and well-being of the person and others who may be affected by their actions
- 7) Necessary, proportionate, relevant, accurate, timely and secure

13 Reporting and Responding to Allegations of Abuse

13.1 All Council employees, members and volunteers have a duty to share their safeguarding concerns. Concerns can range from concerns about health and wellbeing to allegations or disclosures of abuse and neglect. *Definitions of abuse are detailed in appendix 2.* All concerns must be reported to your line manager. You should then speak to a safeguarding champion about what to do next.

13.2 How to recognise the signs of abuse and risk factors that can lead to abuse and neglect is covered in our Safeguarding Awareness briefings.

Information can also be accessed via the safeguarding boards:

- [OSAB – Oxfordshire Safeguarding Adult Board](#)
- [OSCB – Oxfordshire Safeguarding Children Board](#)

There is also information and links on our Intranet site [Keeping People Safe](#).

13.3 Oxford City Council procedure for dealing with allegations and raising concerns can be accessed here: [Oxford City Council Safeguarding Procedures](#)

These procedures should also be followed for an adult or child who is at risk of extremism.

13.4 In Oxfordshire there are different referral pathways for adults and children. These additional guidelines on how and when to make a referral can also be found on the Oxford City Council intranet site page 'Keeping People Safe'. Anyone making a referral should do so with the support of their line manager and guidance from a Safeguarding Champion. Links to further guidelines are below:

- [OSAB Adult Threshold of Need Matrix](#)
- [OSCB Child Threshold of Needs](#)
- [Locality and Community Support Services](#)

13.5 Designated leads are responsible for handling escalation processes and inter-agency disputes. The Council has signed up to the Oxfordshire Safeguarding Board's escalations policy.

13.6 [OSCB Escalation process](#)

14 Modern Slavery and Duty to Refer

- 14.1 The Council has additional responsibilities to report incidents of human trafficking and modern slavery. Information on 'duty to refer' can be found on 'Keeping People Safe' and in this guidance document.
- [Duty to refer](#)
- 14.2 For procedures on reporting and referring an incident at Oxford City Council refer to this document.
- [Oxford City Council Safeguarding Procedures](#)
- 14.3 Oxford City Council is required under Section 54 of the Modern Slavery Act 2015 to prepare a slavery and human trafficking statement for each financial year. A Section 54 Statement must detail the steps taken during the previous financial year to ensure that no slavery or human trafficking is taking place in any part of its business or in any of its supply chains (or a declaration that no such steps have been taken).
- Transparency statement – link to come

15 Procedure for allegations against a council employee or volunteer

- 15.1 The Council has additional policy for managing allegations involving council employees or volunteers.
- [Policy and Procedure for Managing Allegations against Employees and Volunteers](#)
- 15.2 Allegations of abuse against an employee, member or volunteer will be reported to Oxfordshire County Council Children's Local Authority Designated Officer (LADO) by the Head of Business Improvement and the initial consultation will be to determine whether the allegation is so serious that it should immediately be referred to Social Services and/or the Police.
- 15.3 The Council recognises that it may be difficult to inform on colleagues but assures all employees, members 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 adult at risk may be being abused or bullied.
- 15.4 The Council's [Whistle Blowing Policy](#) is available on Keeping People Safe.

16 Procedure for reporting of child deaths

16.2 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.

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

- Head of Business Improvement: Tel: 01865 252233

Otherwise you should contact one of the Designated Lead Officers. Contact details are given at the end of this document in *Appendix 6*.

17 Procedure for reporting deaths or serious abuse of adults with care and support needs

17.1 The Oxfordshire Safeguarding Adults Board is required to review deaths of adults with care and support needs where there is at least a suspicion that the death resulted from abuse or neglect. Board will also review serious cases of abuse or neglect of adults with care and support needs.

17.2 If you become aware that an adult at risk has died or has been seriously abused or neglected on council premises, you should immediately contact:

- Head of Business Improvement: Tel: 01865 252233

If a young person aged 16-17 or adult with care and support needs is murdered by their partner or family member, this also triggers a Domestic Homicide Review which is carried out jointly with a Serious Case Review.

17.3 In such circumstances, you should contact either:

- Head of Business Improvement: Tel: 01865 252233
- Policy and Partnership Team Manager: Tel 01865 252111

Section C – Safeguarding Guidance

18 Guidance for safe working practices with children, young people and adults with care and support needs.

18.1 Oxford City Council's Youth Ambition Service have their own Guidance and Procedures Document which includes:

- Anti-Discriminatory Practice Guidance
- Youth Work and Confidentiality
- Lone-Working Guidance for Youth Workers
- Encouraging Positive Behaviour
- Anti- Bullying Guidance

Contact Youth Ambition Team Manger to request a copy

18.2 The following general advice 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. It applies to both children and adults with care and support needs.

4.4 Exercise of professional judgment

There will be occasions and circumstances in which employees, members and volunteers will have to make decisions or take action in the best interest of the child, young person or adult with care and support needs 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 adult at risk and in so doing will be seen to be acting reasonably.

4.5 Grooming

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

4.6 Recording images

Employees, members and volunteers should be aware of the potential for the recording of images to be misused for pornographic or 'grooming' purposes.

Our media consent form explains the conditions of use, and the different levels of consent required for child and adults when taking and storing photos.

- Media Consent Form - see *appendix 3*

4.7 **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.

4.8 **Social contact**

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

4.9 **Communication using technology**

Children, young people and some adults at risk 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

4.10 **Contact Details**

Employees, members and volunteers should not give their personal contact details to children/young people/ adults at risk 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/ adults at risk.

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.

4.11 **Social networking sites**

Under no circumstances should personal accounts in social networking sites be used to communicate with children/young people/adults at risk that employees, members and volunteers 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 employees, members and volunteers do use a social networking site to communicate with young people employees, members and volunteers 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.

4.12 **One to one situations**

Employees, members and volunteers 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.

4.13 **Physical contact**

There are occasions when it might be appropriate for employees, members and volunteers 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. Employees, members and volunteers 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 employees, members and volunteers being vulnerable to allegations of abuse.

4.14 Sports coaching

Employees, members and volunteers who coach sports will, on occasions, have to initiate physical contact with children/young people/adult with care and support 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 person's agreement.

4.15 Confidentiality

Confidential information about a child, young person or adult at with care and support needs should never be used casually in conversations or shared with any person other than on a need to know basis. In circumstances where the identity of a child/young person/ adult does not need to be disclosed the information should be used anonymously. See section 11 for further details.

4.16 Dress and appearance

Employees, members and volunteers should consider the manner of dress and appearance appropriate to their role. Employees, members and volunteers should ensure they are dressed decently and appropriately for the tasks they undertake.

4.17 Behaviour outside the workplace

Where there are concerns about an employee's, member's or volunteer's behaviour outside the workplace towards a child, young person or adult with care and support needs that may constitute abuse, this should be reported to a Designated Officer at the earliest opportunity.

19 Guidance on work experience with children, young people or adults with care and support needs

- 19.1 For the purposes of work experience placements, all students are regarded as employees.
- 19.2 Employees, members and volunteers responsible for any child, young person, or adult with care and support needs during work experience must ensure their appropriate safeguarding training is up to date and recorded by HR.
- 19.3 The employee, member, or volunteer 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 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 employee 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.
 - Managers must assess the risks to children, young people and adults with care and support needs before they start work, taking into account their inexperience, lack of awareness of risks, immaturity and other specific needs.
 - 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 adults with care and support needs.
 - Whenever there is a change to the activities or nature of work carried out a new risk assessment will be required.

- 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.

20 Guidance on risk assessments

- 20.1 A risk assessment should be carried out for events that we organise for groups of children, young people or adults with care and support needs, for example disability forums and young people's networking events.
- 20.2 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 adults at risk attending.
- 13.1 Guidance on risk assessment can be found on the intranet
- [Risk Assessments](#)
 - [Risk Assessments and safe systems of work code of practise](#)
 - [Standard Risk Assessment form](#)

14 Guidance on transporting a child, young person or adult with care and support needs

- 14.1 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.
- 14.2 Employees, members and volunteers can transport children 12 years or over, or adults with care and support needs, 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 adult with care and support needs wears a seat belt
 - prior permission of the parent/guardians has been obtained.
 - these are the responsibility of the employee transporting the child, young person or adult with care and support needs.

14.3 Employees, members and volunteers should:

- be aware of the safety and welfare of the child and adults with care and support needs is their responsibility
- report the nature of the journey, route and expected arrival time to their line manager or the relevant employee.
- accommodate any specific needs the child or adult with care and support needs may have

22 Use of taxis

13.1 Children and adults with care and support needs are transported by taxi under the County Council transporting adults with care and support needs scheme. Any taxi used must come from the [Oxfordshire County Council approved taxi list](#).

22.2 Oxford City Council has assisted in the development and implementation of the joint operating framework. The joint operating framework was commissioned by the Child Sexual Exploitation Sub-Group of Oxfordshire Safeguarding Children Board and is the result of collaboration between the City and District Councils, the county council and the police with the intention of involving health partners in the next stage if appropriate. It provides a single set of minimum standards for agencies with responsibilities for transporting children/adults with care and support needs in Oxfordshire, including addressing vetting, training, awareness raising, information sharing, policy alignment, enforcement activity and quality assurance and monitoring.

- [The Oxfordshire Joint Operating Framework for Transporting Children/Adults with Care and Support Needs and Taxi Licensing](#)

22.3 Checklist for booking transport for children is available in *Appendix 4*

22.4 A Taxi booking form can be found in *Appendix 5*

Appendix 1 – Glossary of terms used and abbreviations

Adult with care and support needs

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 him or herself against the abuse or neglect or the risk of it.

This could include:

- people with dementia
- people with learning difficulties
- people with mental health problems
- people with drug or alcohol problems
- people with sight and hearing or physical disabilities
- people who through age or illness are dependent upon other people to help them
- people who care for others
- a person aged 18 or over who has a condition of the following type:
 - a learning or physical disability
 - a physical or mental illness, including addition to alcohol or drugs; or
 - a reduction in physical or mental capacity

Adult Safeguarding Enquiry Section 42

Section 42 refers to a safeguarding enquiry under the requirements of The Care Act 2014.

The criteria for a Section 42 (S42) safeguarding enquiry under the requirements of The Care Act 2014 are as follows:

- the adult is reported as having or appears to have needs for care and support
- the adult is reported or appears to be experiencing or at risk of abuse or neglect
- as a result of care and support needs is the adult unable to protect themselves from either the risk of, or the experience of abuse or neglect

Child

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).

Child Protection

- **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.

Disclosure and Barring Service (DBS)

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 adults at risk 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 adults with care and support needs.

Employees

All Oxford City Council workers including employees, contractors, and agency workers.

Health

Health means 'physical or mental health' and development means 'physical, emotional, social or behavioural development' (adapted from the Children Act 1989)

Human trafficking and Exploitation

Trafficking is defined as:

Arranging or facilitating the travel of another person, with a view to that person being exploited (taken from Modern Slavery Act 2015)

Exploitation is defined as:

- slavery, servitude and forced or compulsory labour
- sexual exploitation
- removal of organs
- securing services by force, threats or deception
- securing services from children or adults with care and support needs.
(taken from the Modern Slavery Act 2015)

Oxfordshire Safeguarding Children's Board (OSCB)

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

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 adults at risk in the county, and for ensuring the effectiveness of their arrangements for safeguarding.

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 should discuss with your Named Safeguarding Officer or Line Manager before re-referring your concern to the assessment team with additional information.

Safeguarding and promoting the welfare of adults with care and support needs

Is defined as:

- protecting adults with care and support needs from maltreatment
- preventing impairment of health and well-being of adults with care and support needs
- ensuring that adults with care and support needs 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 adults with care and support needs to have optimum life chances and independence

Safeguarding and promoting the welfare of children and young people

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

Welfare

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

Well-being

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)

Young person

Is defined as a person under the age of 18.

Appendix 2 – Safeguarding roles and responsibilities

This documents sets out key safeguarding responsibilities at Oxford City Council.

1. All Employees, members and volunteers

Are responsible for carrying out their duties in a way that safeguards and promotes the welfare of children, young people and adults with care and support needs. They must also act in a way that protects them from wrongful allegations of abuse. They must bring matters of concern about safety and welfare of children, young people and adults with care and support needs to the attention of their Line Manager. A Safeguarding Champion or a Designated Lead Officer should then be informed. A list of all Safeguarding Officers is available on the City Council intranet page [‘Keeping People Safe’](#).

The Assistant Chief Executive

Is the lead for safeguarding at the City Council. In this role this person is the City Council’s representative on the Oxfordshire Safeguarding Children Board.

2. The City Executive Board Member

Portfolio holder for Supporting Local Communities is responsible for safeguarding.

3. The Designated Safeguarding Lead 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 and reviewing the implementation of policy and procedures.
- supporting the development and review of the Safeguarding Children, Young People and Adults with care and support needs Policy, Procedures and Action Plan.

4. The Policy & Partnership Team Leader

Responsible for primary liaison with the Safeguarding Children and Adults Boards, and for the coordination and dissemination of information across the authority, including that related to assessments and audits.

- a. The Policy & Partnership Team Leader will also ensure that the Chief Executive, Assistant Chief Executive, Directors, the Leader of the Council and relevant Executive Board members are kept well informed on safeguarding issues.

5. The Safeguarding Coordinator

- a. Ensures we have best practice in safeguarding children and adults with care and support needs, across all of the City Council services and within the community.
- b. The Safeguarding Coordinator also leads on the development and implementation of Oxford City Council's Safeguarding Children and Adults with care and support needs policy and procedures and is responsible for the completion of the annual safeguarding audit and other reports to the safeguarding boards.

6. The Head of Business Improvement

Is responsible for ensuring that recruitment procedures for posts with direct access to children, young people or adults at risk are in line with this policy and that appropriate training is provided.

- a. The Head of Business Improvement 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.
- b. The Head of Business Improvement is the Chair of the Named Safeguarding Officers Group.

7. 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 and monitoring safeguarding referrals to child and adult social care services.

8. The Head of Housing & Property

Is responsible for providing advice and guidance with regard to adults at risk.

9. All Heads of Service

Must ensure that their employees, members and volunteers are subject to appropriate Disclosure and Barring Service (DBS) checks and that their employees, members and volunteers comply with the Safeguarding Children and Adults with Care and Support Needs Policy and Procedures.

10. All Line Managers

Are responsible for ensuring that their employees, members and volunteers have the appropriate training.

- a. All Line Managers are responsible for safer recruitment of employees, members and volunteers in their service area and being aware of the policy on recruiting people with a criminal record.
- b. Line Managers are also responsible for adhering to the appraisal process and for including safeguarding in 1 to 1s and team meetings.

11. Strategic Safeguarding Group

Members include, Heads of services, managers and individuals who have been named as having a responsibility to oversee safeguarding activity within their team. Or who have a specific safeguarding responsibility within their job role, Designated Safeguarding Leads and Safeguarding Champions.

The role of the group is to ensure safeguarding is strategically placed across service plans and to ensure that strategies and plans that include safeguarding are in line with the corporate plan.

12. Safeguarding Champions

Must have undertaken the Specialist Safeguarding training. They provide reassurance and advice to all employees, members and volunteers, and will advise on the appropriate policies, procedures and referral routes. Their responsibilities also include maintaining safeguarding as a standing agenda item at team meetings and disseminating information.

Appendix 3 - Definitions of Abuse

Some forms of abuse or the way in which abuse is perpetrated can differ when inflicted on a child or adult.

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.

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.

Department for Children, Schools and Families (DCSF) Safeguarding Children & Young People from Sexual Exploitation (2009)

Child Exploitation

Children can be abused for sexual exploitation as already discussed. Children are also vulnerable to other forms of exploitation. Criminals may use children to commit crimes such as burglary or thefts, knowing that the sentencing if caught will be more lenient. Children are also by criminal gangs to carry, deliver and hide drugs, money, weapons or other contraband.

Discrimination

Types of discriminatory abuse:

- unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as [‘protected characteristics’ under the Equality Act 2010](#))
- verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- harassment or deliberate exclusion on the grounds of a protected characteristic
- denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- substandard service provision relating to a protected characteristic

Domestic violence or abuse

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this section relating to:

- psychological
- physical
- sexual
- financial
- emotional

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour

Emotional abuse

Child

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 e.g. domestic abuse. 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.

Adults

Emotional abuse can include being humiliated, 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 people to provide physical control over a person
- harassing a person to eat food they don't want to eat (which is contrary to their religious or cultural beliefs) or not allowing them to eat, e.g. victims of slavery or servitude not being allowed to eat the food that their controllers are eating but instead to forage in bins
- threats of harm or abandonment
- verbal or racial abuse
- Isolation or withdrawal from services or emotional supports.

Female genital mutilation

FGM is a procedure where the female genitals are deliberately cut, injured or changed, but where there's no medical reason for this to be done.

It's also known as "female circumcision" or "cutting", and by other terms such as sunna, gudniin, halalays, tahur, megrez and khitan, among others. FGM is usually carried out on young girls between infancy and the age of 15, most commonly before puberty starts. It is illegal in the UK and is child abuse. It's very painful and can seriously harm the health of women and girls. It can also cause long-term problems with sex, childbirth and mental health.

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
- borrowing or asking to borrow money or personal possessions of an adult at risk even for a brief period e.g. CDs, lawn mowers etc.
- employees, members and volunteers purchasing clients possessions at a grossly below real and accepted value of the item
- employees, members and volunteers using clients vehicle for their own purposes
- theft or burglary
- Grooming for the purpose of financial gain.

Child

Financial abuse can also happen to children. Withholding funds from a child may also be form of neglect if it prevents the child from obtaining basic needs such as food, clothes or travel to school or medical appointments.

Mate Crime/Cuckooing/Exploitation

This occurs when someone befriends a child or adult 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. Adults with care and

support needs are particularly vulnerable to this type of abuse but it can happen to anyone.

Modern slavery

Types of modern slavery:

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to.

Neglect

Child

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 or educational needs.

Adult

Neglect may 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 an adult at risk 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.

Organisational Abuse

Includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment.

It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation, including disrespectful language and attitudes.

Physical abuse

Child

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm.

Physical harm may be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Adult

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 someone food or service 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 someone 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 care of people with dementia or challenging behaviours easier for employees, members and volunteers)
- Giving over the counter medication without first checking with the consumer's doctor for appropriateness or any potential harmful side effects.

Self-neglect

Types of self-neglect

- lack of self-care to an extent that it threatens personal health and safety
- neglecting to care for one's personal hygiene, health or surroundings
- inability to avoid self-harm
- failure to seek help or access services to meet health and social care needs
- inability or unwillingness to manage one's personal affairs

Indicators of self-neglect

- very poor personal hygiene
- unkempt appearance
- lack of essential food, clothing or shelter
- malnutrition and/or dehydration
- living in squalid or unsanitary conditions
- neglecting household maintenance
- hoarding
- collecting a large number of animals in inappropriate conditions
- non-compliance with health or care services
- inability or unwillingness to take medication or treat illness or injury

Sexual abuse

Sexual offences are defined in the [Sex Offences Act 2003](#)

Child

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.

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.

Adult

An offence occurs when the person did not give consent to the sexual act. Consent and the legal definition of 'sexual' are covered in the Sex offences Act 2003.

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.

Appendix 4 - Media consent form

- [Media Consent form](#)

Appendix 5 - Checklist for booking transport for children

- 1) Ensure parent has agreed to their child being transported in a taxi and has signed the relevant consent forms.
- 2) Confirm with parents, where child/young person needs collecting from e.g. home, school, college and get the full address and postcode.
- 3) Find a local taxi company from the [Oxfordshire County Council approved taxi list](#).
- 4) 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.
- 5) Email Taxi Company to confirm details of young person pick up and drop off details using the booking form (available on the internet).
- 6) Receive confirmation of pick up times from the taxi company.
- 7) Confirm pick up details with the parents /young persons and telephone number of worker contact in case there is a problem.
- 8) On the day of meeting ensure worker has taxi details in case taxi does not arrive or there is delay.
- 9) Worker to meet young person at the venue/meeting.
- 10) At the end of the meeting worker to ensure that young person is collected from venue /meeting by taxi and returned home/school safely.

Appendix 6 - 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 7 - Contact Details

Adult Social and Health Care

- Tel: 0345 050 7666
8.30am - 5pm Monday - Thursday
8.30am - 4pm Friday
- Out of hours emergency number: 0800 833408
- socialandhealthcare@oxfordshire.gov.uk

Child Death Overview Panel

- 01865 231974
- www.oxfordshirepct.nhs.uk

Designated Safeguarding Lead Officers (DSLs)

- Corporate Secretariat Manager: 01865 252140
- Head of Business Improvement: 01865 252233
- Head of Housing & Property: 01865 252447
- Policy & Partnership Team Leader: 01865 252209

Oxford City Council Safeguarding Champions

A list of current Safeguarding Champions and contact details are available on the Intranet – link below.

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

Oxford City Council Safeguarding Officers

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/documents/safeguarding-officers-full-list>

Oxfordshire Safeguarding Children's Board

oscb@oxfordshire.gov.uk

General enquiries: 01865 815843

Training: oscb.training@oxfordshire.gov.uk

Oxfordshire MASH

Tel: 0345 050 7666

Oxfordshire Children's Social Care Team

- Oxford City – 01865 328563
- Emergency Duty Team: 0800 833 408
- John Radcliffe Hospital Assessment Team: 01865 221236 (for antenatal safeguarding concerns and issues concerning children in the hospital)

Oxfordshire Safeguarding Adults Board

- OSAB@Oxfordshire.gov.uk
- Safeguarding Adults Triage Team 01865 328232

Reporting Child Deaths on City Council premises

- Head of Business Improvement: 01865 252233

Thames Valley Police

Child Abuse Investigation Unit (CAIU)

- CAIU teams are based at Cowley and Banbury Police Stations
- Non-emergency dial 101
- In an emergency dial 999

Domestic Abuse Investigation Unit (DAIU)

- Teams based at Cowley and Banbury Police Station
- Non-emergency dial 101
- In an emergency dial 999

Appendix 8 Further Resources and information

Care Quality Commission

- 03000 616161
- Enquiries @ cqc.org.uk

FGM

- If you or someone you know may be at risk of FGM, please speak up and call the NSPCC on:
- 0800 028 3550 (FGM Helpline) - a free 24hr service for advice, information or support (or email: fgmhelp@nspcc.org.uk)
- Or contact MASH, Oxfordshire Multi-Agency Safeguarding Hub on:0345 050 7666 (or email: mash-childrens@oxfordshire.gcsx.gov.uk)
- If someone is at immediate risk, call the police on 999.

For further information visit the Oxford Against Cutting website.

Oxfordshire Age Concern Advice and Helpline

- 0345 450 1276
- admin@ageconcern.org.uk

Oxfordshire Domestic Abuse Services (ODAS)

- This service is delivered in partnership with Oxfordshire County Council and affiliated to National Women's Aid
- To access services call the Domestic Abuse Helpline on 0800 731 0055
- Email address for agency use only: oxfordshiredomestic@a2dominion.co.uk

Oxfordshire Mind

- Phone: 01865 263730
- Email: office@oxfordshiremind.org.uk
- Address: 2 Kings Meadow Osney Mead Oxford OX2 0DP

Oxford Street Population Outreach Team (Oxford SPOT)

- Tel: 01865304611
- Email Outreach.Oxford@mungos.org
- More information on intervention and support can be found here: <https://www.oxford.gov.uk/info/20019/homelessness>

NSPCC Child Protection Helpline

- 080 0800 500

help@ncpcc.org.uk Training resources

- Details of the OSCB training courses, and more, are available on the OSCB web site: www.OSCB.org.uk/training
- Detail of OSAB training courses are available on the OSAB website: www.OSAB.co.uk/training

Turning Point

- Service number for Oxfordshire is 0300 0134 776
- Email Oxfordshire@turning-point.co.uk
- Oxford Hub - Turning Point Oxford, Rectory Road, Oxford, OX4 1BU.
- Tel: 01865 261 690

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