

STRONGER together



Lewes District Council



Working in partnership with **Eastbourne Homes**

Document name:	Safeguarding
Document type:	Policy

Authority(ies) covered:	Aligned
Responsible (Executive Lead):	Tim Whelan
Accountable (Operational Lead):	Seanne Sweeney
Version (e.g. first draft, final report):	Version 3
Approved by:	Tim Whelan
Date of publication:	August 2022
Revision due:	August 2023

Table of Contents

- 1. Policy Statement & Background3
- 2. Safeguarding vulnerable adults and children3
- 3. Safeguarding roles and responsibilities7
- 4. Reporting and dealing with safeguarding concerns8
- 5. Making Safeguarding Personal (a Person-Centred Approach) and Mental Capacity.....10
- 6. Deaths in Accommodation (including temporary)11
- 7. Confidentiality, record keeping and sharing information11
- 8. Allegations against staff, councillors, contractors or partners12
- 9. Recruitment and selection14
- 10. Information and training15
- 11. External organisations licensed by, or working with for or on behalf of the council15
- Appendix A – Contact details.....17

1. Policy Statement & Background

This policy is the responsibility of all:

- Councillors
- Staff and volunteers
- Contractors and partners working on behalf of the council.

References to staff in this policy includes all workers (e.g. permanent and temporary staff, agency staff, casual staff, volunteers, apprentices and those undertaking internships or work experience). The Staff Code of Conduct requires compliance with this policy.

Everyone, including children, young people and vulnerable adults, has the right not to be abused. We recognise the need to ensure their welfare when they come into contact with the services we provide. The council has wide ranging contacts with potentially vulnerable children and adults, and it is essential that a clear and consistent approach to safeguarding is followed across all council services.

A safeguarding concern arises if abuse is suspected or disclosed. Abuse can happen anywhere – at home, in a residential or nursing home, a hospital, in the workplace, at a day centre, educational establishment or in the street.

The Children Act 2004 and the Care Act 2014 place specific duties on District and Borough councils to have regard to the need to safeguard and promote the welfare of children and vulnerable adults, and to co-operate with other agencies to improve the wellbeing of children and vulnerable adults. The council is a partner of the East Sussex [Safeguarding Children Partnership](#) (ESSCP) and the East Sussex [Safeguarding Adults Board](#) (SAB) and is required, where appropriate, to contribute information to Serious Case Reviews (SCRs) and Safeguarding Adults Reviews (SARs), and to ensure learning where applicable.

2. Safeguarding vulnerable adults and children

Children and young people are defined as those aged under 18.

Safeguarding children from abuse and promoting their welfare means:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring children are growing up in circumstances consistent with the provision of safe and effective care;
- taking action to enable all children to have the best outcomes.

A vulnerable adult is someone aged 18 or over who:

- Has needs for care and support (whether or not the local authority is meeting any of these needs) and

- is experiencing, or at risk of, abuse or neglect; and
- as a result of these care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

For example a person who:

- Is frail due to age
- Has drug or alcohol problems
- Has a learning disability
- Has mental or physical ill health or disability
- Has been trafficked for purposes such as forced labour or sexual exploitation
- Has been abused early in life and grown up in care (also known as Care Leavers or Looked-After Children), particularly when they reach age 18.

Vulnerability is related to how able an adult with mental capacity (see more in section 5) is free to exercise their own informed choice, without duress or undue influence, and to protect themselves from abuse, neglect and exploitation.

The Care Act 2014 includes a list of some types and patterns of abuse and neglect and the different situations in which these may take place. The below is not an exhaustive list, and the Councils should not limit its view of what constitutes abuse or neglect to the examples illustrated.

Physical: causing physical harm including hitting, shaking, biting, grabbing, withholding food or drink, force-feeding, wrongly administering medicine, unnecessary restraint, failing to provide physical care and aids to living.

Sexual: including sexual assault, rape, inappropriate touching/molesting, forcing or enticing someone into sexual acts they don't understand or feel powerless to refuse; grooming a child or young person in preparation for abuse including on-line activity.

Emotional or psychological: persistent emotional ill treatment or rejection (domestic or otherwise), including verbal abuse, shouting, swearing, threatening abandonment or harm, isolating, reducing privacy or other rights, bullying/intimidation, blaming, belittling, silencing, controlling or humiliating.

Exploitation: either opportunistically or premediated - unfairly manipulating someone for profit or personal gain.

Financial or material: misusing or stealing an adult's money or belongings, fraud, postal or internet scams tricking adults out of money, or pressuring an adult into making decisions about their financial affairs, including decisions involving wills and property.

Neglect and acts of omission: persistent or severe failure to meet or understand these. This might result in serious impairment of their health or development, and

can include withholding shelter, food, drink, medication, heating and clothing, failing to provide access to health, social and educational services, ignoring physical care needs, exposing a person to unacceptable risk. Neglect includes failing to ensure adequate supervision of or unresponsiveness to the basic emotional needs of a child.

Self-neglect: being unable, or unwilling, to care for their own essential needs, including their health or surroundings (for example, their home may be infested by rats or very unclean, or there may be a fire risk due to their obsessive hoarding).

Discriminatory abuse: including slurs, harassment and maltreatment due to a protected characteristic (Equality Act 2010); Discriminatory abuse can also be called 'hate crime'.

Institutional & organisational abuse: including neglect and poor care practice within an institution or specific care setting such as a hospital, care home or children's home.

Child Sexual Exploitation (CSE): includes forcing or enticing a child aged under 18 to take part in sexual activities whether or not the child is aware of what is happening. This may include situations or relationships where children receive something (e.g. food, drugs, alcohol, cigarettes, affection, gifts, accommodation and money) linked with sexual activity. CSE also occurs remotely, not necessarily with the child's awareness through the use of technology, e.g. posing sexual images on the internet.

County Lines: a police term for groups who are supplying drugs to suburban areas and market and coastal towns using dedicated mobile phone lines or "deal lines". It can involve child criminal exploitation and using adults who are vulnerable to move drugs and money. Groups establish a base in the market location, typically by taking over the homes of local adults by force or coercion in a practice referred to as 'cuckooing'.

Cuckooing: is a form of crime in which drug dealers take over the home of a vulnerable person in order to use it as a base for criminal activity. Organised criminal groups are increasingly targeting adults with care and support needs in this way, and the level of coercion and control involved with cuckooing often leaves the victims with little choice but to cooperate with the perpetrators.

Modern slavery: recruiting people by deception or coercion and moving them to a new place where they can be exploited. This includes human trafficking for the purpose of forced or exploitative labour.

Domestic abuse: an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member, regardless of gender or sexuality. Children who have witnessed domestic abuse may also need safeguarding.

Honour Based Abuse (HBA): A collection of practices which are used to control behaviour within families or other social groups to protect perceived cultural and religious beliefs and/or honour, and which can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code.

Forced Marriage (FM): A marriage conducted without the valid consent of one or both parties and where duress is a factor. FM is now a specific offence under section 121 of the Anti-Social Behaviour, Crime and Policing Act 2014;

Female Genital Mutilation (FGM): FGM is a collective term for a range of procedures which involve partial or total removal of the external female genitalia for non-medical reasons, sometimes referred to as female circumcision or female genital cutting. Female circumcision, excision or infibulation (FGM) is illegal in this country by the Female Genital Mutilation Act 2003;

Human Trafficking: The recruitment, transportation, transfer, harbouring or receipt of people by means of threat, force, abduction, fraud, deception or other forms of coercion. It may include the abuse of power or inducements for the purpose of exploitation such as prostitution or others forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or removal of organs. Victims may be physically or psychologically 'imprisoned';

Self-neglect: Self-neglect is the 'inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of people who self-neglect and perhaps even to their community' (Gibbons, 2006);

Prevent: This is the Government counter-terrorism strategy. From July 2015 local authorities have a responsibility to work with and support individuals and communities who may be vulnerable to the threat of violent extremism and terrorism. Children and vulnerable adults may be at risk of being drawn into extremism. Early intervention can help protect them before illegality occurs, and concerns relating to extremism can be reported as a Safeguarding concern.

Private Fostering: There is a duty on parents and private foster carers who enter into a private fostering arrangement to notify Children's Services of this.

Private Fostering is when a child under the age of 16 (or under 18 if the child is disabled) is cared for by someone who is not their parent or a 'close relative' through a private arrangement made between a parent and a carer for 28 days or more. A 'close relative' can include step-parents, grandparents, brothers, sisters, uncles or aunts (whether of full blood, half-blood or by marriage).

If any private fostering arrangements come to our attention the Council will check with SPOA to ensure they have been made aware of the situation.

3. Safeguarding roles and responsibilities

- 3.1 Officers across different departments within the council will act as Safeguarding Contacts, supporting staff and ensuring that concerns are reported appropriately and in accordance with current guidance. A list of Safeguarding Contacts can be found on the Hub.
- 3.2 The Named Senior Officer / NSO (the Director of Service Delivery) has overall responsibility for safeguarding, including e-safety. This responsibility includes:
- keeping this policy up to date and ensuring its conformity with the ESSCP and SAB guidance;
 - making sure this policy is implemented, and that staff, councillors, contractors, organisations receiving financial support from the Councils and partners understand their responsibilities;
 - checking that appropriate steps are taken in the event of any allegations against a councillor or member of staff, and that the council liaises appropriately and effectively with authorities responsible for investigating these safeguarding concerns: the Police and/or East Sussex County Council Children's and Adult Social Care. The NSO oversees liaison between the responsible authorities and the councils to determine how internal and external investigations should be conducted, preserving evidence and avoiding unnecessary duplication and delay. Investigations by the responsible authorities normally takes precedence over council investigations under the complaints, grievance or disciplinary procedures;
 - supporting the Safeguarding Contacts and other staff, providing direction, advice and guidance where appropriate;
 - ensuring that the council actively supports all Serious Case Reviews (SCRs) and Safeguarding Adults Reviews (SARs) where the council may have had involvement / contact with the victim;
 - completion of any self-assessment audits; and
 - ensuring that the council acts on lessons learnt from SCR and SARs and other safeguarding issues, grievances or disciplinary proceedings.
- 3.3 The NSO is supported in the above functions of these responsibilities by the Safeguarding Lead (the Community Services Lead).

- 3.4 The Communications Lead ensures communications including social media comply with Safeguarding policies.
- 3.5 The Head of ICT is responsible for E-safety. responsible for ensuring that this policy is disseminated, implemented and reviewed. The e-Safety lead officer is responsible for:
- Ensuring that appropriate Acceptable Use of ICT policies are in place and included in the suite of policies that all staff, volunteers and council Members sign to confirm their compliance and that procedures are in place for reporting an e-safety incident, e.g. clear lines of reporting incidents of misuse of ICT by users and safeguarding incidents when a user is at risk or has come to actual harm through the use of ICT including avoidance of:
 - Pornographic, adult, tasteless or offensive material;
 - Violence (including weapons and bombs, radicalisation);
 - Racist, extremist and hate material;
 - Illegal drug taking and promotion;
 - Criminal skills and software piracy
- 3.6 The council's Senior Specialist Advisor – Homes First is the council's Single Point of Contact for MARAC and is responsible for ensuring attendance at MARAC meetings. Where domestic abuse is being experienced by an adult at risk, safeguarding procedures provide the overarching process for ensuring the coordination of multi-agency involvement. The MARAC process is used in addition to ensure that issues relating to domestic abuse are covered effectively.
- 3.7 The Homes First Strategy Lead has overall responsibility for the Council's Prevent and Community Safety duties. These include:
- attending meetings of the East Sussex Prevent Board and Community Safety Partnership and maintaining up to date knowledge of the Council's duties and locally agreed procedures for reporting concerns;
 - ensuring that staff, councilors, contractors, organisations receiving financial support from the Council and partners understand their responsibilities under the Counter Terrorism and Security Act 2015;
 - supporting the Safeguarding Contacts and other staff, providing direction, advice and guidance where appropriate.

4. Reporting and dealing with safeguarding concerns

Dial 999 if a child, young person or vulnerable adult may be in imminent danger or a criminal offence may have or may about to be committed. Otherwise the steps below should be followed.

- 4.1. Each team has a Safeguarding Contact(s) who will support staff within their team or department, within normal office hours. Staff should raise safeguarding concerns with a Safeguarding Contact at the earliest possible opportunity and within one working day of identifying a concern. If a Safeguarding Contact is not available, the concerned staff member should talk to their manager or the Safeguarding Lead.
- 4.2. The SC will speak with the concerned staff member to ascertain whether a report should be made to either Children's Services (CS) or Adult Social Care (ASC). Consideration should be given to the 3 indicators (see 2) in the case of adults and the SC or manager should reference the Continuum of Need (see [SPOA](#)) for children.
- 4.3. If the concern is to be reported, either the SC or the concerned staff member (with the support of the SC) must contact either [SPOA](#) or [HSCC](#) (opening hours etc can be found at appendix A), with the following information prepared:
 - The child, young person or vulnerable adult's name and address (and parents'/carers' address if different);
 - The reason for concern – a note of significant events or conversation should be made as promptly as possible to assist with any referral and subsequent investigation. Evidence such as texts or social media entries should be preserved;
 - Any other known factors which may be contributing to the problem;
 - Additional information such as age (or date of birth), ethnicity, religion, language and disabilities/specific needs.
- 4.4. To discharge the responsibility, the Safeguarding Contact must inform either SPOA or HSCC of the concern, where possible on the same working day as it is received and within 24 hours, and obtain their advice about the appropriate action to be taken.
- 4.5. A factual account of the action taken must be entered on the customer's record within 1 working day. An entry must also be made on the teams Safeguarding Log, with an email to the Safeguarding Lead advising of the concern and action taken. If it is considered that the concern will not be reported to either HSCC or SPOA, a record must still be made on the teams Safeguarding Log outlining the concern and the consideration given to it.
- 4.6. Staff must not attempt to investigate abuse themselves, neither should they confront anyone who is allegedly responsible for abuse nor tell them that allegations have been made against them.

- 4.7. If there are doubts about whether a safeguarding concern has been handled in accordance with the Safeguarding Policy, or staff are not satisfied with the response of the statutory authorities, this should be raised with the Safeguarding Lead. If this is not possible or appropriate, the concern should be raised with the NSO or another member of the council's Corporate Management Team. Staff can refer to the [SAB Resolution Protocol](#)
- 4.8. Variations to these arrangements may be agreed with specific terms (e.g. sheltered housing) to ensure that safeguarding concerns are dealt with promptly.
- 4.9. Reporting concerns under the duty to Prevent extremist behavior
- Concerns relating to a child or young person under 18 being drawn into extremist activity, should be reported through Safeguarding Contacts to SPOA in the usual way.
 - Concerns relating to a vulnerable adult being drawn into extremist activity, should be reported to HSCC in the usual way.
 - You may be asked to complete and submit a Channel Referral Form.
- 4.10 See Below is a link to the Safeguarding Adults Board [Threshold Guidance](#) for more details.

5. Making Safeguarding Personal (a Person-Centred Approach) and Mental Capacity

- 5.1 Making Safeguarding Personal (a person-centred approach)
- “.... (MSP) is a national approach to promote responses to safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.....People are individuals with a variety of different preferences, histories, circumstances and life-styles.Personalised care and support is for everyone, but some people will need more support than others to make choices and manage risks. A person led approach is supported by personalised information and advice and, where needed, access to advocacy support.”*
- 5.2 Staff - where possible - should take steps to adopt a person-centered approach, adopting the ‘no decision about me without me’ principal where the scope of their involvement allows them to do so.
- 5.3 **Mental Capacity Framework:** The 7 principles of the framework are:
- A person must be assumed to have capacity unless it is established that they lack capacity.

- A person is not to be treated as unable to make a decision unless all practicable steps to help him to do so have been taken without success.
- A person is not to be treated as unable to make a decision merely because he makes an unwise decision.
- An act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his best interests.
- Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way *that is less restrictive of the person's rights and freedom of action*.

5.4 Staff should make appropriate referrals where it is believed that a client may lack capacity to make decisions and should seek advice from Adult Social Care if unsure. A continued commitment to the principle of 'best interest decisions' should be incorporated into casework.

6. Deaths in Accommodation (including temporary)

In instances of unexpected death in council accommodation, including temporary, emergency and sheltered, the Death in Accommodation process should be followed. The process can be found on The Hub at www.councilhub.net/helping-you-work/safeguarding/

7. Confidentiality, record keeping and sharing information

7.1 Information about safeguarding concerns should be regarded as confidential and should be channelled through or under the supervision of a Safeguarding Contact. Information sharing must be:

- necessary
- proportionate
- relevant
- accurate
- timely and;
- secure.

7.2 Sharing information with Children's or Adult Social Care when discharging a legal duty to safeguard children or vulnerable adults is enshrined in legislation, statutory guidance, and in inter-agency safeguarding procedures. Proportionate responses should be given to requests for information when there is a safeguarding concern, in line with the SAB [Information Sharing Protocol](#).

- 7.3 If someone discloses abuse but asks that it should be kept a secret, they should be told that if what they have said indicates that they or someone else may be harmed; there is a duty for you to report it. This is called acting in the public interest.
- 7.4 If a witness who is not a councillor or member of staff requests anonymity, it should be explained that SPOA or HSCC should be able to access accurate information, and therefore providing their name would be better. This must not, however, prevent or delay a report being made.
- 7.5 Records should be written in plain English and should always differentiate clearly between fact and opinion or judgement. All must be dated and stored securely. Any paper records must be signed, and appropriately destroyed after scanning.
- 7.6 Information about a safeguarding concern may be shared by a Safeguarding Contact, Safeguarding Lead or NSO with appropriate others in accordance with the SAB [Information Sharing Protocol](#). For example:
- The council's Head of HR in the case of an allegation against staff
 - The council's Monitoring or Deputy Monitoring Officers (Head of Legal Services and Democratic Services respectively) in the case of an allegation against a councillor
 - Where safeguarding concerns and allegations relate to contractors or partners, the appropriate company/organisation manager and council manager overseeing the contract or partnership;
 - The alleged victim or their parent/carer where appropriate (regarding the safeguarding concern and steps being taken to deal with it).
- 7.7 Records will be stored in accordance with the council's policies and procedures governing information management and record/document retention and disposal.

8. Allegations against staff, councillors, contractors or partners

- 8.1 If someone witnesses behaviour by a councillor, member of staff, contractor or partner, or an allegation is made about them that indicates that they have, or may have:
- harmed a child, young person or vulnerable adult, or put them at risk of harm;
 - possibly committed a criminal offence against or related to a child, young person or vulnerable adult, or;

- behaved in a way that indicated they may pose a risk of harm to children, young people or vulnerable adults they must report it as a safeguarding concern to a Safeguarding Contact.
- 8.2 It is acknowledged that an allegation against any member of staff will generate concern amongst other staff. The way in which any such allegations are dealt with should be professional and fair and, above all, protect the welfare of the child, young person or vulnerable adult. Staff will be supported if they disclose information about a colleague.
- 8.3 A councillor or member of staff, whether paid or unpaid, must report any allegation made against them to a Safeguarding Contact following the procedure in Section 4 of this policy.
- 8.4 Safeguarding concerns and allegations relating to staff will be dealt with in accordance with the council's disciplinary procedures (including instances where the member of staff resigns or leaves). However, investigations by the responsible authorities will take precedence over internal council procedures relating to conduct. The HR Manager will liaise with the responsible authorities to agree the appropriate course of action.
- 8.5 The HR Manager will seek advice from SPOA or HSCC and/or the police prior to informing a member of staff of an allegation against them. The HR Manager will offer appropriate welfare support to the member of staff and ensure they are kept appropriately informed during any investigation process.
- 8.6 In accordance with the law the council will refer to the Disclosure and Barring Service (DBS) any member of staff who:
- was dismissed because they harmed a child or adult;
 - was dismissed or removed from working in a regulated activity because they might otherwise have harmed a child or adult;
 - would have been dismissed for either of the above reasons but they resigned first; or,
 - works with children or vulnerable adults in regulated activity and has been cautioned or convicted for a relevant offence.
- 8.7 Safeguarding concerns and allegations relating to councillors will be referred to the Monitoring Officer and dealt with in accordance with the council's Code of Conduct of Members and in liaison with the lead officer responsible for safeguarding.

- 8.8 The council will implement procedures to deal with the outcome of any investigation including:
- advice and reassurance to the public;
 - media attention;
 - dealing with staff in the event of allegations being unfounded;
 - dealing with staff should an allegation about a staff member be proven.

9. Recruitment and selection

It is known that some individuals will actively seek employment or voluntary work with vulnerable people particularly with children and young people, in order to harm and 'control' them. People who work with children, and vulnerable adults who may be at risk (including contractors and other partners of the council), have a role to play in protecting them from harm and safeguarding their welfare.

- 9.1 The council will take all reasonable steps to prevent unsuitable people working with children, young people and vulnerable adults on behalf of the council. Procedures will be deployed consistently for all staff whether in full time, part time, permanent or temporary employment and whether paid or voluntary.
- 9.2 The need to recruit quickly will not be allowed to take precedence over safe recruitment principles; they are incorporated into the council's recruitment policies and practices, and the Head of HR is responsible for their implementation and review. Key aspects are:
- a commitment to safeguarding must be included in employment contracts
 - criminal record checks will be made where appropriate. Roles that involve regulated activities such as caring for, supervising or being in sole charge of children or vulnerable adults require an enhanced Disclosure and Barring Service (DBS) Check. This may include checking whether someone features in the two DBS 'barred lists' of individuals who are unsuitable for working with children and adults. DBS checks must be obtained for staff and volunteers undertaking these roles, and they will not be permitted to commence unaccompanied work until they have been received. It is against the law for employers to employ or allow a person to volunteer for this kind of work if they are on one of the barred lists.
 - any post-specific requirements relating to safeguarding must be included in the relevant job description and person specification.
 - offers of employment or placements are subject to receipt of satisfactory references and identity checks. Where the post involves significant contact with children, young people or vulnerable adults, former employers will be asked about the suitability of the candidate and whether there have been

any concerns, allegations or disciplinary investigations related to safeguarding.

- managers and HR staff must comply with corporate policies on the security of DBS records, and on the Rehabilitation of Offenders to ensure the confidentiality of information received in relation to applicants.

9.3 Managers are responsible for ensuring that employment agencies used by the council offer safe recruitment and selection processes. Employment agencies must be made aware of this policy, provide the council with a copy of their safeguarding procedure and agree to share with the council any safeguarding concern within the agency relating to individual staff.

10. Information and training

10.1 Appropriate information will be made available to staff councillors, contractors and partners in the form of this policy and appendices.

10.2 All training carried out will be consistent with the recommendations of the Safeguarding Children Partnership and Safeguarding Adults Board.

10.3 Induction for new staff and councillors on safeguarding must be completed within 3 months of the start of their employment/placement/term of office. It will include:

- signposting this policy, procedures for reporting safeguarding concerns and list of Safeguarding Contacts.
- awareness training on safeguarding and role boundaries.

10.4 Additional/ focussed training for specific teams can be requested and should be discussed with the Safeguarding Lead. External training offered by the ESSAB or ESSCP will be cascaded to Safeguarding Contacts by the Safeguarding Lead.

10.5 Requirements for more advanced training for staff who have significant contact with children, young people or vulnerable adults should be identified as part of the induction and/or appraisal process, dependant on the nature of the post.

10.6 Requirements for additional training for HR Officers, Safeguarding Contacts, the Monitoring Officer, the Named Senior Officer and the Prevent Lead will be identified as part of the induction and/or appraisal process and refreshed at appropriate intervals.

11. External organisations licensed by, or working with for or on behalf of the council

- 11.1 The council works with and through a number of external organisations such as charities, contractors, licensees, other public sector bodies, etc. Checks that relevant external organisations operate safe recruitment practices must be made at the tender/quotation stage.
- 11.2 Where these external organisations are likely to have significant contact with children, young people or vulnerable adults in their work for, on behalf of or in partnership with the council, they are required to have safeguarding procedures such as safe recruitment processes in place. They must be aware of this policy, provide the council with a copy of their safeguarding procedure and agree to share with the council any safeguarding concern within their organisation relating to individuals who undertake work for or on behalf of the council.
- 11.3 Support for programmes which involve children, young people or vulnerable adults (funding, premises, etc.) will be subject to those organisations providing evidence of effective policy and procedures on safeguarding children and vulnerable adult. This includes all those managing any of the council's building or with a licence to run services from any of the council's buildings
- 11.4 Heads of Service and managers are responsible for ensuring that their teams are made aware of and comply with the provisions set out in the points above.

Appendix A – Contact details

East Sussex Adult Social Care – Health & Social Care Connect (HSCC)

Phone: 0345 60 80 191

Opening Hours: 8am to 8pm 7 days a week, including bank holidays

Email: hsc@eastsussex.gov.uk

Emergency duty service (out of office hours)

Phone: 0345 60 80 191 select option 2 to connect to the emergency duty service

East Sussex Children’s Services – Single Point of Access (SPOA)

Phone: 01323 464222

Email: 0-19.SPOA@eastsussex.gov.uk

www.esscp.org.uk/concerns-about-a-child

Opening Hours: Mon-Thurs 8.30am-5pm and Fri 8.30am-4.30pm

Emergency duty service (out of office hours)

Phone: 01273 335906 or 01273 335905

5pm to 8.30am (after 4.30pm on Fridays) and during the weekends and bank holidays

Other useful contacts

- **Hourglass** (formerly Action on Elder Abuse)
24/7 Helpline Phone: 0808 808 8141 Freetext: 078 6005 2906
Website: www.wearehourglass.org email: enquiries@wearehourglass.org
- **Healthwatch**: Phone: 03000 683 000
email: enquiries@healthwatch.co.uk website: www.healthwatch.co.uk
- **Samaritans** (centre office) : Phone: 020 8394 8300
- **Carers Direct National Helpline** - Freephone: 0300 123 1053
- **Care Quality Commission Phone** -: 03000 616161
- **National Domestic Violence Helpline** (24-hour helpline) - Freephone: 0808 2000 247
- Public Concern at Work (for staff concerned about bad practice in the workplace)
- Phone: 020 7404 6609 Website: www.pcaw.org.uk
- NHS Direct - Phone: 111