

Safeguarding Policy & Reporting Procedure

Safeguarding Policy and Procedures for Children,
Young People and Adults at Risk

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Section 1: Safeguarding Context / Policy Aims and Objectives

Introduction

Tonbridge and Malling Borough Council is committed to working in partnership with others to safeguard children, young people and adults at risk from all detectable forms of abuse, neglect or exploitation. Everyone has a responsibility to ensure that concerns about the abuse of children, young people and adults at risk are addressed.

The lead responsibility for managing child and adult protection lies with Kent County Council which retains the co-ordinating role and duty of enquiry. However, it is recognised that successful safeguarding responses need multi agency and multi-disciplinary working and Tonbridge and Malling Borough Council will work with partners to identify and respond to suspected abuse.

In order to keep children, young people and adults at risk safe from harm, the Borough Council will ensure that it complies with all relevant legislation and government guidance, a summary of which is listed in Annex 2.

Aims

This policy aims to ensure that an overarching approach to safeguarding is embedded within all Council services and that staff, elected Members, those delivering services on behalf of the Council and volunteers have a good understanding of safeguarding guidelines and good practice.

The policy aims to:

- Raise awareness of the duties and responsibilities for children, young people and adults at risk of harm.
- Encourage good practice among staff, elected members, volunteers and contractors, to safeguard children and adults at risk who receive Council services.
- Provide clear guidance on procedures to be adopted if it is suspected that an adult, young person or child may be at risk of harm.

Objectives

Through this policy the Borough Council will create an environment where staff and others associated with the delivery of Council services are adequately trained and encouraged to think of safeguarding as being their responsibility. This policy aims to ensure that all residents of the Borough are able to live a life free from abuse, exploitation and intimidation.

The policy objectives are to:

- Explain the responsibilities the organisation has in respect of children, young people and adults at risk.
- Provide an overview of safeguarding and the legal duties associated with the protection of children, young people and adults at risk.
- Raise levels of awareness of those who might be at risk, the types of harm and their impact on children, young people and adults at risk.
- Promote the general health and wellbeing of children, young people and adults at risk that come into contact with us through the delivery of services.
- Provide a clear procedure that will be implemented when issues arise.
- Maintain effective procedures for recording and responding to suspected incidents of harm.
- Regularly review and monitor our approach to safeguarding to ensure our procedures and policies remain fit for purpose.

Context**Child Safeguarding**

For the purpose of this policy, the term 'child' or 'children' refers to anyone under the age of 18. It also includes young people under the age of 25 who have an Education, Health and Care Plan (EHCP).

The statutory guidance *Working Together to Safeguard Children (2023)* defines safeguarding and promoting the welfare of children as:

Safeguarding and promoting the welfare of children means:

- Providing help and support to meet the needs of children as soon as problems emerge;
- Protecting children from maltreatment, whether that is within or outside the home, including online;
- Preventing impairment of children's mental and physical health or development;
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care;
- Promoting the upbringing of children with their birth parents, or otherwise their family network through a kinship care arrangement, whenever possible and where this is in the best interests of the child;
- Taking action to enable all children to have the best outcomes, in line with the outcomes set out in the Children's Social Care National Framework

Adult Safeguarding

For the purpose of this policy, adult safeguarding is about protecting an adult's right to live in safety, free from abuse and neglect. An adult is defined as anyone aged 18 or over. Where someone is 18 or over but still receiving children's services and a safeguarding concern is raised, the matter should be addressed through adult safeguarding arrangements.

The Care Act 2014 places adult safeguarding on a statutory footing, embedding the principle of wellbeing and assigning legal responsibilities to local authorities.

Types of Adult Safeguarding Enquiries

There are two types of adult safeguarding enquiries, depending on whether the adult meets the criteria set out in Section 42 of the Care Act 2014:

1. Statutory Section 42 Enquiry

A local authority must carry out a Section 42 enquiry if the adult:

- Has needs for care and support (whether or not they are receiving services),
- Is experiencing or at risk of abuse or neglect, and
- As a result of those needs, is unable to protect themselves from the risk or experience of abuse or neglect.

This is a legal duty and is referred to as a Statutory Enquiry.

Care and support needs may include practical, financial, or emotional support for adults who require extra help to manage their lives and maintain independence. This includes older adults, people with disabilities or long-term illnesses, individuals with mental health conditions, and carers.

2. Non-Statutory Enquiry

A local authority may choose to carry out an enquiry even if the adult does not meet the Section 42 criteria. This is known as a Non-Statutory Enquiry.

These enquiries may be made when:

- The adult is experiencing or at risk of abuse or neglect, but
- They do not have care and support needs as defined by the Care Act (they may have support needs, such as a carer experiencing abuse).

Purpose of an Enquiry

The aim of any safeguarding enquiry is to determine what action, if any, is needed to support and protect the adult. The objectives are to:

- Establish the facts,
- Ascertain the adult's views and wishes,
- Assess the adult's needs for protection, support, and redress,
- Protect the adult from abuse or neglect in line with their wishes,

- Decide what follow-up action is needed and by whom, and
- Enable the adult to achieve resolution and recovery.

Making Safeguarding Personal

Embedded in adult safeguarding is the Making Safeguarding Personal (MSP) approach. Making safeguarding personal: means safeguarding should be person-led and outcome-focused. It is about engaging the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

The legal responsibilities for safeguarding adults at risk of abuse or neglect are set out in Part 1 of the Care Act 2014. Kent County Council is the lead agency and Tonbridge and Malling Borough Council is a key partner and has a duty to co-operate to protect adults from abuse or neglect.

All sectors, including district councils are expected to apply the following six key principles in their adult safeguarding role:

- **Empowerment:** people being supported and encouraged to make their own decisions and be able to give informed consent.
- **Prevention:** it is better and more cost effective to take action before harm occurs.
- **Proportionality:** provide the least intrusive response appropriate to the risk presented.
- **Protection:** support and representation for those in greatest need
- **Partnership:** local solutions through services working with their communities. Communities have a role to play in preventing, detecting and reporting neglect and abuse.
- **Accountability:** accountability and transparency in delivering safeguarding

The KMSAB have resources available to support [Making Safeguarding Personal](#) along with additional information in the [Multi Agency Safeguarding Adults Policy, Procedures and Practitioners Guidance](#).

Think Family

The Think Family approach is a multi-agency strategy involving social services, healthcare, and other professionals. It ensures that practitioners consider the needs of the whole family, not just the individual they are working with. This approach is based on the understanding that the health and well-being of each family member are interrelated. Services should therefore be coordinated and adapted to meet the full range of family needs, particularly for families facing complex challenges such as mental health issues, domestic abuse, or substance misuse.

The aim is to improve outcomes for all family members by providing timely support and promoting effective collaboration between professionals.

Think Family practice ensures that support provided by children's, adults', and family services is coordinated and focused on issues affecting the whole family. A Think

Family Toolkit is available via the KMSAB website under the *Useful Links & Resources* section: [useful links & resources section](#).

What Constitutes Abuse and Neglect?

Abuse is a violation of an individual's human and civil rights by another person or persons. It can affect anyone, regardless of age, gender, class, disability, or ethnicity. Abuse may be a single act or repeated over time. It can occur in any relationship or setting — including family, institutional, or community environments — and may result in significant harm or exploitation.

Neglect is the persistent failure to meet a person's basic physical and/or psychological needs, likely to result in serious impairment of health or development. When visiting people in their homes, be especially aware of the additional vulnerability of disabled children, young people, and adults — particularly those with limited communication. Signs may include:

- Neglect of medical, emotional, or physical needs
- Inappropriate restriction or restraint
- Lack of privacy when meeting care needs

Types of Abuse and Neglect

Physical Abuse

The non-accidental infliction of physical force that results in injury, pain, or impairment. Includes hitting, slapping, pushing, misuse of medication, restraint, or inappropriate sanctions.

Sexual Abuse

Involvement in sexual activity without consent, or where the person is unable to consent. Includes both contact and non-contact acts, grooming, and exploitation.

Child Sexual Exploitation (CSE)

A form of sexual abuse where children are manipulated or coerced into sexual activity in exchange for something (e.g. gifts, money, affection). It may involve multiple perpetrators and victims.

Emotional or Psychological Abuse

Persistent maltreatment that causes severe emotional harm. Includes verbal abuse, humiliation, intimidation, isolation, and controlling behaviour.

Neglect

Failure to meet basic needs such as food, shelter, clothing, medical care, or emotional support. For adults, wilful neglect is a criminal offence under the Mental Capacity Act 2005.

Self-Neglect

A person's failure to care for their own health, hygiene, or environment. May include hoarding. (Refer to [KMSAB's Self-Neglect and Hoarding Policy](#))

Financial or Material Abuse

The unauthorised or improper use of a person's money, property, or resources.

Discriminatory Abuse

Abuse based on race, gender, disability, age, religion, or other protected characteristics. Includes harassment, slurs, or exclusion.

Institutional Abuse

Poor or abusive care practices within settings such as hospitals or care homes. Includes rigid routines, lack of dignity, or unsafe environments.

Domestic Abuse

Any incident or pattern of controlling, coercive, threatening behaviour, violence, or abuse between those aged 16+ who are or have been intimate partners or family members.

Honour-Based Abuse (HBA)

Violence committed to protect or defend the 'honour' of a family or community. Often targets women and girls but can affect anyone.

Female Genital Mutilation (FGM)

Illegal procedures involving partial or total removal of external female genitalia for non-medical reasons. A criminal offence in the UK.

Forced Marriage

A marriage conducted without the valid consent of one or both parties, where pressure or abuse is used. It is illegal in the UK.

Modern Slavery / Human Trafficking

The recruitment, movement, or exploitation of people through coercion, deception, or abuse of power. Includes forced labour, sexual exploitation, and domestic servitude.

Annex 3 provides further information on recognising the potential indicators of abuse.

Partnership Roles and Responsibilities

Kent County Council (KCC)

KCC has statutory responsibilities as the Children's Services Authority and the Social Services Authority for Kent. All safeguarding concerns, incidents and allegations regarding the welfare of a child or vulnerable adult will be reported to KCC. The relevant officers at Kent County Council are responsible for co-ordinating any investigation.

Kent Police

Kent Police has the responsibility to investigate any allegations or suspicions of criminal offences against a child or adult. They will also support victims and enable them to access support services, e.g. victim support, social care.

Safeguarding Boards

Kent & Medway Safeguarding Adults Board (KMSAB)

[The Kent and Medway Safeguarding Adults Board \(KMSAB\)](#) is a statutory service which exists to make sure that all member agencies are working together to help keep Kent and Medway's adults safe from harm and protect their rights. It has an Independent Chair and meets three times per year. It is an inter-agency forum for agreeing how the different services and professional groups should co-operate to safeguard vulnerable adults across Kent & Medway. The board aims to raise awareness and promote the welfare of vulnerable adults by the development of an effective cooperative involving people from a wide range of public and voluntary services and other organisations. Issues arising from the meetings of the SAB will be fed back to relevant TMBC staff via the Council's Management Team and the Safeguarding Task Group. The KMSAB produces the [Multi-Agency Safeguarding Adults Policy, Procedures and Practitioner Guidance Kent and Medway](#) which includes responsibilities, new legislation and lessons learnt from Safeguarding Adult Reviews and Complex Case Audits.

Kent Safeguarding Children Multi Agency Partnership

The [Kent Safeguarding Children Multi-Agency Partnership](#) is overseen by an Independent Chair and sets the performance, policy and strategic priorities for KSCMP. It is responsible for ensuring that statutory requirements are met and resources are in place to meet these. Its member agencies comprise of senior representatives from agencies responsible for child protection arrangements in Kent. Details from the KSCMP are fed back to TMBC staff via Management Team and the Safeguarding Task Group.

The objective of the board is to co-ordinate what is done by each person or body represented on the board for the purposes of safeguarding and promoting the welfare of children in the area of the authority by which it is established; to ensure

the effectiveness of what is undertaken by each person or body for that purpose; to challenge partner agencies' arrangements to safeguard children and to accept challenges to their own agency.

Prevent Strategy – Counter-Terrorism, Extremism and Radicalisation

Prevent is a national Government counter-terrorist strategy led by the Home Office. It aims to stop people becoming involved in terrorist activity or supporting terrorism by working with individuals and communities. Supporting vulnerable individuals and reducing the threat from violent extremism in local communities is priority for statutory bodies and their partners.

The Counter Terrorism and Security Act became law on 16 February 2015; The Act places a statutory duty on local authorities to have 'due regard to the need to prevent people from being drawn into terrorism'. This is known as the Prevent Duty. Local Authorities are also required to establish panels to identify and support those felt to be vulnerable to being drawn into terrorist activity.

Part 5, Chapter 1, Section 26 places a statutory duty on 'specified bodies' including local authorities, schools, including academies and independent schools, further and higher education colleges, health, penal bodies and the police to pay due regard to the need to prevent people from being drawn into terrorism. Specified bodies are listed in Schedule 6 of the Act. Local authorities have established panels to assess the extent to which identified people are vulnerable to being drawn into terrorism. A Chief Police Officer may refer a person to the panel if they have reasonable grounds. The panel will establish a plan of support to reduce that person's vulnerability. If necessary the panel can consider referring a person to a health or social care provider even if it does not think that a plan of support is necessary. Panels will be chaired by local authorities and must include the local Chief of Police.

The Community Safety Unit at Tonbridge and Malling Borough Council is responsible for delivering the objectives and monitoring progress within the Tonbridge and Malling Borough Council [Prevent Action Plan](#). All staff need to be alert to the issues around terrorism and the local threat level. Training is undertaken for relevant frontline staff and safeguarding leads, to ensure that they are aware of Prevent and know how to respond if they think there is an issue.

If a child or adult are identified as being at risk of radicalisation, either by themselves, the actions of others or drawn into committing acts of terrorism, then staff or members should first discuss their concerns with their line manager or a Safeguarding lead.

To make a referral to Prevent download and complete the [National Prevent Referral Form](#). You can also contact the Police on **101** or **0800 789 231**, or [complete an online report for possible terrorist activity](#).

You can also report [online material promoting terrorism or extremism](#).

If you have any urgent concerns about potential terrorism activities, have seen a person acting suspiciously or if you see a vehicle, unattended package or bag which might be an **immediate threat**, move away and call **999**.

Section 2: Responsibilities of Tonbridge and Malling Borough Council

Responsibilities relating to Children & Adults

In relation to children and young people, the Children Act 2004, places the following duties on District/Borough Councils:

- Section 11 places a statutory duty on key people and bodies, including district councils, to make arrangements to ensure that in discharging their functions they have regard to safeguard and promote the welfare of children
- Section 10 outlines the duty to promote inter-agency cooperation between named agencies- including district councils
- There is a reciprocal duty on those agencies, including district councils, to cooperate with the Children's Service Authorities (CSA) in budget pooling – a key provision that underpins children's trust arrangements
- Section 13 gives district councils representation on, and participation in, Local Safeguarding Children Partnerships, and sets out the framework for those partnerships.
- Section 17 entitles district councils to be consulted on the CSA's children and young people plans (CYPPs)

Voice of the Child

Government guidance states, at an organisational or strategic level, partners are responsible for ensuring that children and young people are listened to appropriately and concerns expressed about their or any other child's welfare are taken seriously and responded to in an appropriate manner. As much as possible, the Council will actively seek feedback and listen to the views of children and young people, promoting their welfare and listening to the voice of the child.

Adults

In relation to adult safeguarding there is a wide range of legislation, applicable to adults at risk, that has been developed over a number of years. It includes laws about adult care services, where upper-tier councils have the statutory lead, and laws about crime, contracts and property, human rights and mental health capacity.

It is the responsibility of all employees and Council Members to adhere to best practice and participate in relevant training, report any concerns, incidents or allegations to a Designated Safeguarding Lead Officer or to their line manager in

accordance with the relevant procedure set out within this policy. Safeguarding reports cannot be anonymous and should be made in the knowledge that, during the course of enquiries, they may be required as a prosecution witness. Basic Safeguarding training will be provided for all employees, with further additional training provided for some staff depending on job role and need.

Key Front-line Services

There are a number of Council services where the safeguarding of children, young people and adults at risk will be of particular relevance and where staff could be in direct contact with those at risk. These include our responsibilities in relation to the licensing of taxi services and public houses, the support services we provide for children and young people, our community safety role, and our role as a housing authority including those presenting as homeless, our customer services functions, and our council tax and welfare advice services. The Borough Council will therefore ensure that all staff who have face to face contact with customers as part of their normal responsibilities will receive regular training and assistance to ensure any safeguarding concerns are properly dealt with and that any issues which arise are reported to the Safeguarding Task Group for further review.

Use of Contractors, External Agencies and Service Level Agreements

It is the responsibility of TMBC employees and Members to consider safeguarding implications in their decision making processes, including the procurement of services and the issuing of licences in order to deliver services. A Contractor Advice Note incorporating the safeguarding of children and vulnerable adults into contracts and community grant awards is attached as Annex 1. Depending on the level of risk, the Council can include safeguarding clauses relevant to the service being provided. The conditions placed within the contract should provide meaningful controls proportionate to the level of risk. Where relevant contractors should have their own Safeguarding Policy and training procedures in place. Responsibility for ensuring that contractors comply with TMBC safeguarding policies lies with the contract manager.

Recruitment at Tonbridge and Malling Borough Council

It is important that the Council takes all reasonable steps to prevent unsuitable people working with vulnerable groups. For all new employees, confirmation of employment will be dependent on satisfactory checks. The Council has a Disclosure and Barring Service (DBS) Policy which is overseen by Human Resources.

Managers and Human Resources are responsible for risk assessing all job descriptions to identify which are likely to involve regular and/or substantial unsupervised contact with children, young people and adults at risk. A question is included on all application forms about unspent criminal convictions. Disclosure and Barring Service checks (DBS) have replaced the Criminal Records Bureau checks (CRB) since 1st December 2012 as a result of the Protection of Freedoms Act

(2012). This service allows the Council to check whether there have been any updates since the date of an existing DBS check, as a DBS check has no official expiry date. Such a process should only be used in those few instances where employees and volunteers have substantial or regular and unsupervised contact with children, young people and vulnerable adults. Basic DBS checks can be undertaken where appropriate and Human Resources will assess this need.

Allegations against staff and persons in positions of trust (PiPoT)

Allegations against staff and persons in positions of trust (PiPoT) The Care Act statutory guidance requires Safeguarding Adults Boards to establish a framework to respond to allegations against anyone who works, either paid or unpaid, with adults who have care and support needs i.e., persons in positions of trust (PiPoT).

These procedures should be followed where it is alleged that a person, including People in Positions of Trust (PIPOT) have:

- Behaved in a way that harmed a child or adult at risk, or may have harmed a child or adult at risk
- Possibly committed a criminal offence against or related to a child or adult at risk
- Behaved towards a child or adult at risk in a way that indicates he or she may pose a risk to them.

Allegations against staff and persons in positions of trust also includes concerns where person who works with children in either a paid or unpaid (volunteer) capacity where it is alleged that a person has:

- Behaved in a way that indicates they may not be suitable to work with children (includes transfer of risk, risk by association)

A person can be considered to be in a 'position of trust' where they are likely to have contact with children, young people or adults with care and support needs as part of their employment or voluntary work, and

- Where the role carries an expectation of trust, and
- The person is in a position to exercise authority, power or control over an adult(s) with care and support needs (as perceived by the adult themselves).

Should an allegation be made against a member of staff - or a volunteer, Councillor, or contractor working on behalf of the Council - the matter must be brought to the attention of the Designated Safeguarding Officer, or to the Head of HR without delay.

If the person also works with children or conduct towards an adult may impact on their suitability to work, with or continue to work with children a referral will also be made by the Designated Safeguarding Lead or Head of HR, to the County Council Local Authority Designated Officer (LADO) service.

The allegation will then be investigated in partnership with the LADO, who deals with allegations against staff who work with children either in education or the wider children's workforce.

There is not an Adult LADO service, but allegations about a PiPoT working with adults who have care and support needs should follow the KMSAB Managing Concerns around People in Positions of Trust (PiPoT) guidance. If the Designated Safeguarding Lead Officer or Head of HR is the subject of the allegation/suspicion the report must be made directly to the Chief Executive Officer.

Whistleblowing

The Council has a [Whistleblowing Policy](#) (available on StaffNet) with further guidance and advice, which should be used if you have concerns.

Guidelines on use of photography and filming

It is an unfortunate fact that some people have used children and young people's events as opportunities to take inappropriate photographs or footage of children and young people. Councillors, employees, volunteers and contracted service providers should be vigilant at all times to ensure that misuse of photography does not occur. All photography by Council employees or on behalf of the Council must be made in accordance with the Council's Photographic policy (available internally on request). In particular, written parental/carer consent must be obtained before anyone working for or on behalf of the Council takes a photograph of or films a child, young person or vulnerable adult. Usually this will be in the form of the Council's image consent form (available internally).

When commissioning professional photographers or inviting the press to cover Council services, events and activities you must ensure that you make your expectations clear in relation to child protection. The following steps should be taken when professional photographers or the press are invited to events:

1. Check the credentials of any photographers and organisations commissioned,
2. Ensure identification is worn at all times,
3. Do not allow unsupervised access to children, young people or adults at risk
4. Do not allow photographic sessions outside of the activities or services,
5. Ensure that the names of children, young people, or vulnerable adults are not used in photographs or footage, unless the express permission of the parent/carer of the child, young person or vulnerable adult has been given as detailed on the Council's Photograph Consent Form. (Available from the Media Team).

Social Media

The open nature of the internet means that social networking sites can leave Council staff vulnerable if they fail to observe simple precautions to avoid social media

putting them in a position where actions may be misconstrued or give rise to a safeguarding concern. Cyber security training (including caution when using social networking sites) is provided to all staff.

Information Sharing

In order to keep children and vulnerable people safe from harm, professionals will share relevant information across geographical and professional boundaries as required.

When there is a reasonable cause to believe that a child, young person or adult at risk, may be suffering or may be at risk of suffering significant harm, consideration will always be given to referring these concerns to Children's or Adults Social Care (as appropriate) and/or the Police. Information about children, young people, families and adults at risk will be shared appropriately, and always in accordance with the Council's Data Protection Policy.

At TMBC there are Designated Safeguarding Lead Officers within each service who should be contacted if you have any concerns relating to safeguarding (Annex 4).

General Data Protection Regulation

The General Data Protection Regulation (GDPR) came into force 25 May 2018. GDPR strengthens individuals and organisations rights and duties relating to information management. In response to GDPR, a Safeguarding Privacy Notice is in place which outlines how safeguarding information is used. If you would like further information about this Privacy Notice, please contact the Council's Data Protection Officer.

Section 3: Response and Reporting Procedure

Responding to Initial Disclosure of Abuse

Although staff are encouraged to be alert to the signs and signals which may indicate that someone is being abused, many incidents will only come to light because the person discloses this themselves. Bear in mind that a disclosure may take place many years after a traumatic event or when someone is afraid, and this should not cast doubt on the person's truthfulness. The person to whom a disclosure is made may not necessarily be the person to take an investigation forward. So, if you are told about abuse, you must respond sensitively and professionally and pass the information on to your line manager, Safeguarding Champion or Designated Safeguarding Lead Officer as soon as possible, within 24 hours.

If you are concerned that your line manager, Safeguarding Champion or Designated Safeguarding Lead Office is directly implicated or you are concerned about their response, you should follow the PiPOT procedure detailed in Section 2.

If someone discloses abuse to you, you should:

- stay calm and try not to show shock or disbelief
- listen carefully to what they are saying
- be sympathetic ('I am sorry that this has happened to you')
- be aware of the possibility that medical evidence might be needed

Tell the person that:

- they did the right thing to tell you
- you are treating the information seriously
- the alleged abuse was not their fault
- you have to inform the appropriate person

Recognising and Reporting Abuse

Recognising abuse can be difficult. It is not the role of council staff, elected members, or volunteers to determine whether abuse has occurred or whether someone is at significant risk. Nor are they expected to investigate incidents. However, everyone has a duty to act if they suspect abuse may be taking place.

If there are concerns that abuse has occurred or may occur, all staff, members, and contractors must:

- **Report concerns** immediately to a line manager, the Designated Safeguarding Lead Officer, or a Safeguarding Champion.
- **Consider the immediate safety** of the individual involved (e.g., is there a need to contact emergency services?).
- **Preserve any evidence**, as the situation may involve a criminal offence.
- **Record the following information clearly and accurately:**
 - The nature of the concern
 - Date and time of the incident or disclosure

- Name of the individual at risk
- Their account of events, using their own words where possible
- Name of the person alleged to be causing harm (if known)
- The appearance and condition of the individual
- Any visible injuries
- Any third-party allegations
- Any questions asked and responses given
- Whether the concern has been discussed with anyone else
- Your name, the date, and who the record was passed to
- **Refer to external agencies** where appropriate, in line with safeguarding procedures.

All initial notes and records must be retained. Confidentiality must be strictly maintained; information should only be shared with others on a need-to-know basis.

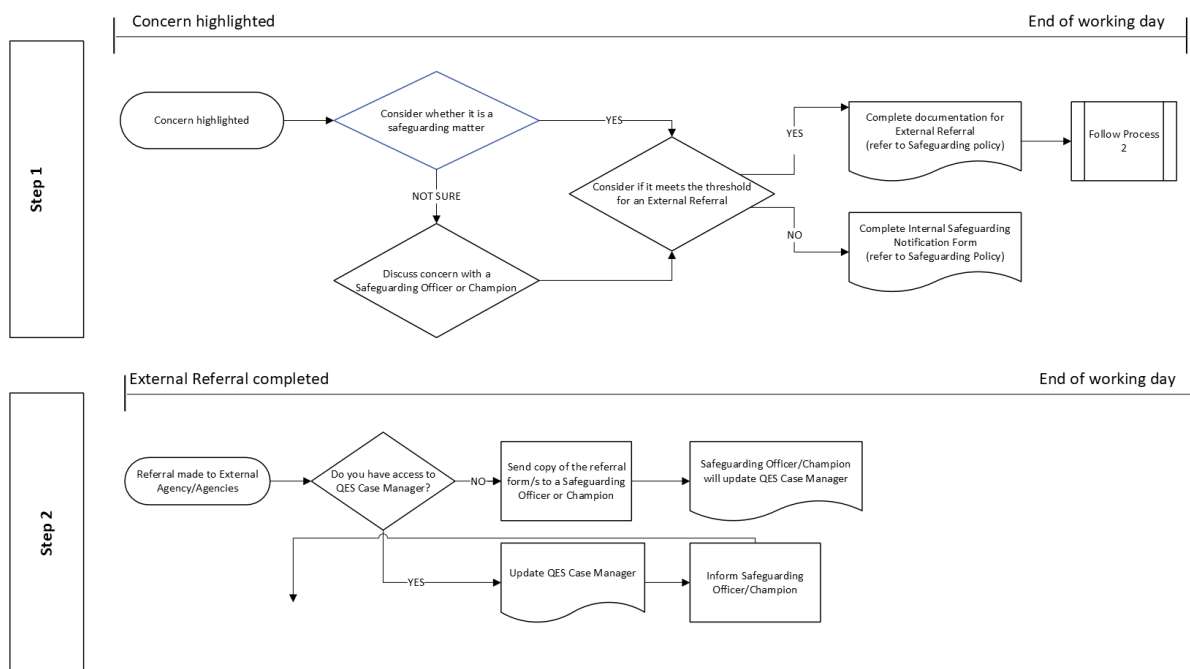
Reporting Safeguarding Concerns

The steps to follow for reporting safeguarding concerns are detailed in the following sections and are shown below in the summary flowchart '*Safeguarding Steps for Tonbridge and Malling District Council Staff*'.

Safeguarding Steps for Council Staff

If there is a concern for immediate harm or criminality immediately phone the Police on 999.

Due to the nature of their roles and areas of work, Officers within the Housing team are to complete referrals to the Children's Services Front Door and/or Adult Social Care direct. Staff must inform a Safeguarding Officer or Champion as soon as a referral has been made, and no later than the end of the working day.



1. Verbal disclosures will be accepted by the Safeguarding Officers/Champions under certain circumstances (i.e. no access to referral forms)
2. 999 calls should be logged in the same way as external referrals
3. All concerns must be dealt with by the end of the working day

Pathways for External Safeguarding Referrals (Child and Adult)

Before making an external referral, if staff are unsure whether the concern is meeting the threshold, they should discuss their concerns with a Safeguarding Champion or a Designated Safeguarding Officer, who will offer support and provide advice on the next steps to take.

1. **Child referrals:** The [Kent Children's Portal](#) (also referred to as the Integrated Front Door) should be used for all safeguarding referrals concerning children at risk of abuse or neglect, or by calling 03000 41 11 11, or by email to social.services@kent.gov.uk.

The decision-making around the most suitable service to meet the needs of children who are referred will be made by the team working in the Front Door. Urgent referrals outside of office hours that cannot wait until the next working day should be referred to the Out of Hours Team on 03000 41 91 91.

Further information, training, resources and procedures are available from the [Kent Safeguarding Children Multi-Agency Partnership website](#).

2. **Adult referrals:** An adult safeguarding referral can be made using the KCC online [Report Abuse](#) form, available or by calling 03000 41 61 61 or by email to social.services@kent.gov.uk.

If the adult at risk is already known to Kent County Council, the referral will need to be sent directly to the relevant Case Management Team.

The Central Duty Team on 03000 41 61 61 will be able to confirm if the adult is already known to adult services.

Urgent referrals outside of office hours that cannot wait until the next working day should be referred to the Out of Hours Team on 03000 41 91 91 (5pm – 9am).

Further information, training, resources and procedures are available from the [Kent and Medway Safeguarding Adults Board](#).

It is important to save and download a copy of any completed referral form.

3. Once a referral has been made, a copy of the completed referral form must be sent to a Safeguarding Champion or Designated Safeguarding Lead Officer, who will log details on the council's internal [QES Case Review system](#).

The exception to this is if the staff member has direct access to QES Case Manager, in which case they should log the information themselves.

If a case has been referred to the Police due to an immediate risk of harm or emergency, the Police crime report number should be noted and placed on file.

All referrals should be completed and updated on QES Case Manager by the end of the working day.

4. The onus is on the member of staff who made the referral to ensure that Tonbridge and Malling Borough Council fulfils its statutory obligation to receive confirmation from Kent County Council within 72 hours that they have actively considered the referral. If a response on the outcome of the referral is not received within 72 hours of making a referral, the member of staff who made the referral should follow up with the Children's Front Door service, Adults Central Duty Team, or the relevant Case Management Team if it is an adult referral and the adult is already known to services.

Internal Safeguarding Notification Form

There may be instances where a safeguarding concern is raised that does not meet the threshold for a referral to external services. In these instances, it is still important to log concerns, which may, over time, contribute to a bigger picture.

For this purpose, staff should complete the internal Tonbridge and Malling Council Safeguarding Notification Form. The form is available via the Safeguarding Hub page on StaffNet.

Concerns raised via the Safeguarding Notification Form will be reviewed by a Safeguarding Officer or Champion, who will log the concern on QES Case Manager

and provide advice on the next steps to take.

The exception to completing the Internal Notification Form is if the staff member has direct access to QES Case Manager (i.e., Housing team), in which case they should log the information on QES themselves and then inform a Safeguarding Officer or Champion.

The roles of the Safeguarding Lead Officers and Champions

The Designated Safeguarding Lead Officers and Safeguarding Champions are responsible for dealing with reports or concerns about the protection of children, young people, and adults at risk.

The Designated Safeguarding Officers and Safeguarding Champions should establish:

- The level of seriousness of the concern (significant harm)
- Any immediate safety needs
- Clarify the facts of the case
- The views of the person concerned and their capacity to consent to action, if known
- Ensure relevant referrals have been made to external agencies

When responding to a safeguarding issue, reference will be made to [the Kent Support Levels Guidance Sheet](#) for children and the [Threshold Tool](#) for adults to establish the level of need.

Where a member of staff does not have access to the QES Case Manager system, the Designated Safeguarding Officers or Safeguarding Champions have responsibility for adding referrals and concerns to the system.

It is understood that recognising and responding to abuse can be distressing. After concerns are raised, the Designated Safeguarding Officer/Safeguarding Champion will need to consider any support required for themselves or other staff, potentially involving HR or line managers

Multi-Agency Risk Management Framework (MARM)

The MARM is an additional multi-agency process designed to support individuals at high risk of harm who do not meet Section 42 criteria.

It promotes collaborative working, with the person at the centre, to assess and agree on actions that reduce serious harm.

Any agency can initiate a MARM meeting, inviting relevant partners, following the locally developed MARM guidance tools.

Supporting documents, including training materials and case studies, are available via the KMSAB Policies and Procedures website. [Kent and Medway SAB - KMSAB Policies and Procedures](#)

Escalation and Challenge Policy

If a partner(s) is deemed not to be supporting or carrying out safeguarding functions appropriately, these can be flagged through the [KMSAB Escalation and resolving Practitioner Differences Policy](#) for adult safeguarding or the [KSCMP Escalation and Professional Challenge Policy](#) for child safeguarding.

Where Designated Safeguarding Officers or other staff are unsure of decisions taken by key partners, these can be flagged through this escalation route.

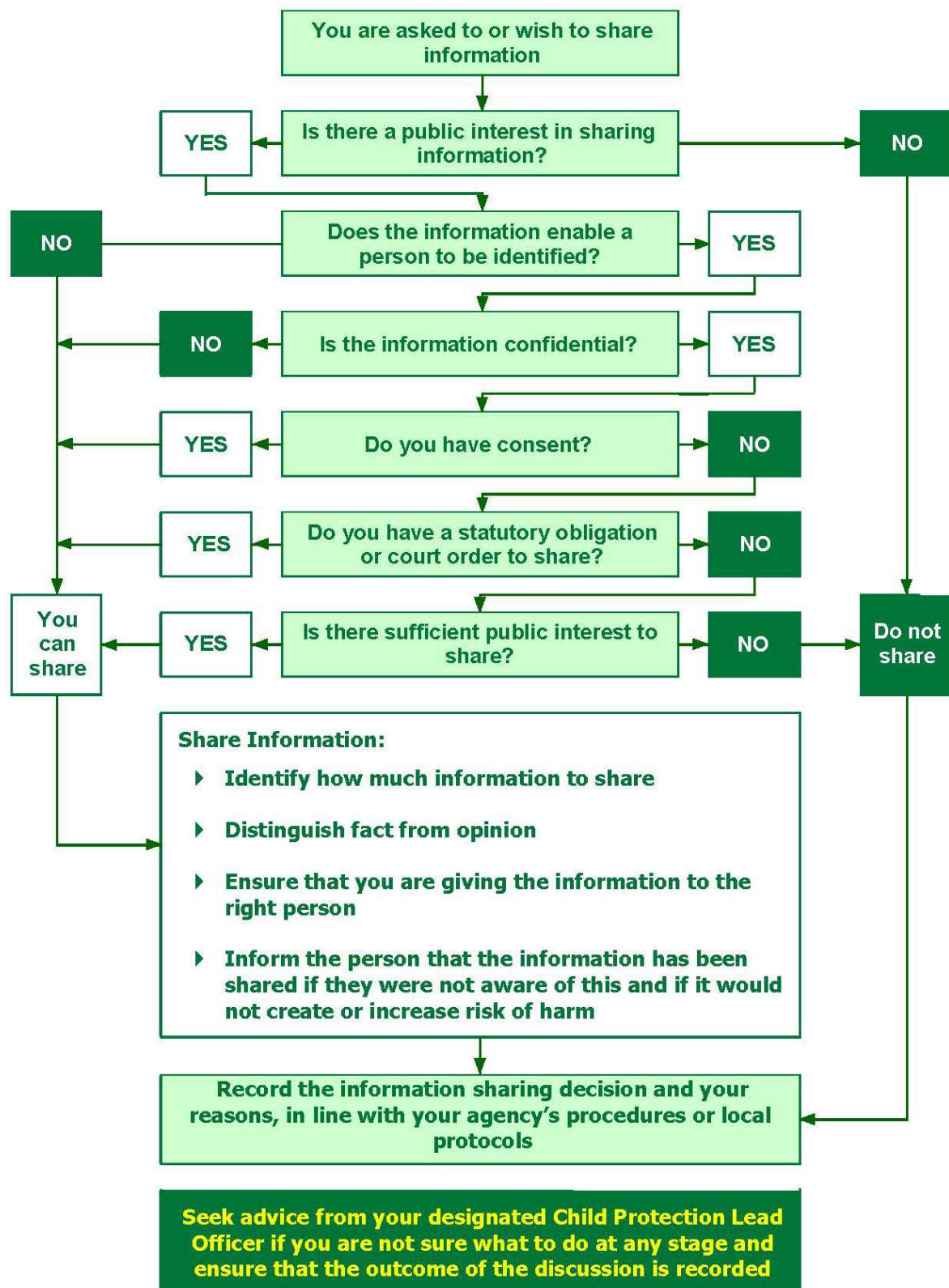
Information Sharing

Information sharing is fundamental to safeguarding and promoting welfare. It enables intervention to tackle problems at an early stage. It is important to ask for consent to share confidential information unless: asking for consent may increase the risk of significant harm or a delay in sharing information may increase the risk of harm. If someone is at risk of suffering significant harm, the law supports you to share information without consent.

Further Government Advice is available: [Advice for practitioners providing safeguarding services to children, young people, parents and carers](#).

The following flowchart should be used by safeguarding officers as a guide to determine when information needs to be shared.

Information Sharing Flowchart



Monitoring and Record Keeping

The Designated Safeguarding Lead Officer and Safeguarding Champions need to ensure that a record is kept of any concerns about a child, young person or adult at risk and of any conversation or referral to statutory agencies. These details must be saved onto the QES Safeguarding System.

The outcomes of any referral need to be followed up and a record kept of the outcome or any next steps or follow up actions.

Safeguarding Task Group

The Council has formed an officer level Safeguarding Task Group to carry out the monitoring and review processes who will report to the Council's Management Team to ensure they are fully informed of safeguarding issues.

The Safeguarding Task Group will ensure the Council stay up to date with Safeguarding knowledge and best practice, remain in touch with relevant external safeguarding groups and pass on information accordingly. The meetings of the Task Group will be chaired by the Safeguarding Lead Officer who will report to the Chief Executive to ensure that the policy and any safeguarding trends are being monitored. A Council Member will also be appointed to act as a Champion for safeguarding.

Monitoring and Review of this policy

The Borough Council is committed to monitoring the effectiveness of this policy every 4 years, or sooner if there are significant updates required. Where necessary, we will bring forward reviews and updates, for example, to reflect changes in legislation and advice and feedback from staff who have been involved in dealing with any safeguarding issues which have arisen.

Annex 1 – Contractor Advice Note

Incorporating Safeguarding Children and Vulnerable Adults into Contracts and Community Grant Awards

Risk Assessed Approach

Tonbridge and Malling Borough Council (TMBC) has a duty to safeguard children and vulnerable adults. This duty extends to third parties delivering services on the council's behalf. Contracts and grant award agreements provide an opportunity to set expectations and place obligations on contractors regarding safeguarding responsibilities.

Rather than applying a universal safeguarding clause to all agreements, which may not be relevant to every service, TMBC adopts a risk-assessed approach. This allows the inclusion of safeguarding clauses proportionate to the level of risk associated with the service.

Risk levels are defined as follows:

Level 1 – Services where the council directly contracts a third party to deliver services to children, young people and/or vulnerable adults.

Level 2 – Services where the council contracts a third party to deliver services to the public generally, with likely regular contact with children, young people or vulnerable adults.

Level 3 – Services with no or only incidental contact with children, young people or vulnerable adults in public settings.

Requirements

Contract conditions should provide meaningful controls proportionate to the assessed risk level. Where controls are needed, they should require positive actions (e.g. providing safeguarding training) rather than passive actions (e.g. submitting a safeguarding policy). The contract manager is responsible for ensuring compliance.

Level 1 – High Risk

Contracts should include clauses requiring:

- DBS checks for relevant staff.
- Risk assessments for staff roles based on access to vulnerable groups.
- Appropriate safeguarding training for staff.
- Confirmation of completed training and scheduled refreshers.
- Regular contract monitoring meetings to include safeguarding updates.

Level 2 – Medium Risk

Contracts should include the following clauses:

1. The contractor will risk assess their operations in relation to safeguarding children and vulnerable adults and provide appropriate training for staff.

2. The TMBC client officer will act as a confidential point of contact for reporting safeguarding concerns or incidents.

Level 3 – Low Risk

No safeguarding clauses are required for this level.

Annex 2 – Summary of relevant Legislation and Guidance

The council fulfils its safeguarding responsibilities in accordance with guidance in the following key documents:

Legislation and Acts

1. Care Act 2014

The 2014 Care Act extended the definition of a vulnerable adult for safeguarding purposes, placing Adult Safeguarding boards on a statutory footing, to spearhead safeguarding activity in a local area. Under the Act local authorities must: Investigate, if it believes an adult is experiencing, or is at risk of, abuse or neglect and if so, by whom; set up safeguarding adults boards, arrange where appropriate, for an independent advocate to represent and support the adult if s/he has “substantial difficulty” in being involved in the process and where there is no other suitable person to represent and support them; co-operate with each of its relevant partners to protect the adult. In their return each relevant partner must also co-operate with the local authority.

2. Childcare Act 2006

The **Childcare Register (UK)** is a regulatory framework overseen by Ofsted, established under the Childcare Act 2006. It ensures that childcare providers, including childminders, nannies, and daycare providers, meet specific legal requirements to safeguard children's welfare. Providers must undergo background checks, adhere to health and safety standards, and ensure staff are trained in child protection. The register aims to ensure that children are cared for by suitable adults in a safe environment

3. Children Act 2004

The Children Act 2004 is a UK law that builds upon the Children Act 1989 to enhance child protection and welfare. It establishes the role of the Children's Commissioner and mandates local authorities to appoint directors of children's services. The Act aims to ensure that all organizations working with children have a responsibility to safeguard and promote their welfare

4. Counter-Terrorism and Security Act 2015

The Counter-Terrorism and Security Act 2015 is a UK legislation that aims to prevent and counter terrorism by imposing duties on certain public bodies, such as schools, healthcare providers, and local authorities, to actively identify and respond to the risk of radicalization. It includes provisions for the seizure of passports from individuals suspected of involvement in terrorism-related activities and for temporary exclusion orders to manage the return of British citizens involved in terrorist activities abroad. The Act emphasizes the importance of safeguarding vulnerable individuals from being drawn into terrorism and extremism.

5. The Data Protection Act

Provides a comprehensive and modern framework for data protection in the UK, with stronger sanctions for malpractice. Sets new standards for protecting general data, in accordance with the GDPR, giving people more control over use of their data, and providing them with new rights to move or delete personal data. Preserves existing tailored exemptions that have worked well in the Data Protection Act 1998, ensuring that UK businesses and organisations can continue to support world leading research, financial services, journalism and legal services. Provides a bespoke framework tailored to the needs of our criminal justice agencies and the intelligence services, to protect the rights of victims, witnesses and suspects while ensuring we can tackle the changing nature of the global threats the UK faces.

6. Disclosure and Barring Service (DBS)

The DBS searches police records and, in relevant cases, barred list information, and then issues a DBS certificate to the applicant to help them make an informed recruitment decision. The checking service currently offers two levels of DBS check; standard and enhanced. The order allows for applications to be submitted to a standard level. To qualify for the higher level of DBS check, the position must also meet one of the criteria set out in The Police Act 1997 (Criminal Records) Regulations. The DBS is committed to ensuring that they make fair, consistent and thorough barring decisions that are an appropriate response to the harm that has occurred and to the risk of harm posed. There are two main ways barring can come to them including autobars or referrals from an organisation that has a legal duty or power to make referrals to DBS when they have dismissed or removed an employee from working in regulated activity, following harm to a child or vulnerable adult or where there is a risk of harm. Additionally, where a person is cautioned or convicted of a relevant (automatic barring) offence with the right to make representations, the DBS will ask the person to submit their representations and consider them before making a final barring decision. At Tonbridge & Malling Borough Council the DBS process is managed by Human Resources who will assist with determining eligibility, the level of check required and the frequency it needs to be renewed. This will be overseen by the Council's Management Team.

7. Domestic Abuse Act 2021

The Domestic Abuse Act 2021 is a UK law that aims to provide better protection and support for victims of domestic abuse. It creates a statutory definition of domestic abuse, recognizing it as not only physical violence but also emotional, coercive, controlling, and economic abuse. The Act establishes the office of Domestic Abuse Commissioner, introduces Domestic Abuse Protection Notices and Orders, and places a duty on local authorities to provide accommodation-based support for victims and their children

8. Equality Act 2010

The Equality Act brings together nine separate pieces of legislation into one single Act providing a new cross-cutting legislative framework to protect the rights of individuals and advance equality of opportunity for all; to update, simplify and strengthen the previous legislation; and to deliver a simple, modern and accessible framework of discrimination law which protects individuals from unfair treatment and promotes a fair and more equal society.

9. Health and Safety at Work Act 1974

The Act applies across Great Britain (England, Scotland, and Wales), but Northern Ireland has its own separate but similar legislation. This Act gives all organisations in Great Britain a legal responsibility to prevent injuries and ill-health to employees and others, including members of the public. Much of this responsibility is delegated to managers who have control of work activities, but the legislation also provides all employees with an obligation to take reasonable care of themselves. The Borough Council also has a duty to consider the suitability of the Health & Safety arrangements for any organisation undertaking any work on our behalf.

10. Mental Capacity Act 2005

The Mental Capacity Act (MCA) 2005 covers people in England and Wales who can't make some or all decisions for themselves. Alongside the MCA is the [MCA 2005 Code of Practice](#) which provides guidance to anyone working with an adult who may lack capacity to make decisions for themselves.

11. Modern Slavery Act 2015

The Modern Slavery Act 2015 is a UK law designed to combat modern slavery and human trafficking. It consolidates previous offenses relating to slavery and trafficking, imposes tougher penalties for offenders, and introduces measures to support and protect victims. The Act also requires businesses to disclose steps taken to ensure that their supply chains are free from slavery and human trafficking.

12. Protection of Freedom Acts 2012

Chapter 1 of Part 5 amends the Safeguarding Vulnerable Groups Act 2006 which provides the framework for the vetting and barring scheme operated by the Independent Safeguarding Authority (ISA). In particular it changed the definition of 'regulated activity' and abolished the concept of 'controlled activity' which related to persons working (paid or unpaid) in ancillary posts or who had access to sensitive information relating to children.

13. Rehabilitation of Offenders Act (NI) Order 1974 (UK wide)

This Act/Order allows people not to declare convictions to employers which protects their privacy and counteracts prejudice against people with convictions seeking employment. However, people who are involved in situations where they have prolonged or sustained access to children are exempt from the Rehabilitation of

Offenders legislation. This means that prospective employees, self-employed workers and volunteers must declare all criminal convictions relating to children, however long ago. These will be taken into account when deciding on their suitability for working with children.

14. Sex Offenders Act 1997

The Sex Offenders Act 1997 requires sex offenders convicted or cautioned on or after 1 September 1997 to notify the police of their names and addresses and of any subsequent changes (known colloquially as the sex offenders register).

15. Sexual Offences Act 2003

The Sexual Offences Act 2003 was introduced to update the legislation relating to offences against children. It includes the offences of grooming, abuse of position of trust, trafficking, and covers offences committed by UK citizens whilst abroad. It also updates the Sex Offenders Act 1997 by strengthening the monitoring of sex offenders.

Government Guidance

1. Information Sharing: 2024

Advice for practitioners providing safeguarding services to children, young people, parents and carers Information sharing is key to the Government's goal of delivering better, more efficient public services that are coordinated around the needs of the individual. It is essential to enable early intervention and preventative work, for safeguarding and promoting welfare and for wider public protection.

The aim of the guidance, and associated materials, therefore is to support good practice in information sharing by offering clarity on when and how information can be shared legally and professionally, in order to achieve improved outcomes.

2. Statutory Framework for the Early Years Foundation Stage (2025)

The Early Years Foundation Stage (EYFS) sets the standards that all early years providers must meet to ensure that children learn and develop well and are kept healthy and safe. The learning and development requirements (the seven areas of learning and development; the educational programmes; and the assessment requirements) and the legal requirements relating to welfare (child protection; suitable people; staff qualifications, training support and skills; key person, staff : child ratios; health; managing behaviour; safety and suitability of premises, environment & equipment, equal opportunities and information and records) apply to all children up until the 31 August after their fifth birthday.

3. What to do if you're worried a child is being abused (March 2015)

This [HM Government Guidance](#) published in March 2015, provides advice for practitioners on identifying and responding to child abuse and neglect. It emphasizes the importance of being alert to signs of abuse, questioning behaviours, and knowing where to seek help. The guidance outlines the steps to take when referring concerns to children's social care or the police and highlights the need for a coordinated response from all relevant agencies

4. Working Together to Safeguard Children (2023)

The Department for Education (DfE) published a new edition of its statutory guidance [Working together to safeguard children](#) in December 2023.

The statutory guidance issued by the UK government aims to strengthen multi-agency working in safeguarding children. It emphasizes a child-centred approach while incorporating a whole-family focus and sets out national multi-agency child protection standards. The guidance outlines the roles and responsibilities of various organizations and agencies, including health, local authorities, police, education providers, and voluntary organizations, to ensure effective and consistent child protection practices

5. Working Together to Safeguard Children: an illustrated guide for children, young people and their families

The illustrated guide, animated video and toolkit explain to children, young people and their families how individuals, organisations and agencies work together to help, support and protect them.

[Statutory Guidance - Working Together Guidance](#)

[An animated guide to Working Together to Safeguard Children for children and young people](#)

6. Keeping Children Safe in Education (KCSIE) (September 2025)

The [Keeping Children Safe in Education \(KCSIE\)](#) guidance is a key document for schools and colleges in England, outlining the legal duties they must follow to safeguard and promote the welfare of children and young people under the age of eighteen. This guidance emphasizes the importance of a child-centred approach and multi-agency collaboration in safeguarding efforts.

Tonbridge and Malling Borough Council recognizes the significance of KCSIE and ensures that all relevant staff and partners are aware of and adhere to its principles. The council collaborates closely with educational institutions to support the implementation of KCSIE, ensuring that safeguarding practices are consistent and effective across all settings.

Key aspects of KCSIE include:

[Safeguarding Responsibilities:](#) All staff working in schools and colleges must understand their safeguarding responsibilities and follow the guidance provided in KCSIE.

[Multi-Agency Working:](#) The guidance highlights the importance of working together with other agencies to protect children and young people.

[Child-Centred Approach:](#) Safeguarding practices must prioritize the needs and welfare of children, ensuring their voices are heard and their rights are protected.

Kent and Medway Safeguarding Procedures

1. Kent & Medway Safeguarding Children Procedures

The Kent & Medway Safeguarding Children Procedures provide comprehensive guidelines for safeguarding children and young people in the Kent and Medway areas. These procedures are designed to support and assist partner agencies in their safeguarding work, ensuring a coordinated and effective response to child protection concerns. The procedures are regularly updated to reflect current best practices and statutory requirements, and they cover a wide range of topics, including recognizing abuse, making referrals, conducting assessments, and managing child protection plans

2. Kent and Medway Safeguarding Adults Board Policies and Procedures

The Kent and Medway Safeguarding Adults Board (KMSAB) provides comprehensive policies and procedures to protect adults at risk of abuse or neglect. Kent and Medway SAB - KMSAB Policies and Procedures

These guidelines cover various aspects of safeguarding, including recognizing and responding to abuse, managing concerns about people in positions of trust, and addressing issues such as domestic abuse, modern slavery, and self-neglect. The KMSAB ensures that all partner agencies work together effectively to promote the well-being and safety of vulnerable adults in Kent and Medway.

3. Kent Safeguarding Children Multi Agency Partnership – Guidance

This Guidance Page provides detailed guidance to ensure the safety and well-being of children in Kent. This guidance covers various safeguarding topics, including domestic abuse, online safety, child exploitation, and mental health, offering resources and procedures for professionals working with children and young people

Annex 3 – Recognising Potential Indicators of Abuse

Type of Abuse	Who It Affects	Signs of Abuse / Behavioural Indicators
Emotional Abuse Acts or behaviours that harm emotional wellbeing, cause distress, or undermine dignity. Often present alongside other forms of abuse.	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Threats of harm or abandonment • Humiliation, shaming, ridicule • Harassment, bullying, intimidation • Control or coercion • Deprivation of choice or privacy • Deliberate social isolation • Infantilisation (treating an adult like a child) • Withdrawal, disturbed sleep • Loss of appetite or overeating • Anxiety, confusion, resignation • Extreme submissiveness or dependency • Sudden behavioural changes in presence of certain individuals • Excessive craving for attention • Self-harm (e.g. head banging, hand biting) • Unexplained weight loss • Loss of confidence
Neglect / Acts of Omission Failure to meet basic physical, emotional, or medical needs.	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Withholding help with daily tasks • Ignoring medical needs • Lack of access to health, social, or educational support • Withholding medication, food, heating • Isolation • Failure to intervene in dangerous situations • Inadequate supervision or inappropriate carers • Poor hygiene or unsuitable clothing • Untreated illness • Dehydration, malnutrition, weight loss • Repeated infections or falls • Worsening health conditions • Pressure sores • Mentioning being left alone • Severe nappy rash or skin infections
Physical Abuse Non-accidental use of force causing injury, pain, or impairment.	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Unexplained or suspicious injuries • Assaults (hitting, slapping, pushing, kicking) • Misuse of medication or medical procedures • Inappropriate restraint • Multiple bruises inconsistent with explanation • Flinching, cowering • Burns, abrasions, fractures • Hair loss or scalp tenderness • Unusual sleepiness or docility • Frequent changes in GP or care provider • Low self-esteem, emotional distress
Sexual Abuse Involvement in sexual activity without consent or understanding.	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Rape, indecent assault or exposure • Exposure to inappropriate sexual content • Sudden behavioural changes • Fear of specific individuals

		<ul style="list-style-type: none"> • Nightmares, bedwetting • Running away • Sexual knowledge beyond developmental stage • Sexualised drawings or language • Self-harm, suicide attempts • Eating disorders (e.g. anorexia, bingeing)
<p>Bullying Deliberate, repeated behaviour intended to hurt or intimidate.</p>	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Physical: hitting, kicking, theft • Verbal: name-calling, teasing, threats • Emotional: humiliation, exclusion • Sexual: unwanted contact or comments • Behavioural changes: withdrawal, mood swings, reluctance to attend school or clubs • Physical signs: stomach aches, sleep issues, damaged belongings • Bingeing on food, cigarettes, alcohol • Loss of money or possessions
<p>Financial or Material Abuse Unauthorised or improper use of a person's money, property, or resources.</p>	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Unexplained loss of money or possessions • Sudden inability to pay bills • Disparity between living conditions and financial resources • Unauthorised changes to wills or financial documents • Reluctance to discuss financial matters
<p>Discriminatory Abuse Abuse based on race, gender, disability, age, religion, or other protected characteristics.</p>	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Derogatory language or slurs • Exclusion from services or activities • Unequal treatment • Harassment or hate incidents • Low self-esteem linked to identity
<p>Institutional Abuse Poor or abusive care practices within settings such as hospitals or care homes.</p>	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Rigid routines or lack of flexibility • Unsafe or unhygienic environments • Lack of dignity or privacy • Unskilled or untrained staff • Inappropriate use of restraint
<p>Domestic Abuse Controlling, coercive, threatening behaviour, violence or abuse between intimate partners or family members.</p>	<ul style="list-style-type: none"> • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Fear of partner or family member • Physical injuries with vague explanations • Isolation from friends or support • Financial control • Verbal threats or intimidation
<p>Honour-Based Abuse (HBA) Violence committed to protect or defend the 'honour' of a family or community.</p>	<ul style="list-style-type: none"> • Children • Young People • Vulnerable Adults 	<ul style="list-style-type: none"> • Sudden disappearance or withdrawal from education • Family monitoring of behaviour • Signs of physical injury • Fear of forced marriage • Restricted autonomy or communication

Annex 4: Useful Contacts / Links

Police

Call 101 for information and advice or 999 in an emergency or where there's an immediate risk of harm.

Children's Safeguarding

Kent Children's Portal: Online referral

[Worried about a child - Kent Safeguarding Children Multi-Agency Partnership](#)

Phone: 03000 41 11 11 (Mon–Fri, 9am–5pm)

Email: social.services@kent.gov.uk

Adult Safeguarding

KCC Report Abuse form: Online referral

[How to raise an adult safeguarding concern - Kent County Council](#)

Phone: 03000 41 61 61 (Mon–Fri, 9am–5pm)

Email: social.services@kent.gov.uk

Out of Hours Contact: 03000 419 191

Local Authority Designated Officer (LADO)

LADO referrals should be made via the Kent Children's Portal

More information: [Local Authority Designated Officer \(LADO\) - Kent Safeguarding Children Multi-Agency Partnership](#)

Prevent Referrals

If you're concerned someone may be at risk, you can make a referral or contact the Prevent team for advice.

Visit the website: [Report Radicalisation or Extremism – Kent County Council](#)

Email: prevent@kent.gov.uk

You can also call the ACT Early Support Line: 0800 011 3764

To make a referral to Prevent, download and complete the [National Prevent referral form](#) which should be emailed to preventreferrals@kent.police.uk

National Charities and Support Organisations

Change Grow Live – West Kent

A national health and social care charity offering free, confidential support for people facing challenges with **drugs or alcohol, housing, domestic abuse, or mental and physical wellbeing**. Services are tailored to individual needs and focus on helping people change direction, grow as individuals, and live life to its full potential

Visit the website: [Drug & Alcohol Wellbeing Service - West Kent | Change Grow Live](#)

NELFT – Kent Children and Young People's Mental Health Services

Provides mental health assessments, interventions, and evidence-based treatments for children and young people aged 0–18 in Kent and 0–19 in Medway. The service supports those experiencing emotional wellbeing difficulties or requiring diagnostic assessments for conditions like Autism or ADHD

Visit the website: [Kent & Medway Children & Young People's Mental Health Service \(CYPMHS\) | NELFT NHS Foundation Trust](#)

Kent and Medway NHS and Social Care Partnership Trust (KMPT)

KMPT delivers a wide range of adult mental health and learning disability services across Kent and Medway. They offer community-based, outpatient, and inpatient support, including crisis care, Safe Havens, and specialist services for people in urgent need of mental health support.

Visit the website: [KMPT | Need help in a mental health crisis or emergency?](#)

Age UK

Phone: 0800 055 6112

Visit the website:

[Age UK | The UK's leading charity helping every older person who needs us](#)

Domestic Abuse Support – DAVSS

Domestic Abuse Volunteer Support Services (DAVSS) is a West Kent charity supporting victims of domestic abuse aged 16 and over. They offer confidential support, safety planning, court support, and advocacy through a professional volunteer model.

Visit the website: [Visit DAVSS](#)

Helpline: 01892 570538 (Mon–Fri, 10am–1pm)

Hourglass (Safer Ageing)

Phone: 0808 808 8141

Email: helpline@wearehourglass.org

visit the website: [Hourglass](#)

NSPCC Childline

If you are worried about a child call: 0800 1111

Visit the website: [NSPCC | The UK children's charity | NSPCC](#)

The Advocacy People

[Home | The Advocacy People](#)

The Advocacy People offer support for mental health, NHS complaints, and social care services, advocating for individuals in challenging circumstances.

The Young Lives Foundation (YLF)

[The Young Lives Foundation: Listen - Support - Empower](#)

The Young Lives Foundation is a children's charity based in Kent, providing advocacy and youth programs. YLF works closely with Tonbridge and Malling Borough Council Housing Team and Social Services to support joint assessments for 16- and 17-year-olds who approach the council as homeless. They also offer wider advocacy services for children and young people.

Victim Support

Phone: 0808 1689 111

Visit the website: [Home - Victim Support](#)

Annex 5: Designated Safeguarding Officers and Safeguarding Champions

Role	Officer
Designated Safeguarding Lead Officer	Esther Wright Safeguarding Officer
Designated Safeguarding Lead Officer	Gill Fox, Corporate Policy and Communities Manager
Safeguarding Champion	Stephen Gregg, Leisure Services Manager
Safeguarding Champion	Alison Finch, Safer & Stronger Communities Manager
Safeguarding Champion	Mathew Brooks, Head of Human Resources & Development
Safeguarding Champion	Claire Keeling, Housing Solutions Manager
Safeguarding Champion	William Waight, Benefits & Welfare Manager
Safeguarding Champion	Anhelina Demchenko Resettlement Officer
Safeguarding Champion	Sarah Wright One You Team Leader

Email: safeguarding@tmbsc.gov.uk

Telephone: 01732 844522