

Policy & Procedure



Safeguarding Prevention and Protection



**GREATER MANCHESTER
FIRE AND RESCUE SERVICE**

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Document Details

If this Policy & Procedure requires updating or editing prior to the review date please contact the Author.

Document Version Control		
Document Version	Date	Author
9.0	16/12/2019	Safeguarding Policy Review Group

Approval Process	
Approval agency	CLT
Policy Owner	Leon Parkes, Assistant Chief Fire Officer Director of Service Delivery
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Corporate Aims Supported			
Prevention	<input checked="" type="checkbox"/>	Public Value	<input checked="" type="checkbox"/>
Protection	<input type="checkbox"/>	People	<input checked="" type="checkbox"/>
Response	<input type="checkbox"/>	Principles	<input checked="" type="checkbox"/>

Consultation & Engagement	
Involved	Consulted
<ul style="list-style-type: none">• Katie Davis• Alison McDonald• Sarah Hardman• Paula Breeze• Yasmin Bukhari• Amanda Stevens	<ul style="list-style-type: none">• Safeguarding Policy Review Group• Designated Safeguarding Officers Operational Group• Joint Trade Unions Group

Equality Impact Assessment	
Protected Characteristic	Are there any issues that need to be researched or consulted on?
Age	N
Disability	N
Gender	N
Race	N
Religion & Belief	N
Sexual Orientation	N
Gender Reassignment	N
Pregnancy & Maternity	N
Marriage & Civil Partnership	N
If you have answered yes to any of the protected characteristics you must contact the Equality & Diversity Officer	

Related Documents	
Equality Impact Assessment	<ul style="list-style-type: none"> • Equality Impact Assessment
Policy & Procedure	<ul style="list-style-type: none"> • Whistleblowing • Safe recruitment process
Guidance	<ul style="list-style-type: none"> • Record Keeping, Prevention Interventions with Individuals • Duty Group Managers Command Support room Guidance Regarding contacting a Designated Safeguarding Officer • Safeguarding People at risk of Radicalisation or Involvement in Terrorism • Child Sexual Exploitation
External	<ul style="list-style-type: none"> • The Care Act 2014 (in particular, sections 42-46) • The Care Act Statutory Guidance (chapter 14, 15, 16) • The Children's and Young Persons Act 1933 • The Children's Act 1989 (as amended in 2018) – Sections 17 'Child in Need' & Section 47 'Child in Need of Protection'

	<ul style="list-style-type: none"> • The Children's Act 2004 – LSCBs • The Children and Adoption Act 202 – 'significant harm' • The Education Act 2002 – Sections 157/175 • Working Together to Safeguard Children 2018 • The Education Act 2011/Keeping Children Safe in Education 2018 (KCSIE) • The Children and Families Act 2014 • Safeguarding Vulnerable Groups Act 2003 (plus amendments) • Use of reasonable force: Advice for head teachers, staff and governing bodies July 2013 • Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers March 2015 • Greater Manchester Safeguarding Partnership • Data Protection Act • Crime and Disorder Act 1998 (Section 17) • Guidance for safer working practice for those working with children and young people in education settings October 2015 • GDPR and the Data Protection Act 2018. • Information Sharing: Advice for Practitioners 2018. • Sexual Violence and Sexual Harassment Between Children in Schools and Colleges (guidance document) 2018
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Scope

This policy applies to all employees, volunteers and those contractors working for the Fire and Rescue Service premises.

For the purposes of this document, the term personnel will be used to collectively describe:

- All Greater Manchester Fire and Rescue Service (GMFRS) staff, including; Apprentices, sessional staff and those seconded to us.
- Officially authorised volunteers working on behalf of GMFRS

Contractors working on behalf of GMFRS. The term service users will be used to collectively describe;

- Children and young people accessing our services
- Adults that GMFRS personnel are in contact with throughout the course of their duties

This document describes GMFRS's policy and procedure in relation to safeguarding children, young people and adults. The policy describes our organisational approach to preventing abuse, neglect and exploitation and responding effectively where concerns are raised, to protect the public, GMFRS service users and personnel from harm. The procedure provides the standard process for GMFRS personnel to follow in order to report and record safeguarding concerns within the context of their work. Should personnel require support to address concerns affecting a colleague or member of the public, advice/support can be sought via GMFRS managers, DSOs or local Safeguarding Teams if that is deemed more appropriate.

The policy and procedure is supported by, and should be read in conjunction with, the GMFRS guidance listed in the *related documents* section above. This is because some complex safeguarding matters require GMFRS to follow a different referral protocol to the one described in the procedure section of this document.

GMFRS is a non-statutory member of the Adult Safeguarding Boards, and Local Safeguarding Children's boards, across the ten boroughs of Greater Manchester. The Adult Safeguarding boards each have a set of policies and procedures. The Safeguarding Children's boards have a single set of policies and procedures under the Greater Manchester Safeguarding Partnership. This GMFRS policy and procedure should be read and implemented in conjunction with these. Links to each of these can be found in the ten Safe and Well Directories (see appendix A).

Definitions

Adult

An adult is 'a person aged 18 years or over'.

Safeguarding Adults

The Care Act 2014 states that adult safeguarding means protecting 'an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse and neglect, while at the same time making sure that the adult's wellbeing is promoted, including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action'.

The Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Child or Young Person

A child or young person is defined in law by the Children Act 2004 as 'a person who has not yet reached their 18th birthday'. The terms 'child' and 'young person' are interchangeable.

Safeguarding Children

Safeguarding is a term, which, is broader than 'child protection' and relates to the action taken to promote the welfare of children and protect them from harm. Safeguarding is everyone's responsibility. Safeguarding is defined in Working Together to Safeguard Children 2018 as:

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

Child Protection

Child protection is part of safeguarding. It refers to the activity that is undertaken to protect specific children who are suffering or at risk of suffering 'significant harm'. Effective child protection is essential as part of wider work to safeguard and promote the welfare of children. However, all agencies and individuals should aim pro-actively to safeguard and promote the welfare of children so that the need for action to protect children from harm is reduced.

Significant Harm

The Children Act 1989 introduced Significant Harm as the threshold that justifies compulsory intervention in family life in the best interests of children. Physical Abuse and Neglect are all categories of Significant Harm.

Harm is defined as the ill treatment or impairment of health and development and includes impairment suffered from seeing or hearing the ill treatment of another.

Significant Harm is also a key concept in relation to adults. The impact of harm upon a person will be individual and depend upon each person's circumstances and the severity, degree and impact or effect of this upon that person.

Abuse and Neglect

Abuse is a violation of an individual's human and civil rights by another person or persons. Abuse may consist of a single act or repeated acts. It may be physical, psychological or emotional and can take the form of an act of neglect or omission to act. Abuse includes any occurrence when a person is persuaded to enter into a financial or sexual transaction, which they have not consented, or cannot consent to. Abuse may be deliberate or unintentional. Appendix A provides guidance to assist personnel to recognise abuse and neglect.

Designated Safeguarding Officer (DSO)

Designated Safeguarding Officers (DSOs) are nominated employees who have additional safeguarding training and are required to have a detailed understanding of safeguarding. They provide support, advice and guidance to all personnel about safeguarding children, young people and adults and can be used as a point of contact by service users with a safeguarding concern. They also assist the organisation to develop and maintain an approach to safeguarding which is aligned with local and national guidance and good practice. Appendix B describes the responsibilities of DSOs within GMFRS and the contact details for GMFRS DSOs.

Policy Statement

This policy and procedure contributes to GMFRS's core purpose, which is to 'protect and improve the quality of life of the people in Greater Manchester'. The policy outlines GMFRS' commitment to the safeguarding and protection of children, young people and adults from abuse and neglect. All of our safeguarding activity will promote the safety, dignity and wellbeing of those individuals we are safeguarding and take into account their wishes, beliefs and personal circumstances.

During all of our activity, and through the implementation of this policy, we will ensure that all GMFRS personnel maintain a proper focus on safeguarding and that this is reflected in sound individual practice and in internal policies, procedures, guidance and training.

Principles

Legislation

GMFRS will align its approach to safeguarding with relevant legislation. The Care Act 2014 makes provision about safeguarding adults from abuse or neglect in sections 42-46. The Act is supported by the Care Act Statutory Guidance and chapter 14 of the guidance replaces the previous department of health guidance, 'No Secrets'.

The Children Acts of 1989 and 2004 include specific duties in relation to children suffering or likely to suffer significant harm regardless of where they are found. Significant changes to local multi-agency arrangements have recently been established through the Children and Social Work Act 2017. The Act creates new duties for police, health and the local authority to make arrangements locally to safeguard and promote the welfare of children in their area. Following the passage of the Act in April 2017, the Government has worked to revise the statutory guidance *Working Together to Safeguard Children*, and draft the regulations required to commence the legislation. Keeping Children Safe in Education was also updated in 2018.

Other relevant legislation includes:

- [Mental Capacity Act 2005](#)
- [Sexual Offences Act 2003](#)
- [Safeguarding Vulnerable Groups Act 2006](#)
- Children and Social Work Act 2017

Partnership

GMFRS will work jointly with partners and the relevant authorities to safeguard and promote the welfare of children, young people and adults and, where necessary, to help bring to justice the perpetrators of abuse or neglect.

GMFRS will be represented at, or have links into, Safeguarding Adult Boards and Safeguarding Children's Boards across the 10 boroughs of Greater Manchester (whilst they exist). GMFRS will share all relevant information with the respective statutory protection agencies without delay and within protocols agreed by safeguarding boards.

Diversity

This policy and procedure and the guidance that supports it, will take account of diversity and will be delivered in ways that ensure that our services are equitable regardless of the communities involved.

GMFRS will safeguard those communities and individuals whose cultural practices require different approaches to deal with sensitive matters relating to abuse and neglect. For further information, personnel should consult the guidance documents associated with this policy and procedure, which are listed in the 'Related Documents' section above.

Empowerment

GMFRS personnel, where possible and appropriate, will support and encourage people to make their own decisions and give informed consent

1. **Empowerment:** people being supported and encouraged to make their own decisions and give informed consent
2. **Prevention:** it is better to take action before harm occurs
3. **Proportionality:** the least intrusive response appropriate to the risk presented
4. **Protection:** support and representation for those in greatest need
5. **Partnership:** local solutions through services working with their communities – communities have a part to play in preventing, detecting and reporting neglect and abuse
6. **Accountability:** accountability and transparency in safeguarding practice

Complex, Contextual and Transitional Safeguarding

GMFRS recognises that Safeguarding matters are often complex and often have multiple influencing factors. Each safeguarding concern requires particular understanding and considered approaches. This includes child sexual and criminal exploitation, serious and organised crime and gangs, modern slavery including sham marriages, female genital mutilation, honor-based violence, violent extremism, radicalisation and county lines.

The organisation will work with its partners to improve organisational understanding of all safeguarding matters and will continue to develop guidance for its workforce to address these risks within our communities.

Communication

GMFRS will communicate its safeguarding policy, procedure and guidance to all personnel, and will ensure that these are accessible to individuals and families (service users) in the community who may need to be aware of them.

Training

All GMFRS personnel must complete the GMFRS e-learning safeguarding training and refresh this training every year or sooner if directed by the organisation to do so because of any significant updates to the content of the training. This training is a mandatory part of induction.

GMFRS is committed to delivering *Workshop to Raise Awareness of Prevent (WRAP)* training to staff and volunteers. This training raises awareness of radicalisation and supports staff to identify people at risk and refer them to the Channel Programme. Separate guidance is available in relation to this.

In addition to the above, further training is provided by local Safeguarding Adult Boards and Local Safeguarding Children's Boards. All GMFRS line managers must review the roles within their team and co-ordinate training with external partners as required.

Support for Personnel

If affected by or involved in identifying, raising or referring a safeguarding concern, GMFRS personnel may experience increased levels of anxiety and require additional support. Individuals may require dedicated time on a one to one basis with a colleague or line manager to debrief. Other support is available through the GMFRS Health and Wellbeing team or externally through the employee assistance programme. Further information on support available can be found under the 'Health and Wellbeing' section under Key info on Inside GMCA [here](#).

Safe Recruitment and Procurement

It is vital that organisations working with children and adults with care and support needs create a culture of safe recruitment and, so GMFRS has established a set of recruitment procedures that help deter, reject or identify people who might abuse children, young people or adults. The GMFRS [Safe recruitment process](#) describes those checks that are, or may be, required for any individual working in the service. GMFRS will act reasonably in making decisions about the suitability of the prospective employee based on checks and evidence including: criminal record checks (Disclosure and Barring Service (DBS) checks), barred list checks and prohibition checks together with references and interview information.

GMFRS procurement processes will ensure that individual, consultants or agencies contracted to deliver work for or on behalf of the organisation, have their own safeguarding policies in place, or agree to adhere to the GMFRS Safeguarding policy and procedure.

Reducing and Managing Allegations Against Personnel

Personnel must avoid placing themselves in situations where they could be the subject of allegations of abuse/neglect. To assist with this, a code of conduct is provided in Appendix D.

Whistleblowing

GMFRS recognises the important role employees can play in the identification of malpractice or wrong doing. As such, GMFRS will seriously consider and investigate any allegation made. As long as the allegation is made in good faith, the person bringing it will be protected from possible reprisals.

GMFRS will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect employees when they raise a concern in good faith. Policies are already in place to support this intent and can be found [here](#).

Responding to Abuse and Neglect

Wherever risks of abuse and neglect are identified, those working for GMFRS must highlight them and seek to ensure that appropriate steps are taken to safeguard the children, young people or adults concerned. Appendix C describes the different types of abuse and neglect and some of the common indicators.

GMFRS does not *investigate* individual safeguarding concerns and is not the statutory agency responsible for investigations or enquiries. However, GMFRS staff could be called upon to assist with an enquiry. All allegations or suspicions of abuse or neglect should be reported within 24 hours to the relevant agency that is authorised to act. This will usually be the local authority children's services and adult services directorates, or the police.

All personnel must:

- Recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns, involving children, young people and adults with care and support needs (including GMFRS colleagues/personnel)
- Respond in line with the policy and procedure, to disclosure of abuse/neglect from members of the public/service users, arising in the course of their work
- Read the associated guidance listed in the 'Related Documents' section of this policy and procedure, because some complex safeguarding matters require a different referral process to the one described in the procedure section of this document.

Consent

With regard to children and young people, in all cases, safeguarding concerns can and must be raised and referred to Children's Services, the police or the appropriate agency. In most cases, it is appropriate to seek consent. However, there are some cases where it is not. Consent should not be sought if doing so would:

- Place a person (the individual, family member, worker or a third party) at increased risk of significant harm (if a child) or serious harm (if an adult).
- Prejudice the prevention, detection or prosecution of a serious crime - this is likely to cover most criminal offences relating to children.
- Lead to an unjustified delay in making enquiries about allegations of significant harm (to a child) or serious harm (to an adult).

With regard to adults, safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

It is good practice to seek the consent of the adult considered to be at risk if you are going to make a safeguarding referral. However, in some cases it may not be possible or safe to ask for or gain consent. Staff can use the Caldecott principles (reflected in the Data Protection Act) to guide them in decision making about sharing information without consent of the individual. These are;

- Justify the purpose(s).
- Do not use personal confidential data unless it is necessary.
- Use the minimum personal confidential data necessary for purpose.
- Access to personal confidential data should be on a strict need-to-know basis.
- Everyone with access to personal confidential data should be aware of their responsibilities.
- Comply with the law.
- The duty to share information can be as important as the duty to protect patient confidentiality.

Further advice can be sought by contacting Adult Services, a GMFRS DSO or a line manager.

Auditing

GMFRS will establish and undertake auditing processes to ensure that;

- The organisation upholds its commitment to safeguarding as described in this policy
- All personnel adhere to the procedure described in this policy
- Compliance with this policy and procedure is continually monitored and improved in order to increase effectiveness.

Record Keeping

Records relating to safeguarding should adhere to the GMFRS guidance 'Record Keeping, Prevention Interventions with Individuals'.

Data Protection and Information Sharing

Information regarding safeguarding must remain wholly confidential and must only be shared on a 'need to know' basis. Information should only be discussed for deciding on a course of action and to seek advice from a line manager, a DSO or partner organisation.

Recorded information which is sensitive and/or personally identifiable, must be processed and stored in accordance with data protection principles.

When sharing sensitive and/or personally identifiable information personnel should ensure that appropriate levels of information security are applied. In cases where information is emailed externally documents must be password protected or sent via secure email. Appendix E

explains how to do this. Please see guidance '[Information sharing advice for safeguarding practitioners](#)' (DfE, 2018)

Roles & Responsibilities

Assistant Chief Fire Officer Director of Service Delivery

The Assistant Chief Fire Officer; Director of Service Delivery is the senior person to whom all allegations or concerns about personnel are reported and has overall responsibility for:

- Ensuring Safeguarding procedures are properly applied and implemented, particularly in relation to allegations against staff; and
- Providing advice, information and guidance for staff within the organisation pertaining to safeguarding and allegations against staff.

In the absence of the Assistant Chief Fire Officer; Director of Service Delivery, concerns should initially be reported to the Duty Principal Officer.

Area Manager for Prevention and Place Based Working

The Area Manager for Prevention and Place Based Working will oversee the delivery of the safeguarding policy and procedure, and report to the Director of Service Delivery on matters relating to safeguarding. In addition will act as the GMFRS lead for Safeguarding adults.

Prevention Support Manager

The Prevention Support Manager will chair the Safeguarding Policy Review Group, and report to the Area Manager of Prevention and Place Based Working on matters relating to safeguarding.

Youth Engagement Strategy Manager

The Youth Engagement Manager will chair the Designated Safeguarding Officers Operational Group and act as the lead for Safeguarding children and young people.

Corporate Leadership Team/Leadership Group Meeting

This group is made up of the most senior leaders/managers of GMFRS. Information relating to GMFRS performance and risk in relation to safeguarding will be shared on bi-annually as a minimum or more frequently if required.

Safeguarding Policy Review Group

The Safeguarding Policy Review Group will identify issues affecting the strategic direction for safeguarding within GMFRS. The group is responsible for developing, reviewing and updating the organisation's safeguarding policy and procedure, and communicating to employees and volunteers any changes in policy and procedure. The group will monitor compliance with the

policy and audit and evaluate safeguarding activities across the organisation in order to increase effectiveness.

Designated Safeguarding Officers' Operational Group (DSOOG)

The DSOOG is an internal GMFRS forum established for Designated Safeguarding Officers to discuss local trends, share numbers and types of referrals, provide peer support, and share best practice. The group will identify operational/delivery issues and escalate to the Safeguarding Policy Review Group or other appropriate body.

Designated Safeguarding Officers (DSO)

GMFRS will appoint and train DSOs. Training will be refreshed every 2 years.

Community Safety Managers, Community Safety Team Leaders and a number of other office-based staff will be trained as DSOs and will be available to provide guidance to employees and volunteers during office hours. A number of Flexi Duty Officers will be trained as DSOs in order to provide access to a DSO at all times including out of office hours situations. A full list of DSOs is available in Appendix A. A full description of the responsibilities of a DSO is provided in Appendix B.

GMFRS Personnel

Personnel are responsible for adhering to the safeguarding policy and completing all associated training. Personnel are also responsible for identifying, reporting and recording safeguarding issues in accordance with the safeguarding procedure described in this document.

Where appropriate, personnel will ensure that parents, carers, family members, children and young people and adults with care and support needs are aware of our safeguarding policy and procedure.

Line Managers

Line Managers are responsible for the safeguarding and well-being of their reportees. This includes personnel and service users. Line Managers will ensure that their staff and volunteers have access to, and are familiar with this policy and procedure and undertake safeguarding training appropriate to their roles. Line managers will manage concerns/complaints relating to reportees, taking advice from DSOs or the GMCA People Directorate if required.

People Directorate

The People Directorate will ensure that all appropriate pre-employment checks are made as part of any recruitment process to a role working or volunteering for GMFRS. It is standard procedure to collect certain essential information from successful candidates such as references covering a 5 year work history, right to work in the UK documentation and, where appropriate to the role, a Disclosure and Barring Service Check (DBS). People Directorate will provide advice and guidance to managers in the implementation of the DBS policy and assist

managers with dealing with any DBS related matters during recruitment or employment. People Directorate will provide advice and guidance to managers dealing with employee or volunteer misconduct issues to ensure they are investigated and dealt with in line with GMFRS policies.

Procedure

Personnel can use Appendix C 'Recognising Abuse and Neglect', their knowledge and training to assist them to identify abuse and neglect.

If abuse or neglect of a child, young person or adult with care and support needs is suspected or disclosed, and/or where risk of serious injury, danger or threat to life is suspected or disclosed, GMFRS personnel must take action to safeguard the individual, in accordance with the steps set out in the procedure below. This includes GMFRS personnel who may have experienced or perpetrated abuse, neglect or harm.

It is the responsibility of the individual who identifies the safeguarding concern to act and to report it.

Step 1: Provide an Initial Response

1. When a safeguarding concern is disclosed or observed, remain calm and receptive and listen carefully to what is being said.
2. Do not:
 - Allow your emotions to show
 - Ask leading questions
 - Make assumptions or speculate
 - Make negative comments about the abuser
 - Make promises you cannot keep
 - Agree to keep the information confidential
3. Make it clear that you are taking the matter seriously and let the person know what you will do to help.
4. Explain to the individual at risk that you have a duty to inform Children's Social Care, Adult Social Care, or the Police if appropriate.
5. Make an accurate record of what has been observed or disclosed to you and collect the following information about the person at risk if it is available and if obtaining it does not put the individual at further risk:
 - Full Name, any aliases and gender
 - Address, phone number and date of birth
 - Family composition (names and dates of birth of all family members)
 - Time, place and persons present at the incident (if applicable)
 - Details of the concern, disclosure or allegation
 - Details about alleged perpetrator(s) (if applicable)
 - Any requirements for immediate protection from harm
 - Name of school, GP or social worker (if applicable)
 - Any communication barriers

- Religion/ethnicity
 - Source of the information
 - Whether the child or adult is aware of, and has given consent for the safeguarding referral (it is not essential that they are aware or have given consent)
 - Parents/relatives/carers response to the concern (if this has been discussed)
6. Decisions about whether to discuss safeguarding concerns with a parent, relative, carer, friend or colleague, of the child or adult with care and support needs, should be based on the risk of harm posed to the child or adult. If suspicions or allegations are about parents, relatives, friends or colleagues, the concerns must not be discussed with them before making the referral. Any decisions made must be recorded.
 7. You should not investigate the matter and do not have to be certain that abuse or neglect is taking place in order to take action
 8. You must raise the safeguarding concern as a priority, as soon as possible and at the latest, within 24 hours. Non action is not an option.

Step 2 - Make a Safeguarding Referral to Children's or Adult Social Care Services

9. In non-emergency safeguarding situations, refer the safeguarding concern to Children's Social Care services or Adult Social Care services (as appropriate), in the borough where the person lives or is found.
10. You do not have to seek approval from a manager, DSO or anyone else in order to make a referral to social care services but you can seek advice from them on a need-to-know basis in order to clarify a response if you need to, providing this does not cause significant delay. A full list of DSOs and their contact details is provided on Appendix A.
11. Make the referral in accordance with the procedures of the service you are referring to and using their referral forms if instructed. The referral processes and contact details for services in each borough can be found in the GMFRS Safe and Well service directories. (See Appendix A).
12. Some services may accept telephone referrals but many will require the referral in writing/via email. Either way, you should confirm telephone referrals in writing/by email within 48 hours of making the initial referral.
13. If no referral form is provided by social care, and you are unsure what information to send to them, you can use the GMFRS forms (appendix F for children and appendix G for adults) to submit any information you have available.
14. When sending personally identifiable information to social care services you should ensure that appropriate levels of information security are applied. In cases where information is emailed secure email should be used or alternatively documents should be password protected. Guidance on this can be found in Appendix E.
15. If you have decided a referral is needed you must always make your own safeguarding referral as an employee of GMFRS. Even if you believe a referral is being made by another agency, or that the individual is already under safeguarding, you must still

make a referral based on what you have seen and heard. Under no circumstances should you make an assumption that someone else is making a referral.

Step 3 - Involve Greater Manchester Police (if appropriate)

16. In emergency safeguarding situations where there is immediate risk of significant harm, serious injury, danger or threat to life, dial 999 and request the police or the appropriate emergency service. You must still make the safeguarding referral to social care as described in step 2 above.
17. In safeguarding situations where there is no immediate risk of significant harm, serious injury, danger or threat to life, but a crime has been committed, contact the police on 101. You must still make the safeguarding referral to social care as described in step 2 above.

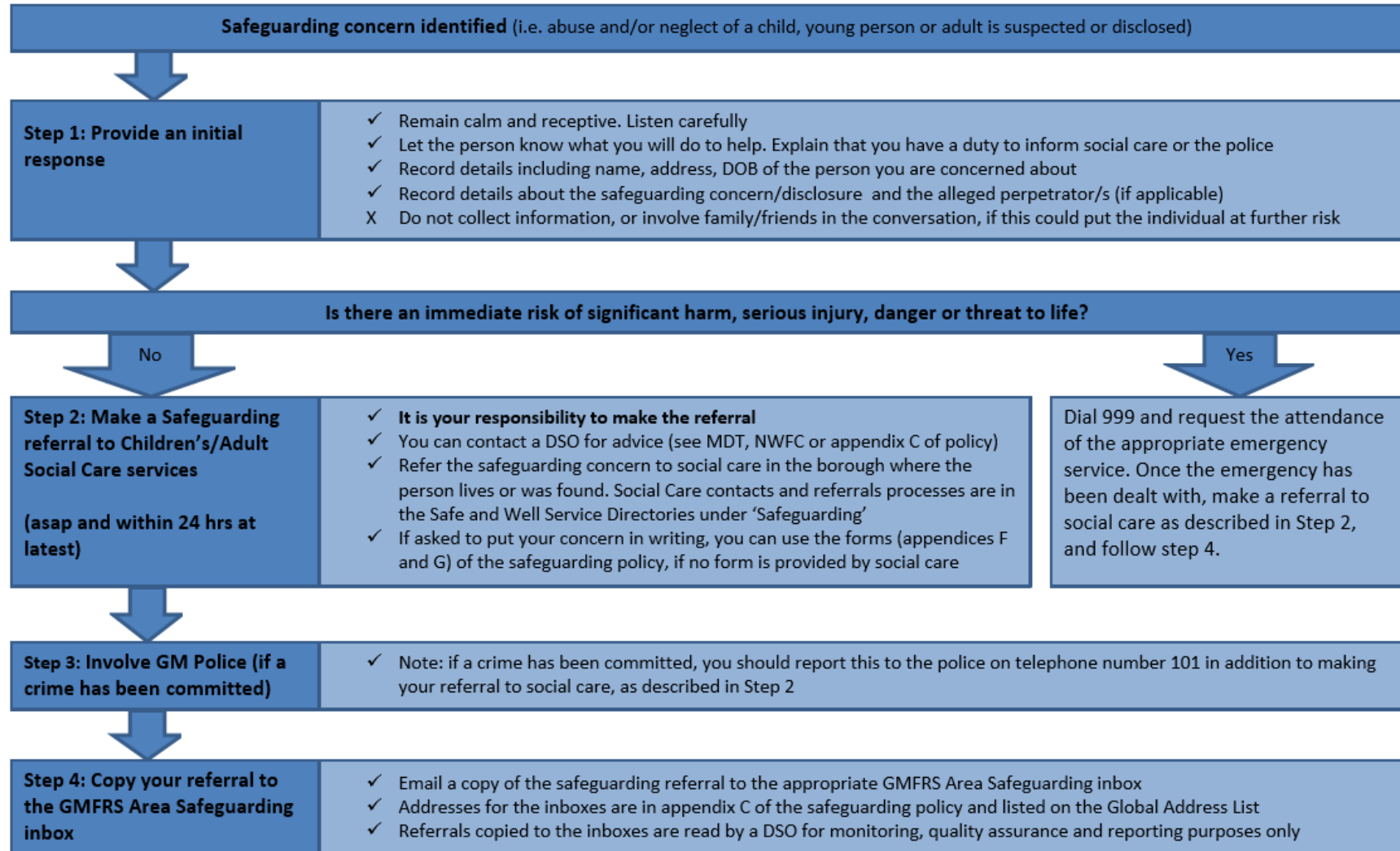
Step 4 – Copy your Referral to the GMFRS Safeguarding Area Inbox

18. After you have made a Safeguarding referral, you must email a *copy* of the referral and any associated referral forms to the GMFRS Safeguarding inbox for the geographical area in which the referral was made. Names and addresses for the inboxes can be found on Appendix C.
19. Each inbox is checked regularly by the Community Safety Manager and Community Safety Team Leader for the area, in their capacity as DSOs. This enables them to monitor the quality of the referral and report on the number of safeguarding referrals made by GMFRS personnel.
20. You must not send information to the inboxes in the hope that a safeguarding referral will be made for you. You must make the referral yourself and copy details of it to the inbox as stated above.
21. DSOs who observe that the inboxes are being used incorrectly will respond to individual senders to correct this and report any recurring problems to the Safeguarding Policy Review Group.

Figure 1

GMFRS Safeguarding Procedure

Information relating to safeguarding concerns must be shared securely, on a 'need to know' basis only and in accordance with risk



Appendices

Appendix A: Contact Details and Referral Pathways

Making a Safeguarding Referral to Social Care Services

To report a safeguarding concern to adult or children's social care services, GMFRS personnel should use the referral pathways and contact details in the 'safeguarding' section of the appropriate GMFRS Safe and Well Service Directory. A Service Directory for each of the ten boroughs is located on 'Inside GMCA' in the 'Key Info' section. Click the link below which will take you to 'Key Info' and then select the 'Safe and Well service directories' button.

[Link to Key Info](#)

Area Safeguarding E-mail Inbox Addresses

After making a safeguarding referral to social care services or the police, GMFRS personnel should copy the details of the referral, including any completed referral forms, to the appropriate GMFRS Safeguarding area Inbox. The inboxes are managed by Community Safety Managers for the purposes of quality assurance and collating statistics and patterns.

Name: Bury Oldham Rochdale Safeguarding
Email: buoldrochsafeguard@manchesterfire.gov.uk

Name Manchester Safeguarding
Email: manchestersafeguard@manchesterfire.gov.uk

Name: Wigan Bolton Safeguarding
Email: wigbolsafeguard@manchesterfire.gov.uk

Name: Salford Trafford Safeguarding
Email: salftrafsafeguard@manchesterfire.gov.uk

Name: Stockport Tameside Safeguarding
Email: stocktamesafeguard@manchesterfire.gov.uk

GMFRS Designated Safeguarding Officers (DSO)

Below is the list of current Designated Safeguarding Officers (DSOs) for GMFRS. Contact them for advice and support.

Community Safety Managers (CSM) and Community Safety Team Leaders (CSTL) can be contacted during office hours.

Group managers are trained as DSOs to provide cover in out-of-hours circumstances.

In addition, some staff are DSOs due to their specific roles in relation to safeguarding.

Community Safety Managers (CSM) and Community Safety Team Leaders (CSTL)		
Manchester	Clare Platt (CSM)	0161 608 5312 / 07790337829 plattc@manchesterfire.gov.uk
	Mel Kearney (CSTL)	0161 909 0312 / 07734275703 kearneym@manchesterfire.gov.uk
Salford/Trafford	Andy Pownall (CSM)	0161 609 0212 / 07977410605 pownalla@manchesterfire.gov.uk
	Janine Davies (CSTL)	07817384471 daviesjl@manchesterfire.gov.uk
Stockport/Tameside	Louise Atkinson (CSM)	0161 608 5412 07772 210774 atkinsonl@manchesterfire.gov.uk
	Rod Holmes (CSTL)	07879667487 holmesr@manchesterfire.gov.uk
Bury/Oldham/Rochdale	Wendy Hall (CSM)	0161 608 5427 / 07971971417 hallw@manchesterfire.gov.uk
	Ros Hopkins (CSTL)	07817386916 hopkinsr@manchesterfire.gov.uk
Wigan/Bolton	Derek Dempster (CSM)	01204 902112 / 07734275762 dempsterd@manchesterfire.gov.uk
	CSTL not currently trained	
DSOs - Group Managers (*providing Duty Manager cover)		
Andy Berry	01204 905127 / 07970447646	berryaj@manchesterfire.gov.uk
Mark Doggett	01706 900 121 / 07734275743	doggetmd@manchesterfire.gov.uk
Paul Duggan	0161 736 5866 / 07768772354	dugganp@manchesterfire.gov.uk
Lee Coleman	01204 905 121 / 07977239460	colemanl@manchesterfire.gov.uk
Paul Fearnhead	07879667451	fearnhpd@manchesterfire.gov.uk
Billy Fenwick	07768181471	fenwickw@manchesterfire.gov.uk
Brian Highlands	0161 608 4048 / 07854443692	highlanb@manchesterfire.gov.uk
Val Hussain	07971963798	hussainv@manchesterfire.gov.uk
Steve Jordan	0161 609 0202 / 07966285504	jordansa@manchesterfire.gov.uk
Phil Nelson	0161 609 1620 / 07970447035	nelsonpb@manchesterfire.gov.uk
Jason Rain	0161 908 5155 / 07785373019	rainjm@manchesterfire.gov.uk
Mark Threader	0161 608 5350 / 07581360915	threaderm@manchesterfire.gov.uk
Alan Topping	07807054094	toppinga@manchesterfire.gov.uk
DSOs – Role specific		
Kathryn Aylett	Community Safety Training and Development Team Manager	0161 6084045 07890070546 aylettk@manchesterfire.gov.uk
Yasmin Bukhari	Bridging Cultures Coordinator	0161 608 4255 / 07734275732 bukhariy@manchesterfire.gov.uk
Jimmy Clitheroe	Watch Manager Firefighter Development	0161 908 5155 07854124687 clitheroej@manchesterfire.gov.uk
Katie Davis	Youth Engagement Strategy Manager	davisk@manchesterfire.gov.uk 0161 608 4044 07854585285
Jax Effiong (CSM)	Diversity and Inclusivity Manager	07976027920 effiongj@manchesterfire.gov.uk
Paul Etches	Area Manager, Change lead Training	07971964462 etchesp@manchesterfire.gov.uk
Louise France	Youth Engagement Area Manager	07973923103 francel@manchesterfire.gov.uk

Donna Gyles	Partnership Liaison Officer	0161 608 4102 / 07909532760 gylesd@manchesterfire.gov.uk
Sarah Hardman	Substance Use Coordinator	0161 608 4294 / 07968143678 hardmans@manchesterfire.gov.uk
Su Matthews	Learning and Development Manager	0161 608 4244 / 07800 613113 su.matthews@greatermanchester-ca.gov.uk
Rob McDonagh	Station Manager Firefighter Development	0161 908 5169 07817385344 mcdonaghr@manchesterfire.gov.uk
Alison McDonald	Prevention Service Support Manager	0161 608 4182 / 07901511637 mcdonalda@manchesterfire.gov.uk
Jane Mobey	Youth Engagement Programme Officer	07734275755 mobeyj@manchesterfire.gov.uk
Linzie Porteous	Health and Social Care Coordinator	0161 608 4287 / 07971963951 linzie.porteous@manchesterfire.gov.uk
Kelly Richardson	(Bury) Safety Centre Manager	07990551350 richardsonk@manchesterfire.gov.uk
Amanda Stevens	Partner Human Relations Payroll and Pensions	0161 608 4286 / 07890287607 amanda.stevens@greatermanchester-ca.gov.uk
Donna Vickers	Youth Engagement Programme Manager	07800613100 vickersd@manchesterfire.gov.uk
Andrew Williams	Crime and Disorder Coordinator	0161 608 4281 07812207297 williamsa@manchesterfire.gov.uk

GMFRS Safeguarding Policy Review Group

Alison McDonald, Prevention Support Manager (Chair)
0161 608 4182 / 07901511637
McDonalA@manchesterfire.gov.uk

GMFRS Designated Safeguarding Officers Operational Group

Katie Davies, Youth Engagement Strategy Manager (Chair)
0161 608 4044 07854585285
davisk@manchesterfire.gov.uk

Appendix B: Designated Safeguarding Officer Responsibilities.

Greater Manchester Fire and Rescue Service (GMFRS) nominates and trains Designated Safeguarding Officers (DSOs) in accordance with its organisational policy and procedure.

Community Safety Managers and Community Safety Team Leaders are nominated and trained as DSOs. Other Prevention staff whose roles are specifically linked to children and young people or vulnerable adults have also been nominated and trained. A number of Flexi Duty Officers have been nominated and trained as DSOs to ensure the organisation has cover in out-of-hours situations. A list of DSOs is available in the GMFRS Safeguarding policy and procedure and on the Mobile Data Terminal (MDT).

Responsibilities

Develop and maintain knowledge and understanding of safeguarding.

- Develop and maintain knowledge and understanding of abuse and neglect.
- Develop and maintain awareness of key areas of concern relating to safeguarding in Greater Manchester.
- Understand the importance of formal processes for reporting concerns and taking the appropriate action to keep vulnerable people safe from abuse and neglect.
- Understand the role of preventative safeguarding measures that are put in place by GMFRS such as recruitment protocols and the employee code of conduct.
- Develop and maintain a working knowledge of the GMFRS Safeguarding Policy and Procedure and promote its application.
- Develop and maintain an awareness of national and local guidance and key legislation relating to safeguarding.
- Undertake DSO training and refresher training organised by GMFRS.
- Undertake any further training considered necessary by GMFRS, to ensure its DSOs have good knowledge and understanding of a variety of safeguarding topics.

Act as first point of contact for those who require advice or support to respond to concerns about a child, young person or adult with care and support needs.

- Advise GMFRS employees and volunteers on where they can find the organisation's Safeguarding policy and procedure.
- Guide and advise GMFRS employees, volunteers and service users who require assistance to respond to safeguarding concerns.

- Guide and advise GMFRS employees and volunteers who require assistance to make safeguarding referrals to social care.
- Escalate safeguarding concerns in situations where it is felt that that additional support is required to achieve an acceptable outcome.
- Guide and advise GMFRS employees and volunteers who require assistance to keep good records relating to safeguarding concerns and actions taken to safeguard children, young people or adults with care and support needs.

Assist the organisation to develop and maintain an approach to safeguarding which is aligned with local and national guidance and good practice.

- Promote the importance of safeguarding across the organisation.
- Develop and maintain an awareness of Greater Manchester's Local Safeguarding Children's Boards and Safeguarding Adults Boards and their procedures, so that all DSOs regardless of position are able to offer support and guidance to staff and volunteers.
- Attend the GMFRS Designated Safeguarding Officers Operational Group as required.
- Submit relevant information about safeguarding to the GMFRS Designated Safeguarding Officer Group in order to share knowledge and good practice.
- Submit relevant information about safeguarding to the GMFRS Policy Review Group in order to ensure the organisation's policy and approach reflect significant changes in the internal or external environment.
- Contribute to the identification of staff and volunteer training needs and training opportunities associated with safeguarding.

Borough specific Tasks for Community Safety Managers and Team Leaders

- Work with the local Group Manager for Area to ensure GMFRS is represented on Local Safeguarding Children's Boards and Safeguarding Adults Boards
- Ensure the GMFRS area safeguarding inboxes are checked at least once a week, and where possible on a daily basis, during the working week.
- Review and quality assure any referrals that have been made and work with the referrer should any further action be required. Store all referrals that have been copied to the area safeguarding inbox, securely.
- Report to the Designated Safeguarding Officers Operational Group on the number and nature of safeguarding referrals that have been copied to the respective area safeguarding inboxes, by GMFRS employees.

Appendix C: Recognising Abuse and Neglect

Recognising abuse or neglect is not easy. It is not possible to provide an exhaustive list of safeguarding scenarios or indicators of abuse or neglect, so personnel must use their training, experience and judgement to identify people who may be suffering, or at risk of suffering, abuse or neglect.

It is not the responsibility of GMFRS personnel to investigate an incident or to decide whether or not abuse has taken place or if a person is at risk.

However, all personnel do have a responsibility to act if they have a safeguarding concern, so that the appropriate authorities can investigate and take action to safeguard the welfare of the child, young person or adult with care and support needs, if they deem it necessary.

What is Abuse and Neglect?

Abuse is a violation of an individual's human and civil rights by another person or persons. Abuse may consist of:

- a single act or repeated acts
- be physical, psychological or emotional
- an act of neglect or omission to act
- occur when a person is persuaded to enter into a financial or sexual transaction which they have not consented, or cannot consent to
- Abuse may be deliberate or unintentional.

Exploitation is the deliberate maltreatment, manipulation or abuse of power and control over another person. It is taking advantage of another person or situation usually, but not always, for personal gain. Exploitation may be a common theme in all types of abuse and neglect

Definitions: Working Together to Safeguard Children 2015

Child Abuse and Neglect

Child abuse is any action by another person – adult or child – that causes significant harm to a child. It can be physical, sexual or emotional. Neglect, whatever form it takes, can be just as damaging to a child as physical abuse.

An abused child will often experience more than one type of abuse, as well as other difficulties in their lives. It often happens over a period of time, rather than being a one-off event. And it can increasingly happen online.

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the 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 and clothing, shelter (including exclusion from home or abandonment);
- Protect a child from physical and emotional harm or danger;
- Ensure adequate supervision (including the use of inadequate care-givers);
- Ensure access to appropriate medical care or treatment.
- It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Indicators of Abuse and Neglect

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

Sexual Abuse - There are two different types of child sexual abuse. These are called contact abuse and non-contact abuse.

Contact abuse involves touching activities where an abuser makes physical contact with a child, including penetration. It includes:

- sexual touching of any part of the body whether the child is wearing clothes or not
- rape or penetration by putting an object or body part inside a child's mouth, vagina or anus
- forcing or encouraging a child to take part in sexual activity
- Making a child take their clothes off, touch someone else's genitals or masturbate.

Non-contact abuse involves non-touching activities, such as grooming, exploitation, persuading children to perform sexual acts over the internet and flashing. It includes:

- encouraging a child to watch or hear sexual acts
- not taking proper measures to prevent a child being exposed to sexual activities by others
- meeting a child following sexual grooming with the intent of abusing them
- online abuse including making, viewing or distributing child abuse images
- allowing someone else to make, view or distribute child abuse images showing pornography to a child
- Sexually exploiting a child for money, power or status (child exploitation).

Emotional abuse is the ongoing emotional maltreatment or emotional neglect of a child. It's sometimes called psychological abuse and can seriously damage a child's emotional health and development. Emotional abuse can involve deliberately trying to scare or humiliate a child or isolating or ignoring them. Emotional abuse may be difficult to recognise, as the signs are usually behavioural rather than physical. The following may be indicators of emotional abuse:

- Developmental delay;
- Abnormal attachment between a child and parent/carer e.g. anxious, indiscriminate or no attachment;
- Indiscriminate attachment or failure to attach;
- Aggressive behaviour towards others;
- A child scapegoated within the family;
- Frozen watchfulness, particularly in pre-school children;
- Low self-esteem and lack of confidence;
- Withdrawn or seen as a 'loner', difficulty relating to others.

FGM (Female Genital Mutilation) Comprises of all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons.

FGM is also known as **Female Circumcision (FC)** and **Female Genital Cutting (FGC)**. The reason for these alternative definitions is that it is better received in the communities that practice it, who do not see themselves as engaging in mutilation.

Female Genital Mutilation is a criminal offence in the United Kingdom. It is also a criminal offence for UK nationals or permanent UK residents to carry out Female Genital Mutilation abroad, or to aid, abet, counsel or procure the carrying out of Female Genital Mutilation abroad, even in countries where the practice is legal.

Further in-depth information is available on Greater Manchester Safeguarding Partnership Children's Procedures website

<http://greatermanchesterscb.proceduresonline.com/chapters/contents.html>

<http://greatermanchesterscb.proceduresonline.com/chapters/contents.html>

All GM policies will have supporting pathways for each authority to help practitioners implement locally.

Definitions: Care Act and Supporting Statutory Guidance 2014 (Adults)

The main categories of adult abuse are listed below:

Physical abuse is the use of physical force or mistreatment of one person by another which may, or may not, result in actual physical injury. This may include but is not limited to:

- assault
- hitting
- slapping
- pushing
- misuse of medication
- restraint

- inappropriate physical sanctions

Domestic violence or abuse

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing 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.

Possible indicators of domestic violence or abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

Psychological or Emotional abuse is harmful behaviour that can cause mental distress. It can involve both verbal and non-verbal abuse which can scare, humiliate and isolate a person. This may include but is not limited to:

- threats of harm or abandonment
- deprivation of contact
- blaming
- controlling
- intimidation

- coercion
- harassment
- verbal abuse
- cyber bullying
- unreasonable and unjustified withdrawal of services or supportive networks

Sexual abuse is any behaviour perceived to be of a sexual nature which is unwanted or takes place without consent or understanding such as:

- rape
- indecent exposure
- sexual harassment
- inappropriate looking or touching
- sexual teasing or innuendo
- sexual photography
- subjection to pornography or witnessing sexual acts
- indecent exposure
- sexual assault
- sexual acts to which the adult has not consented or was pressured into consenting

Modern Slavery encompasses:

- slavery
- human trafficking
- forced labour and domestic servitude.
- traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment

Financial or material abuse includes:

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

Other potential indicators of financial abuse may include:

- change in living conditions
- lack of heating, clothing or food
- inability to pay bills/unexplained shortage of money
- unexplained withdrawals from an account
- unexplained loss/misplacement of financial documents

- the recent addition of authorised signers on a client or donor's signature card
- sudden or unexpected changes in a will or other financial documents

Neglect and acts of omission includes:

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

Discriminatory abuse includes forms of harassment or slurs or similar treatment because of:

- race
- gender and gender identity
- age
- disability
- sexual orientation
- religion

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.

Self-neglect is different to other forms of neglect and abuse because it does not involve a perpetrator and; is any failure of an adult to take care of him or herself that causes, or is reasonably likely to cause within a short period of time, serious physical, mental or emotional harm or substantial damage to or loss of assets.

Self-neglect is defined as covering a wide range of behaviours – neglecting one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Examples of self-neglect include:

- Lack of self-care – examples: neglect of personal hygiene, nutrition, hydration, health, thereby endangering safety and well-being,
- Lack of care of one's environment – examples: squalor and hoarding,

Refusal of services that would mitigate risk of harm.

Definitions: General

Hate Crime is a form of any behaviour that is caused by hostility, prejudice or hatred of a person or property because of their:

- Disability - including physical impairments, Mental Health problems, learning disabilities, hearing and visual impairment
- Gender identity - includes people who are transgender, transsexual or transvestite
- Race - skin colour, nationality, ethnicity or heritage
- Religion - faith or belief including people without a religious belief
- Sexual Orientation - people who are lesbian, gay, bisexual or heterosexual

Hoarding behaviour was previously seen as a symptom of Obsessive Compulsive Disorder (OCD) but it has now received separate clinical definition of 'hoarding disorder' and is defined as:

'A psychiatric disorder characterised by persistent difficulty discarding or parting with possessions, regardless of their actual value resulting in significant clutter that obstructs the individual's living environment and produces considerable functional impairment'. ([GMFRS Hoarding Guidance](#)).

Suicidal ideation, also known as **suicidal thoughts**, concerns thoughts about or an unusual preoccupation with suicide. The range of suicidal ideation varies greatly from fleeting thoughts, to extensive thoughts, to detailed planning, role playing (e.g., standing on a chair with a noose), and incomplete attempts, which may be deliberately constructed to not complete or to be discovered, or may be fully intended to result in death, but the individual survives (e.g., in the case of a hanging in which the cord breaks).

Self Harm - intentional self-poisoning or injury, irrespective of the act. Self harm includes poisoning, asphyxiation, cutting, burning and other self-inflicted injuries. (National Institute for Clinical Excellence, NICE)

Bullying is the use of force, threat, or coercion to abuse, intimidate, or aggressively dominate others. The behaviour is often repeated and habitual. One essential criterion is the perception, by the bully or by others, of an imbalance of social or physical power, which distinguishes bullying from conflict.

Cyberbullying is bullying that takes place using electronic technology. Electronic technology includes devices and equipment such as mobile phones, computers, and tablets as well as communication tools including social media sites, text messages, chat, and websites.

APPENDIX D: Managing Allegations against Personnel

GMFRS manages allegations in line with Greater Manchester Safeguarding Partnership procedures. This section provides an overview as to how this process will be managed, however, further detail can be found via the following link:

http://greatermanchesterscb.proceduresonline.com/chapters/p_man_allegations.html.

Definition: Allegation

Information which comes to light which suggests an employee, volunteer or contractor may have hurt or harmed a child, young person, or adult with care and support needs, committed a criminal offence against a child, young person, or adult with care and support needs or has behaved in such a way towards a child, young person, or adult with care and support needs, that they may be considered as unsuitable to continue in their current employment or in any capacity which involves working with a child, young person, or adult with care and support needs.

Position Statement

It is essential that any allegation of abuse made against a professional or volunteer who works with children, young people, or adults with care and support needs in any setting is dealt with fairly, quickly, and consistently, in a way that provides effective protection for the child, young person, or adult with care and support needs and at the same time supports the person who is the subject of the allegation.

This policy should also be used when allegations are made against a person who works with children and they or their children have been subject to a child protection investigation.

Professionals who work with children, young people, or adults with care and support needs as part of their employment or voluntary duties need to be aware that inappropriate behaviour in their private life may affect their suitability to work with children, young people, or adults with care and support needs. It is important to recognise that allegations can result from tensions and misunderstandings, different perceptions of the same event, be malicious or misplaced, or, of course, be genuine. Allegations are treated very seriously by GMFRS and personnel should be aware that any allegation of abuse of children, young people or adults with care and support needs could lead to a referral to the police and/or the DBS.

The Investigation Process

If GMFRS becomes aware of information which suggests that there is a conflict between an allegation of abuse or criminal conviction, and the role that those working for GMFRS are required to carry out, the matter will be investigated and dealt with under our complaints and/or disciplinary procedures. Guidance should be sought from the People Directorate and a Designated Safeguarding Officer (DSO).

The stages of the investigation:

- Information gathering
- Consultation/referral to Local Authority Designated Officer (*for allegations involving children and young people only*) or Police if required
- Risk assessment to determine management of employee whilst in work and welfare support required

- Determining scope of investigation and allocation of Investigating Officer
- Undertaking and concluding investigation
- Sharing outcomes/recommendations with appropriate people/agencies

GMFRS will seek guidance/support from Local Authorities and or Police throughout the investigation where appropriate.

The Local Authority Designated Officer

In each local authority there is a Local Authority Designated Officer (LADO) who works within Children's Services and should be alerted to all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against children, or related to a child
- behaved towards a child or children in a way that indicates s/he is unsuitable to work with children

The LADO captures concerns, allegations or offences emanating from outside GMFRS and will also advise on internal matters. The LADO should be informed within 48 hours of GMFRS receiving information relating to an allegation of an employee or volunteer which meets the criteria detailed above. A Designated Safeguarding Officer will be responsible for initiating this contact.

The LADO will provide advice, guidance and help to determine whether the allegation sits within the scope of the procedures and assist in co-ordinating information-sharing, monitor and track any investigation, with the aim to resolve it as quickly as possible.

Please note that we are only required to alert a LADO to allegations which involve children or young people.

Conduct/Disciplinary Policy/Procedures

Once initial facts are established a risk assessment will be undertaken by an appropriate Line Manager, supported by an Associate Partner from the People Directorate. In line with GMFRS disciplinary procedures, it may be necessary to suspend the individual for the duration of the internal/external investigation. It should be noted and explained to the employee that this is not deemed as disciplinary action, but as a holding measure whilst further investigation takes place. This measure is in place to protect the individual as well as the organisation, children and adults with care and support needs.

While weighing the factors as to whether suspension is necessary, alternatives to suspension should be considered if available and deemed suitable. This may be achieved by:

- The individual undertaking duties which do not involve direct contact with children, young people, or adults with care and support needs e.g. non-frontline work
- Providing an assistant/colleague to be present when the worker has contact with children, young people or adults with care and support needs

It may be appropriate to use an alternative to suspension when an allegation is first made; this would allow time for an informed decision regarding suspension to be made and possibly

reduce the initial impact of the allegation. This will however depend upon the nature of the allegation.

Throughout the investigation, the employee will be kept informed of progress. At the conclusion of the investigation, depending on circumstances, outcomes/recommendations will be shared with all relevant parties, including the employee. There should be a written account of the investigation which is reviewed by the Officer with overall responsibility for safeguarding. Recommendations which affect the Safeguarding Policy should be shared with the Director of Prevention and Protection, who is responsible for the Safeguarding Policy.

Please note; even should an employee leave the organisation during the investigation (for instance due to resignation) the investigation **must** be completed and a decision on the allegations made by a hearing officer. This is because a formal decision on whether or not to refer the individual to DBS needs to be made and recorded.

Confidentiality during Investigations

During an investigation, the employer, Police and LADO have a responsibility to safeguard confidentiality as far as is possible. Sensitive information must only be disclosed on a need to know basis to other professionals involved in the investigative process. Confidentiality should be maintained by those professionals dealing with the allegation, but if other people become aware of the allegation they may not feel bound to maintain confidentiality. Therefore consideration should be given as to how best to manage this, particularly in relation to what information can be disclosed, when, how and to whom.

Good Practice Guide

Greater Manchester Fire and Rescue Service is fully committed to safeguarding the welfare of children, young people, and adults with care and support needs and will take all reasonable steps to protect them from abuse and neglect. This includes equipping our own personnel to act appropriately and professionally when working with children, young people and adults with care and support needs.

All personnel whether paid or otherwise will, at all times, show respect for, and understanding of, the rights, safety and welfare of the children, young people and adults with care and support needs that we engage with, and will conduct themselves in a way that reflects the values and core purpose of the Service. The Good Practice Guide below will assist personnel to do this.

GMFRS employees and volunteers should *always*

Treat everyone with respect and dignity.

Respect and be sensitive to individual beliefs, faith, religions and culture.

Act as a good role model.

Respect an individual's right to privacy.

In accordance with risk, plan where possible to have more than one member of personnel present during engagements with children, young people and adults. It is good practice to keep a door open and/or ensure that you are within the hearing of others.

Provide an environment that encourages children, young people, adults and employees to feel comfortable and confident in challenging bullying and any attitudes or behaviours that may be discriminatory.

Show understanding and sensitivity when dealing with emotional issues.

Take seriously any allegations, suspicions or concerns about abuse that an individual makes (including those made against staff, volunteers or against you) and report them following appropriate procedures.

Remember that others may misinterpret your behaviour and actions regardless of how well intentioned they may be.

Uphold the values and behaviours of Greater Manchester Fire and Rescue Service.

GMFRS employees and volunteers should *never*

Permit or accept abusive and discriminatory behaviour or peer-led activities (e.g. initiation ceremonies, bullying, taunting etc.).

Engage in inappropriate behaviour or contact (e.g. physical, verbal or sexual). Do not allow or encourage others to engage in inappropriate behaviour and contact (as above).

Use inappropriate or demeaning language either in the presence of or directed towards a child, young person, or adult.

Engage in personal or sexual relationships with children, young people or vulnerable adults.

Make sexually suggestive comments.

Enter a room where a child or young person or vulnerable adult may not be fully dressed.

Undertake activities of a 'personal' nature for a child or young person or vulnerable adult.

Give or take personal money.

Do not Invite or take children, young people or vulnerable adults to individual homes.

Transport a child, young person, or vulnerable adult alone in your vehicle, unless an emergency situation demands it, or you have specific permission from a line manager.

Show favouritism to anyone.

Use alcohol, drugs or other substances, or smoke, whilst at work.

Undermine or criticise others.

Deliberately put yourself or others in compromising or potentially dangerous situations.

Promote their religious or political ideas or beliefs.

Jump to conclusions without checking facts.

Believe 'it could never happen to me' or trivialise abuse.

Rely on just your good name and that of the Service to protect you.

Share personal information with service users i.e. children, young people their parents/ carers or adults with care and support needs. This includes personal mobile phone numbers, social networking accounts, personal website/ blog URLs, online image storage sites, passwords/ PIN numbers etc. Also, do not share information about service users on social media without ensuring necessary media permission forms are completed. Any information shared should remain in the confines of your professional role.

Engage in inappropriate communication with anyone; this could include sharing or receiving inappropriate images, messages, emails or calls. If you receive anything 'inappropriate' and outside of professional boundaries, save the content you have been sent and immediately inform your line manager or equivalent.

Maintain contact with young people via phone or social media if you leave the organisation or move to another role in GMFRS which does not involve working directly with children, young people or adults with care and support needs. You must recognise the boundaries between personal and professional life and be aware of the need to balance a caring and supportive relationship with young people with appropriate professional distance.

Appendix E: Password Protection and Secure Email

How to password protect a word document

- 1) Go to FILE
- 2) Select PROTECT DOCUMENT from options on right hand side
- 3) Select ENCRYPT WITH PASSWORD
- 4) Add your Password
- 5) Re-enter your Password
- 6) Either telephone the recipient (if you know them) to tell them the password before you send the document. Or send a separate email to the recipient with the password and then send the document in another email.

There is a system in place for sending personal / sensitive information securely via email. The system is called Egress Switch.

We've chosen to use this system in order to help comply with Data Protection regulations and ensure that when this information needs to be shared, it is done so securely.

Egress Switch must be used when sending personal / sensitive information via email.

Some of you may be using the Criminal Justice Secure email System (.cjsm) to communicate with partner organisations. The Egress system will not replace .cjsm at present, as there are still organisations that need to communicate using this method (e.g. Police, Cabinet Office etc.).

Egress is increasing being used within Fire and Rescue Services, Councils, Housing Associations and other Partner organisations and will form the basic secure method of transferring emails securely between these services.

How to use secure email (Egress Switch)

Attached to this email are two guides detailing how you can use Egress Switch to encrypt email and files sent via Outlook:

- How to send a secure email in Outlook using Egress Switch
- Managing information after it has been sent

These guides demonstrate other functionality of Egress Switch which you may find necessary to use, such as date and time restrictions, granting and revoking access to your third parties, and viewing audit logs. Please take the time to read over these guides carefully. If you have any difficulties using secure email, please contact the ICT Helpdesk on ext. 4425 or email | servicedesk@manchesterfire.gov.uk

APPENDIX F: GMFRS SAFEGUARDING REFERRAL FORM (CHILDREN)

When completing this form, please include as much information as possible. Wherever possible include the full name, date of birth (DOB) and address of the child. You do not have to complete every section of the form if you do not have the information available to you.

Referrer's Details	
Referrer's Name	
Referrer's Location/Role	
Referrer's Telephone number	
Referrer's Email Address	
Referrer's relationship and knowledge of the child and parents/carers	
GMFRS Premises ID	
GMFRS Incident No.	

Referred Child's Details:	
Surname	
First Names	
Aliases	
Gender	
DOB	
Age	
Borough in which child lives/was found	
Address line 1	
Address line 2	
Postcode	
First language	
Translator/signer required?	
Ethnicity (only if disclosed)	
Religion	
Child's school	

Child's GP (if known)	
Child's social worker (if known)	

Parent's, Carers and Family composition Details:	
Full names of parent or carer 1	
DOB of parent or carer 1	
Address of parent or carer 1	
Full names of parent or carer 2	
DOB of parent or carer 2	
Address of parent or carer 2	
Names, addresses and DOB of any siblings under 18	
Family / household composition	

Is the child aware that a referral is being made?	Yes	No
Is a Parent or Carer aware that a referral is being made?	Yes	No
Does a Parent or Carer give consent to the referral being made?	Yes	No
<i>Provide details here of parental/carer knowledge and consent</i>		
<i>Do not seek consent of a Parent/Carer if this increases the risk to the referred person.</i>		

<p>Details of Cause for Concern/Reason for Referral</p> <p>Describe the concern, incident or allegation in the box below. Where the child or a third party has made a disclosure or allegation use their words if possible; try to include details of allegations or incidents, dates and timing, frequency of abuse or concerns. Also, try to be clear on the source of all information.</p>

Note the child's current location and emotional and physical condition including any injuries sustained	
If relevant, please include the identity and current whereabouts of the suspected/alleged perpetrator	
Is the child is currently safe or in need of immediate protection because of any approaching deadlines (e.g. child about to be collected by alleged abuser)	
Has the child recently spent time abroad or recently arrived in the area?	
Note any known current or previous involvement of other agencies/professionals;	

Send this completed form to Children's Social Care Services in the borough in which the child lives or was found. If using email, use secure email or ensure the document is password protected. Following the referral, copy the completed form to the appropriate GMFRS Safeguarding Area inbox.

Section 4 (For GMFRS purposes only)

Follow up by GMFRS Designated Safeguarding Officer:	
Name of DSO:	
Contact details of DSO:	
Use this section to summarise any follow up actions:	

APPENDIX G: GMFRS SAFEGUARDING REFERRAL FORM (ADULTS)

When completing this form, please include as much information as possible. Wherever possible include the full name, date of birth (DOB) and address of the adult. You do not have to complete every section of the form if you do not have the information available to you.

Referrer's Details	
Referrer's Name	
Referrer's Location/Role	
Referrer's Telephone number	
Referrer's Email Address	
Referrer's relationship and knowledge of the Adult	
GMFRS Premises ID	
GMFRS Incident No.	

Referred Person's Details:	
Surname	
First Names	
Aliases	
Gender	
DOB	
Age	
Borough in which the person lives	
Address line 1	
Address line 2	
Postcode	
First language	
Translator/signer required?	
Ethnicity (only if disclosed)	

Religion	
Person's GP (if known)	
Person's social worker (if known)	

Family composition Details:	
Full names of spouse/partner	
DOB of spouse/partner	
Address of spouse/partner	
Names, addresses and DOB of any dependent children	
Family / household composition	

Is the person aware that a referral is being made?	Yes	No
Has the person given consent to the referral being made?	Yes	No
<i>Provide details here of knowledge and consent</i>		
<i>Do not seek consent of a Parent/Carer if this increases the risk to the referred person.</i>		

<p>Details of Cause for Concern/Reason for Referral</p> <p>Describe the concern, incident or allegation in the box below. Where a person or third party has made a disclosure or allegation use their words if possible; try to include details of allegations or incidents, dates and timing, frequency of abuse or concerns. Also, try to be clear on the source of all information.</p>

Note the person's current location and emotional and physical condition including any injuries sustained	
If relevant, please include the identity and current whereabouts of the suspected/alleged perpetrator	
Is the person currently safe or in need of immediate protection because of any approaching deadlines (e.g. return of the suspected/alleged perpetrator)	
Has the person recently spent time abroad or recently arrived in the area?	
Note any known current or previous involvement of other agencies/professionals;	

Send this completed form to Adult Social Care Services in the borough in which the person lives. If using email use secure email, or ensure the document is password protected. Following the referral, copy the completed form to the appropriate GMFRS Safeguarding Area inbox.

Section 4 (For GMFRS purposes only)

Follow up by GMFRS Designated Safeguarding Officer:	
Name of DSO:	
Contact details of DSO:	
Use this section to summarise any follow up actions:	

