

LEICESTERSHIRE

FIRE and RESCUE SERVICE

SERVICE POLICY

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**COMMUNITY
SAFETY**

**SAFEGUARDING
VULNERABLE
PEOPLE.**

WARNING – If you are viewing a printed copy of this document it may not be current.
Please refer to SharePoint for the latest version.

Accompanying this policy are Safeguarding “SharePoint” folders, accessible from team sites, which give all relevant information and offer an online reporting route to the **Designated Safeguarding Person and/or Risk Information Advice Team. (RIAT)**

AUDIT OF AMENDMENTS

Date	Paragraph Changed	Brief details of alterations	Approved by
July 2009		Replaces Child Protection Policy	<u>SMT</u>
January 2012	13,14,15	Changes to definition of 'vulnerable adult' following changes to Leicester, Leicestershire and Rutland 'No Secrets, Multi Agency Policy & Procedures for the protection of vulnerable adults from abuse'	<u>GM Rick Taylor</u>
January 2012	22	Definition of anti-social behaviour added following adoption of local multi-agency reporting procedures for anti-social behaviour.	<u>GM Rick Taylor</u>
January 2012	Sections 11 and 12	Re-worded and extended to reflect changes in internal referral processes and adoption of local multi-agency reporting procedures for anti-social behaviour	<u>GM Rick Taylor</u>
January 2012	Appendix 1	Under 'Safeguarding Vulnerable Groups Act 2006' heading: change in wording to reflect amendments to this legislation since 2010.	<u>GM Rick Taylor</u>
October 2014	Front page	Community Risk Management changed to Community Safety.	<u>GM Andrew Brodie</u>
October 2014	Page 2	Reference to Safer Neighbourhoods team deleted and substituted for RIAT	<u>GM Andrew Brodie</u>
October 2014	Section 1 Para 6	Links to LA websites updated and moved from para 7 to the end of the document	<u>GM Andrew Brodie</u>
October 2014	Section 2 para 22	New paragraph inserted with definition of 'significant harm'	<u>GM Andrew Brodie</u>
October 2014	Section 10 paras 52 and 53	Section renamed from 'Whistleblowing' to: 'Allegations of abuse made against a LFRS employee'. 2 new paragraphs: actions to be taken in the event of an allegation against the DSP and allegations from outside the organisation.	<u>GM Andrew Brodie</u>
October 2014	Section 12 para 59	New paragraph inserted (circumstances when permission can be over-ridden)	<u>GM Andrew Brodie</u>
October 2014	Section 12 para 62 (was para 59)	Reference to Safer Neighbourhoods team omitted	<u>GM Andrew Brodie</u>

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October 2014	Appendix 1	Amendments to list of related legislation to reflect changes to DBS checks and introduction of Care Act 2014.	<u>GM Andrew Brodie</u>
October 2014	Appendix 2	LFRS policy list and LSCB /LSAB web links updated.	<u>GM Andrew Brodie</u>

INTRODUCTION

We all have a duty to keep children and vulnerable adults safe and to protect them from sexual, physical and emotional harm. They have a right to be treated with respect and dignity.

This policy does not intend to provide every answer to what is, or is not, appropriate behaviour for employees in all circumstances. It does however highlight behaviour that is illegal, inappropriate or inadvisable.

Policy Statement

Leicestershire Fire and Rescue Service (LFRS) employees are expected to take reasonable steps to ensure the safety and well-being of children and vulnerable adults as failure to do so may be legally regarded as neglect.

Judgement

There may be occasions and circumstances in which employees have to make decisions or take action in the best interest of the child or vulnerable adult which could contravene this guidance or where no guidance exists. Individuals are expected to make sound and informed judgements about their behaviour in order to secure the best interest and welfare of the group(s) in their charge. Such judgements, in these circumstances, should always be shared with a co-worker and/or line manager and documented. In undertaking these actions individuals will be seen to be acting reasonably and responsibly.

Employees should always consider whether their actions are warranted, proportionate, safe and applied equitably.

Section 1 CONFIDENTIALITY

- 1 LFRS employees may have access to confidential personal information about their clients in order to undertake their required responsibilities. In some circumstances they may be given highly sensitive or private information. Employees should never use confidential or personal information about a client or their family for their own, or other's advantage (including that of partners, friends, relatives or other organisations). Information must never be used to intimidate, humiliate, or embarrass the client.
- 2 Confidential information about a client should never be discussed casually in conversation or shared with any person other than on a need-to-know basis. In circumstances where the client's identity does not need to be disclosed the information should be used anonymously or written approval from that person should be gained.
- 3 There are some circumstances in which employees may be expected to share information about a client, for example when abuse is alleged or suspected. In such cases, individuals have a duty to pass information on without delay in line with local procedures.
- 4 If an employee is in any doubt about whether to share information or keep it confidential regarding a child or adult they should seek guidance from their line manager or **Designated Safeguarding Person**, working to the local information sharing protocols.
- 5 The storing and processing of clients personal information is governed by the **Data Protection Act 1998**. The LFRS 'Data Protection' service procedure (April 2007) provides clear advice to its employees about their responsibilities under this legislation.
- 6 The booklets available to all employees of the service, "Keeping Children Safe is Everybody's Business " and "No Secrets, Multi Agency Policy & Procedures for the protection of vulnerable adults from abuse" contain further guidance on sharing information to protect children and vulnerable adults. These and other information documents are available for download from LCSB/LSAB websites. (See links at the end of this document in Appendix 2)

Section 2 DEFINITIONS

- 8 Throughout this document references are made to **'children'** and **'young people'**. These terms are interchangeable and refer to people under the age of 18 years.
- 9 Whilst we appreciate that the age of being an adult varies dependant upon their needs, people of 18 years and over are generically referred to as **'adults'** within this document regardless of their ability or level of need.
- 10 The term **'client'** within this document refers to any child or vulnerable adult who is currently taking part in an approved programme or in receipt of a service delivered by Leicestershire Fire and Rescue Service.
- 11 References to **'employees'**, **'staff'** or **'volunteers'** refer to any person who is employed, commissioned or contracted to work with or on behalf of LFRS, with children, young people or vulnerable adults, in either a paid or unpaid capacity.
- 12 The term **'responsible adult'** is deemed as someone aged 18 or over who has a capacity for moral decisions and therefore accountable and capable of rational thought or action. This does not necessarily have to be an employee.
- 13 The term **'adult in need of safeguarding'** is defined as any person aged 18 or over who is or may be in need of community care services by reason of mental or other disability, age or illness; and is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.
- 14 The above term may include people over 18 years:
- living in residential accommodation, such as a care home or a residential special school
 - living in sheltered housing
 - receiving domiciliary care in their own home
 - receiving any form of healthcare
 - detained in lawful custody (in a prison, remand centre, young offender institution, secure training centre or attendance centre, or under the powers of the Immigration and Asylum Act 1999)
 - under the supervision of the probation services
 - receiving a specified welfare service, namely the provision of support, assistance or advice by any person, the purpose of which is to develop an individual's capacity to live independently in accommodation or support their capacity to do so
 - receiving a service or participating in an activity for people who have particular needs because of their age or who have any form of disability
 - who are expectant or nursing mothers living in residential care
 - receiving direct payments from a local authority or health and social care trust in lieu of social care services, or
 - who require assistance in the conduct of their own affairs.
- (Safeguarding Vulnerable Groups Act 2006)
15. The term **'vulnerable adult'** is defined as **"A person who as a result of his/her situation or circumstances is unable to protect him/herself from harm"** It

includes the above criteria but takes into account people whose vulnerability may be transient because of temporary circumstances.

16 The term '**allegation**' means any information which suggests that someone who works with a LFRS client and has:

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

17 The term '**employer**' refers to the organisation which employs or contracts to use the services of individuals in pursuit of the goals of that organisation. In the context of this document, the term 'employer' is also taken to include 'employing' the [unpaid] services of volunteers.

18 The term '**line manager**' refers to those who have responsibility for managing or supervising employees and/or volunteers and for whom the duty to safeguard the client and employee is an integral part of their managerial role.

19 The term '**age appropriate**' means when physical contact is made with a client it should be in response to their needs at the time, of limited duration and appropriate to their age, stage of development, gender, ethnicity and background. Employees should therefore, use their professional judgement at all times.

20 The term '**abuse**' is defined as a violation of an individual's human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts.

21 The main types of abuse are:

(Of both adults and children)

Physical abuse:

Such as hitting, slapping, rough handling, misuse of medication, misuse of restraint.

Sexual abuse:

Making someone carry out a sexual act they have not or can not consent to.

Emotional/Psychological abuse:

Such as use of threats, humiliation, name calling.

Neglect and acts of omission:

Such as not meeting a person's basic care needs.

(And additionally, of adults only)

Financial or material abuse:

Such as theft of money / possessions, misuse of someone's benefits, denying someone access to their money.

Discriminatory abuse:

Any form of abuse based on discrimination because of a person's protected characteristics as defined in the Equalities Act 2010, i.e. race, religion or belief, gender and gender reassignment, marriage and civil partnership, maternity and pregnancy, age, disability and sexual orientation.

Institutional abuse:

Abuse or poor practice throughout an organisation.

Abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

- 22 The term **Significant harm** should be taken to include: 'ill treatment including sexual abuse and forms of ill treatment which are not physical; the impairment of, or an avoidable deterioration in, physical or mental health; and the impairment of physical, intellectual, emotional, social or behavioural development.'
- 23 The term 'anti-social behaviour' (ASB) means:
- Acting in a manner that is causing or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator". (Crime and Disorder Act 1998)***
- 24 The term **'Designated Safeguarding Person'** and/or **'Deputy Designated Safeguarding Person'** are used to describe an employee of the service who, with respect to safeguarding:
- provides up to date relevant advice and information within their Service.
 - ensures that there is a current safeguarding policy, procedure and training guidelines of which everyone in the service is aware.
 - is familiar with Local Safeguarding Children's Board (LSCB) procedures.
 - is available for a confidential 'initial discussion' to decide on the next step in the event of a referral from within the Service.
 - ensures appropriate information is available at the time of a referral to pass on to Social Care – or others as appropriate.
 - keeps all relevant and appropriate people informed, both within and outside the Service.
 - ensures a case record is maintained and information is recorded promptly and accurately, with actions clearly noted and kept securely.
 - follows up on any outstanding actions and ensures concerns have been properly dealt with.
 - Keeps the Service's Corporate Risk Manager informed of any serious events that occur.
- 25 In Leicestershire Fire and Rescue Service the 'Designated Safeguarding Person' will be the *Children's Education Manager*.
- 26 A 'Deputy Designated Safeguarding Person' is an employee of the Service who, with respect to safeguarding is as qualified as the Designated Person and adopts

the role in their absence. Within Leicestershire Fire and Rescue Service the Deputy Designated Safeguarding Person will be the *Youth Diversion Co-ordinator*.

Section 3 PHYSICAL CONTACT

- 27 There are occasions when it is entirely appropriate for employees to have some physical contact with the client group with whom they are working. However, it is crucial that in all circumstances, staff should only touch clients with their permission and in ways which are *age appropriate*¹ and relevant to their professional or agreed role and responsibilities.
- 28 It is understood that a 'no touch' approach is impractical for employees who work with children and adults. In many contexts it is not possible to be specific about the appropriateness of all physical contact, since an action that is appropriate with one client in one set of circumstances may be inappropriate in another, or with a different client. Employees should, therefore maintain self-awareness of the dynamics of the relationship between themselves and the client with whom they are working.
- 29 It is important for employees to avoid making assumptions about whether a client wants any form of physical contact or not. Where feasible, employees should seek the client's permission or explain to the client what they are going to do before initiating contact. Employees should listen, observe and take note of the client's reaction or feelings and – so far as is possible - use a level of contact and/or form of communication which is acceptable to the client for the minimum time necessary.
- 30 Physical contact should never be made secretive, or for the gratification of the employee, or represent a misuse of authority. If an employee believes that their action could be misinterpreted, or if an action is observed by another as being inappropriate or possibly abusive, the incident and circumstances should be reported to their line manager (if appropriate) and/or the Safeguarding Designated Person.
- 31 Where a client seeks out or initiates physical contact with an employee, the situation should be handled sensitively, but care always taken to ensure that such contact is not exploited in any way. If circumstances permit, the line manager should be informed and appropriate advice and support given to the member of staff with consideration given to the needs of the client.
- 32 Extra caution may be required where it is known that a client has suffered previous abuse or neglect. In his/her view, physical contact might be associated with such experiences and lead to employees being vulnerable to allegations of misconduct or abuse. It is recognised that many children having experienced abuse may seek out inappropriate physical contact. In such circumstances employees should deter

¹When physical contact is made with a client this should be in response to their needs at the time, of limited duration and appropriate to their age, stage of development, gender, ethnicity and background. Employees should therefore, use their professional judgement at all times.

the child sensitively by helping them to understand the importance of personal boundaries.

Section 4 FIRST AID

Also refer to the LFRS First Aid Policy and follow guidance for physical contact.

- 33 All employees working with clients should be aware of basic first aid techniques. Employees should receive appropriate training before administering first aid. Legal medication, including medications such as paracetamol, cannot be administered by employees to clients.
- 34 When administering first aid, wherever possible, employees should ensure that another responsible adult is aware of the action being taken.

Section 5 LONE WORKING

Also refer to the LFRS Lone Working Policy.

- 35 Any employee working in one to one situations with their clients may be more vulnerable to allegations and should recognise this possibility and plan their work accordingly. Equally one to one meetings may also make the client more vulnerable to those who seek to harm and exploit their position of trust. Every attempt should therefore be made to ensure the safety and security of both employees and their client(s).
- 36 Meetings with clients outside normal working arrangements should not take place without the agreement of line managers and where appropriate, parents/carers.

Section 6 HOME VISITS

- 37 Any lone working situation should be avoided wherever possible. Under no circumstances should a lone employee visit a client in their home outside locally agreed working arrangements. Under no circumstances should the client be invited to the home of the employee as this would be seen to be inappropriate in most circumstances.
- 38 A risk assessment for home visits will be in place and will include an evaluation of any known factors regarding the client, parents and others living in the household. Risk factors such as hostility, child protection concerns, complaints or grievances

can make employees more vulnerable to an allegation or harm. Specific consideration should be given to visits outside of 'office hours' or in remote or secluded locations. Following the assessment, appropriate risk management measures should be in place before visits are agreed with line management. Where little or no information is available, visits should not be made alone.

Section 7 TRANSPORT

- 39 There will be occasions when employees are required to transport their clients as part of their duties. Suitable child restraints must be used according to legal guidelines. Whenever possible, employees should avoid using their own vehicle, but at times when this is necessary they must ensure their vehicle is adequately insured for the purpose. At all times employees must follow the Service's Road Risk Management Policy.
- 40 Employees must not offer transport to clients for any reason other than in the course of carrying out duties directly related to their post.
- 41 As a general rule, employees (with the exception of named people who are working within an approved Service mentoring scheme) must not transport clients in a one to one situation. However in certain circumstances, (e.g. in emergencies) professional judgement should be exercised; in which case another member of staff should be given prior notice of any action taken.

Section 8 ELECTRONIC COMMUNICATION

- 42 Communication between clients and employees, by whatever method, should take place within set professional boundaries and should avoid any employee specific personal subject matter. This includes the wider use of technology such as mobile telephones, text messaging, chat rooms, e-mail, still or moving image, web-cams, blogs and websites, including social networking sites such as 'Facebook', and 'Twitter'.
- 43 Employees should be circumspect in their communications with their clients so as to avoid any possible misinterpretation of their motives or any behaviour which could be construed as 'grooming'.
- 44 Employees must not give their personal contact details to their current clients including home address, e-mail and home or mobile telephone numbers.

Section 9 RECORDING IMAGES

- 45 The delivery of services and programmes by Leicestershire Fire and Rescue Service may involve taking still or moving images of its clients. It is important that all persons being photographed are aware of their photograph being taken (or that they are in a situation where that is likely) and particular regard needs to be given when any image involves children.
- 46 If an image is to be used for any purpose, written 'media consent' must be sought from the client. A time limit should also be agreed for which the image can be used. If the client is under the age of 18 years old then written permission must also be sought from the parent/carer for that child.
- 47 Great care should be taken to ensure that clients understand the implications of the image being taken especially if it is to be used for any publicity purposes or published in the media, or on the Internet. There also needs to be an agreement as to whether the image will be retained for further use, where these will be stored and who will potentially have access to them.
- 48 It is not appropriate for employees to take photographs for their personal use, including that of publishing (still or moving) images on their own personal websites or social networking sites, without the written agreement with the client and that of their line manager.

Section 10 ALLEGATIONS OF ABUSE MADE AGAINST A LFRS EMPLOYEE

- 49 Whistle blowing is the mechanism by which employees can voice their concerns made in good faith about other employees, without fear of repercussion. Leicestershire Fire and Rescue Service holds clear and accessible Whistleblowing procedures that meet the terms of the **Public Interest Disclosure Act (PIDA) 1998**.
- 50 Employees should acknowledge their individual responsibilities to bring matters of concern to the attention of senior management and/or relevant external agencies. This is particularly important where the welfare of any child or vulnerable adult may be at risk.
- 51 Employees can speak in confidence with the LFRS Designated Safeguarding Person at any time.
- 52 If an allegation concerning a child /children is made specifically against the Designated Safeguarding Person, contact should be made within one working day with the appropriate Local Authority Safeguarding Designated Officer (LADO). Contacts for all three authorities can be found on: http://llrscb.proceduresonline.com/chapters/pr_contacts.html

53. In the case of an allegation of abuse against a LFRS employee coming from a member of the public or external organisation, the Service's Disciplinary policy and guidance should be followed. The Designated Safeguarding Person should also be informed. The Designated Safeguarding Person will contact the LADO within one working day; also ensuring that any necessary referrals are made to Social Care.

Section 11
MAKING
REFERRALS:
ABUSE/NEGLECT OF A CHILD
OR ADULT IN NEED OF
SAFEGUARDING

54. If during his or her duties an employee becomes concerned about the welfare of a client they must primarily discuss this with their line manager and/or the Designated Safeguarding Person. **If the concern is considered to require immediate action the employee or line manager must call the police over and above any other fire service policy.** All actions must be recorded for future reporting purposes.
55. During office hours employees can also contact the relevant Social Care office (see contact list) for further advice.
56. SharePoint links to Safeguarding folders have been provided to give up to date information, policy download and online reporting form. In all cases employees or line managers should make an initial telephone referral to the appropriate Social Care office then report details of action taken to the Designated Safeguarding Person via the SharePoint reporting form.
57. The LFRS Designated Safeguarding Person (or Deputy) will then make a written referral to the relevant Social Care office, if this has not already been done, and contact the referrer to confirm any further actions taken and/or to provide feedback from external agencies.
58. To see further Safeguarding information click on the Vulnerable Persons tab or link on your SharePoint team or station site, or visit the local authority websites (links below).

Section 12
OTHER
REFERRALS

59. There may be occasions when employees have concerns about a vulnerable adult who is in need of help or support, but who is not suffering abuse or neglect by another person. For example this may include clients with urgent welfare needs, or who are victims of anti-social behaviour; or who may be at a high risk of becoming a victim of fire, e.g. because of serious substance misuse. In these cases employees have a duty

of care to offer help by signposting the client to other services or making a referral on their behalf to external agencies.

- 60 **Information should be shared with consent wherever possible.** However a person's right to confidentiality is not absolute and may be overridden where there is evidence that sharing information is necessary to support an investigation or in best interests e.g. in the interests of public safety, or a police investigation.
- 61 In cases when a client is the victim of anti -social behaviour, employees must use the risk assessment matrix (see Guidance notes)) to ascertain the client's level of vulnerability before making any referral and then reporting via the SharePoint form.
Client permission is necessary to do this.
- 62 After making any necessary referrals employees should record actions taken on the SharePoint reporting form. On fire stations such referrals would normally be made by Crew or Watch Managers.
- 63 During office hours employees may also contact the Designated Safeguarding Person for further advice. The Designated Safeguarding Person will also be able to offer further support, following initial action by the referrer.
- 64 For urgent welfare needs arising from an incident or closure of premises, operational personnel should request attendance by the Fire and Emergency Support Service (via Control) who will provide both practical support and advice.

Safeguarding Appendices

Appendix 1

The Main Legislation

The Rehabilitation of Offenders Act 1974

This Act made any convictions 'spent' after a certain period and the convicted person would not normally have to reveal or admit the existence of a spent conviction. In most circumstances, an employer cannot refuse to employ someone, or dismiss them, on the basis of a 'spent' conviction. However under this act all applicants for positions which give them "substantial, unsupervised access on a sustained or regular basis" to children, must declare all previous convictions whether spent or unspent, and all pending cases against them.

The Children Act 1989

This Act provided legislation to ensure that the welfare and developmental needs of children are met, including their need to be protected from harm.

The Police Act 1997

This Act contained the provision to set up the Criminal Records Bureau for England and Wales. Under this Act it is a criminal offence for an employer to:

- not check an employee working with children or vulnerable adults
- give a job to someone who is inappropriate to work with children or vulnerable adults when they know this to be case.

Criminal Justice and Court Services Act 2000

This Act covers Disclosures and child protection issues. It contains the list of convictions that bar offenders from working with children in 'regulated positions'. These types of 'regulated positions' are defined in this Act and include:

- any employment in schools, children's homes, day care premises where children are present
- caring for, training, supervising, or being in sole charge of children
- unsupervised contact with children
- other positions which give the kind of access or influence which could put children at risk if held by a disqualified person (e.g. management committee members).

Care Standards Act 2000

This Act established a requirement for a criminal record checks (now DBS) disclosure for most roles in organisations providing care or health services regulated under this act. This Act also set out the Protection of Vulnerable Adults scheme.

The Protection of Children Act 1999 (PoCA) and Safeguarding Vulnerable Groups Act 2006 (Covers regulated activity providers.)

This Act prevents unsuitable people from working with children or vulnerable adults. All those who wish to do such work are vetted; and those people about whom there is information which indicates they pose a risk of harm are barred from those areas of work. The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions, and a DBS check may be needed for certain jobs or voluntary work e.g. working

regularly with children or in healthcare The DBS replaced the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA). It is responsible for processing requests for criminal records checks and deciding whether it is appropriate for a person to be placed on or removed from a barred list.

The Protection of Vulnerable Adults Scheme (PoVA)

This scheme was launched in 2004 by the Department of Health and the National Assembly for Wales. This included the PoVA barred list which has now been absorbed into the DBS lists.

Every Child Matters and the Children Act 2004

In September 2003 the Government set out in the Green Paper 'Every Child Matters' its proposals for a radical reorganisation of children's services – from hospitals and schools, to police and voluntary groups. Subsequently 'Every Child Matters: Change for Children' was issued and the Children Act 2004 was passed.

Every local authority leads on integrated delivery of services for children and young people through multi-agency children's trusts. Local authorities are also required to set up statutory Local Safeguarding Children Boards which replaced the non-statutory Area Child Protection Committees. The Children's Trusts are a direct response to Lord Laming's report of the inquiry into the death of Victoria Climbié, which highlighted the extent to which better working together and better communication was crucial.

Care Act 2014

This Act places a clear duty on local authorities to investigate possible abuse or neglect of adults with needs for care and support, whether or not those needs are being met by the local authority. Each local authority must establish a Safeguarding Adults Board to oversee these functions.

References

Please see Appendix 1 also – ‘Legislation’

Publications:

- Prince’s Trust safeguarding policy (Version 4 – December 2006)
- Every Child Matters (2004)
- What to do if you think a child is being abused (2003)
- Safe from harm (1993)
- No Secrets, Multi Agency Policy & Procedures for the protection of vulnerable adults from abuse (2004)

Leicestershire Fire and Rescue Service

- Lone Working policy
- Code of conduct for directors, managers and employees
- Whistleblowing policy
- Data Protection Act 1998
- Legal Responsibilities Policy
- Information Security Policy Overview
- Safeguarding folders within SharePoint team/station sites
- Harassment and Bullying policy
- Disclosure Barring Service Procedure

Websites:

Leicestershire and Rutland Safeguarding Children’s and Adults Boards
<http://lrsb.org.uk/>

Leicester City Safeguarding Children’s Board <http://www.lcitylscb.org/>

Leicester City Safeguarding Adults Board www.leicester.gov.uk/lcsab