



New Starter Pack

Information for new employees



Contents

Introduction	3
On your first day	3
Employee Induction	3
A Message From the Leader	4
Harlow Council Structure	5
Building Harlow's Future	6
Briefings.....	6
Kaonet, Zoom Microsoft Teams and MSS	7
Policies and Procedures	9
Sickness Absence Management Policy Notes	10
Tax Free Childcare	12
Employee Benefits Scheme incorporating an Employee Assistance Programme.....	13
Local Government Pension Scheme (LGPS)	14
Harlow Council Child Protection and Safeguarding Policy	15

Introduction

Welcome to Harlow Council.

We hope you are looking forward to working with us and we will do all we can to ensure that you settle quickly into your new post and enjoy your time at work. This pack includes useful information to help you understand how we work and to get you started in your new role.

Before your first day

Your manager will provide you with the following forms. These will need to be completed and returned to your manager before your first day in order for you to be added onto the payroll system and receive a contract of employment:

- New Starter Form
- Bank Details Form
- New starter checklist (HMRC)

On your first day

Your manager will introduce you to your colleagues and show you around your workstation and facilities e.g. toilets, kitchens, photocopier rooms, designated smoking areas etc. They will also go over items such as agreeing your working pattern and explaining the Flexi Scheme (if applicable).

Employee Induction

During your first week at Harlow Council, your manager will provide you with an Employee Induction Checklist which they will read and complete with you. This covers items such as:

- Security Arrangements
- Internal/External Telephone Procedures
- Dress Code
- Fire Evacuation Procedure

Mandatory learning will be sent to you by HR and will include topics such as:

- Building Harlow's Future
- Health & Safety
- The Political Structure
- Equality Awareness
- Introduction to CoCo (Govt. Code of Connection) and information security
- Corporate regulations affecting all staff
- The Council structure
- IT Security

A Message From the Leader of the Council



A message FROM THE LEADER

I want Harlow to be the most transformative and impactful local authority in the country. One that truly changes lives - boldly, unapologetically, and with purpose. We are not here to manage decline with a shrug and a spreadsheet in the weary slippers of bureaucracy - we are here to lead the glorious rebirth of one of Britain's most iconic New Towns.

Harlow has so much going for it.

We led the wave of the New Town revolution, invented fibre optics, the recipe for Baileys, the post-it note, the rotary lawnmower, the cricket scoreboard, the franking machine, Prozac anti-depressants and so much more.

Packed into just ten square miles is the only sculpture town in the world, the first ever high-rise residential block, the first ever sports centre and health centre, the biggest social housing landlord in the East of England, nearly 40,000 homes carved into idyllic undulating green space that covers 35% of the district, the country's most extensive off-road cycleway network, inspirational schools, one of the best colleges in the country, multi-billion pound industries both large and small and 100,000 residents.

We are not just part of the UK Innovation Corridor - we are its thumping great heart. And we're growing faster than anywhere else in the country. Within a decade, Harlow will be bigger than major cities like Cambridge.

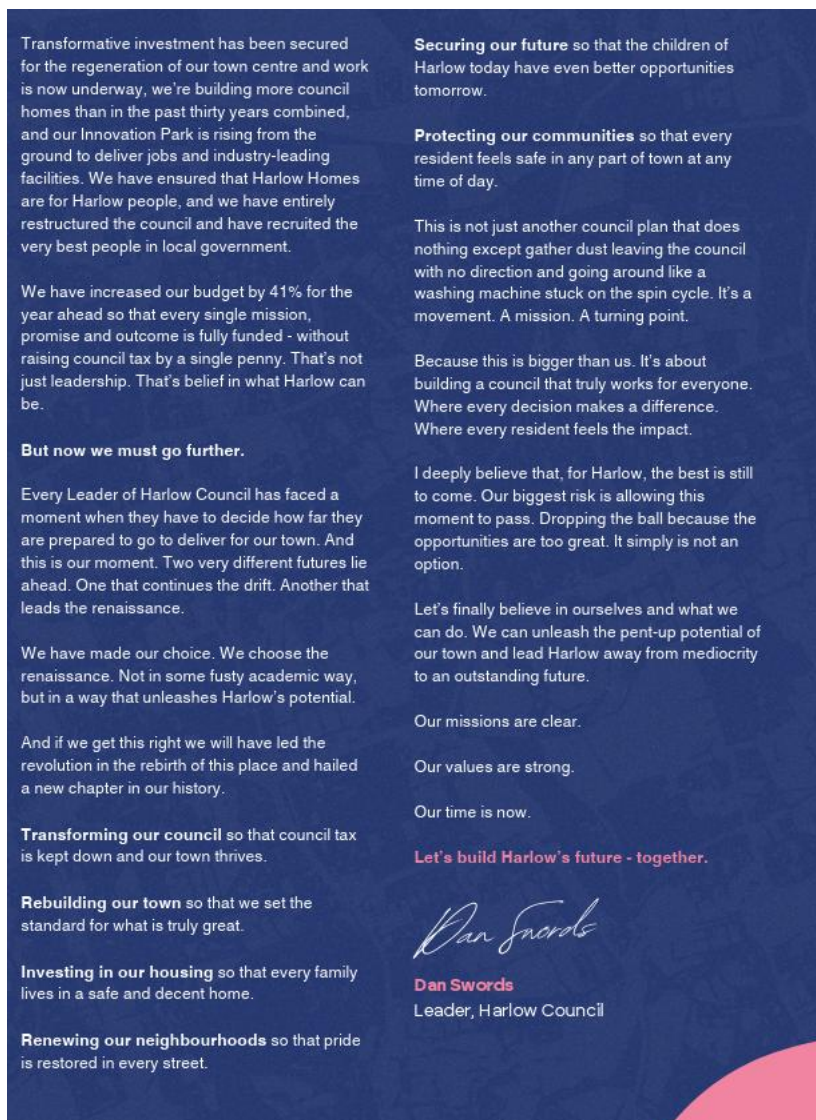
And yet for too long, we've felt like a lion trapped in a cage. We all share the same frustration - our staff, our partners, our residents - like some supercar blocked in the traffic. We can see the way ahead. We know where we want to go - and we know why we are stuck.

The council has, for too long, lagged behind the ambition of the people it serves. Poor leadership has dimmed the light of a town built on innovation and aspiration. We have been a sleeping giant waiting to be unshackled. But no longer.

We're building Harlow's future.

We are no longer taking decisions because they are easy, but because they are right for our residents both now and in the long-term.

And we have already delivered so much.



Please click [here](#) to view the current Executive Management Team structure.

Building Harlow's Future

The Building Harlow's Future plan is our main corporate policy framework for 2025 to 2026. This plan outlines a comprehensive, mission-driven approach to revitalising the town, improving services, and delivering meaningful outcomes for residents.

It sets out our missions, what we will do to deliver them, and how we will ensure that the plan is a success.

This page provides a summary of our plan. To read our plan in full, download the full version of the [Building Harlow's Future plan](#) (pdf)

Our missions

Our 6 missions are to:

1. **Transform our council** so that council tax is kept down and our town thrives.
2. **Rebuild our town** so that we set the standard for what is truly great.
3. **Invest in our housing** so that every family lives in a safe and decent home.
4. **Renew our neighbourhoods** so that pride is restored in every street.
5. **Secure our future** so that the children of Harlow today have even better opportunities tomorrow.
6. **Protect our communities** so that every resident feels safe in any part of town at any time of day.

Transform our council

To transform our council, we will:

- Embed and deliver our comprehensive transformation programme.
- Continue to freeze council tax and keep our fees and charges low.
- Reimagine our approach to communication with residents.
- Introduce a new constitution and governance framework.
- Integrate our property and environment teams across the council and HTS.
- Optimise our discretionary service offering.
- Ensure all statutory services are high-performing and fit for the future.
- Become an employer of choice.
- Deliver a holistic approach to customer services.
- Champion Harlow's interests in the local government reorganisation.
- Transform how we procure our goods and services.
- Successfully deliver the largest ever Non-Housing Capital Programme.
- Strengthen our core functions of legal, HR and finance.

Rebuild our town

To rebuild our town, we will:

- Complete the transformation of Broad Walk.
- Complete the construction of Harlow's new Sustainable Transport Interchange and the rebuilding of Terminus Street.
- Deliver the comprehensive regeneration of Market Square.
- Build the Arts and Culture Quarter and establish Harlow as a cultural capital.
- Complete our programme of acquiring key town centre sites and buildings.
- Invest in the Harvey Centre.
- Deliver the comprehensive pipeline of town centre redevelopment schemes.
- Establish a comprehensive and clear plan to rebuild our housing estates.
- Successfully complete Phase 1 of our Council House Building Programme.

Invest in our housing

To invest in our housing, we will:

- Enact, in full, our Consumer Standards Improvement Plan.
- Complete our full internal and external stock condition survey of 100% of our homes.
- Ensure full compliance with all regulatory and legislative requirements as a social housing landlord.
- Implement our comprehensive Tenancy Audit programme.
- Embed our new Housing Allocations Policy and digital application system.
- Introduce a new repairs policy and service standards.
- Successfully deliver the largest ever Housing Capital Programme.
- Redesign our approach to housing management.
- Implement our Homelessness and Rough Sleeping Strategy (2025 to 2030).
- Optimise tenant and leaseholder engagement.
- Ensure our council homes are re-let without delay.

Renew our neighbourhoods

To renew our neighbourhoods, we will:

- Deliver the Neighbourhood Renewal Fund programme.
- Continue our successful Open Parking Programme.
- Transform our grounds maintenance and street cleansing services.
- Implement a new proactive tree maintenance policy.
- Launch a dedicated Street Scene Priority Taskforce.
- Undertake a comprehensive programme to transform the appearance of our roundabouts.
- Deliver a programme of improvements to neighbourhood car parks across Harlow.
- Embed a programme of proactive action to address the maintenance gaps left by Essex County Council.
- Support and encourage community-led initiatives.
- Remove unwanted, redundant structures and buildings that blight our neighbourhoods.
- Establish industry leading town centre stewardship and maintenance.

Secure our future

To secure our future, we will:

- Maximise inward investment from the private sector.
- Accelerate the delivery of the Harlow and Gilston Garden Town with revised governance arrangements.
- Maximise the strategic Government investment Harlow needs to thrive.
- Attract high-end retail and leisure brands to Harlow.
- Enable sustainable, active and affordable travel.
- Commence the final phase of development at Harlow Innovation Park.
- Secure the £20m in funding to deliver Harlow's Plan for Neighbourhoods.
- Embed a new approach to inclusive growth.

- Deliver Harlow's allocation of the UK Shared Prosperity Fund by focusing on impactful community-driven projects.

Protect our communities

To protect our communities, we will:

- Embed our new Public Protection directorate to deliver a fully joined-up, intelligence-led approach to enforcement.
- Strengthen our relationship with key partners.
- Revitalise the Safer Harlow Partnership.
- Deliver an expanded and upgraded CCTV network.
- Establish and implement a structured Community Payback Programme.
- Continue to reclaim areas of our town that have been blighted by antisocial behaviour.
- Update and strengthen our emergency planning and resilience processes.
- Enhance our approach to the enforcement of licensing and environmental health regulations.

Our values

Our 5 values are:

1. **Community**- we are committed to delivering services in a way that makes residents feel valued, connected and empowered.
2. **Ambition**- we strive for continual improvement, driven by innovation and creativity to achieve meaningful change.
3. **Compassion**- we listen to our residents and colleagues with empathy and understanding, making sure their voices are heard, and their needs are met.
4. **Excellence**- we strive for the highest standards, committing to quality, continuous improvement, and exceptional performance in delivering services for Harlow
5. **Unity**- we are committed to building a cohesive workplace, collectively delivering on Harlow's missions.

Ensuring success

To ensure success, we will:

- **Introduce a clear, data-driven performance framework** for both our financial and programme performance to improve accountability, track progress in real time, and support better decision making and customer service.
- **Establish a dedicated Project Management Office** to track the seamless delivery of our six missions.
- **Evolve our systems and processes** to drive efficiency, accuracy, and responsiveness across all areas of the council.
- **Ensure our places of work are humming with focussed activity** and making the best use of our assets.
- **Foster a renewed culture** of collaboration, efficiency, and delivery.

Briefing

The Council has a weekly briefing, sent by email, updating staff on various items including:

- Council news
- Training courses
- Staff congratulations
- Local news
- Events
- Information on current vacancies

Staff without access to email should be provided with a hard copy of the briefing by their manager.

Kaonet, Zoom and Microsoft Teams

[Kaonet](#), the Council's intranet site, provides internal departmental information with quick links to useful pieces of information and forms. The front page is regularly updated with links to staff news and events, and useful links like the Employee Assistance Programme (EAP) which is part of the employee benefits scheme. You will be automatically signed up to the service, and will receive a registration email once you are registered.

Staff can use the "[Ask EMT a question](#)" to ask the Executive Management Team a question which is then answered in a briefing.

Kaonet has a searchable staff directory and includes photos to enable us to put names to faces. Please check your details thoroughly and if you wish to add or amend any information such as alternative contacts please get in touch with the communications team.

Staff without access to the Kaonet can ask their manager to provide any information they require.

The Council use Zoom for external telephone calls, and Microsoft Teams for meetings and channels for sharing information across teams.

iTrent Self Service System (ESS and MSS)

You can use the Employee Self Service (ESS) to do things like view your payslip, update personal details apply for annual leave or make claims such as mileage or overtime.

If you are a line manager, you can also use the Manager Self Service (MSS) to manage absences, authorise annual leave and approve claims.

Both the ESS and MSS systems are provided by MHR iTrent.

You can access both ESS and MSS from work, home and any smart device.

Staff can use the ESS to:

- access their personal details
- view payslips
- log flexi
- log absences
- book annual leave
- Log in to ESS
- Apply for vacancies

ESS works best in Google Chrome - use this browser to log in to ESS. Follow this link for the guide to setting up your ESS/MSS account using an authenticator app

<https://www.harlow.gov.uk/sites/default/files/documents/ESS%20%287%29%20-%20Guide%20to%20multifactor%20authentication.pdf>

Policies and Procedures

There are many policies and procedures that guide the work we do. All employees need to read and understand these policies.

Policies included with this pack:

- Harlow Council Child Protection and Safeguarding Policy (**see pages 21 - 27**)

Policies available on Kaonet, can be found by using the search facility (this list is not exhaustive).

- Anti-fraud and corruption strategy
- Access to Information Policy
- Adoption Leave & Pay
- Age Discrimination Guidelines
- Capability Policy
- Child Protection and Safeguarding Procedures
- Children & Young People - Missing/Runaway Protocol
- Equality, diversity and inclusivity policy 2021 to 2022
- Data Protection Act, GDPR, and Internal Breach Policy
- Dignity at Work Policy
- Disciplinary Procedure
- Discretionary Compensation & Redundancy Payments
- Disclosing Employee Information under FOIA
- Drugs, Alcohol, Substance Misuse and Gambling Policy
- Domestic Violence and Abuse Policy
- Dynamic Working Policy
- Flexible Retirement Policy
- Flexi Scheme Policy
- Grievance Procedure
- [Health and Safety Handbook](#)
- Honoraria Payment Procedure
- Corporate Information Security Policy
- IT Acceptable Use Policy
- Job Share Policy
- Maternity Policy
- Officers Code of Conduct
- Organisational Change Procedure
- Paternity Leave and Pay Policy
- Probation Policy
- Sickness Absence Management Policy
- Weather – Severe Conditions Policy Statement
- Probation Policy
- Whistleblowing Policy
- Training and Development Strategy
- Use of Temporary Agency Workers, Interims and Consultants

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If you do not have access to Kaonet, your manager will be able to provide you with hard copies. Alternatively you can contact HR on **01279 446070**.

Sickness Absence Management Policy

This procedure outlines the council's approach to managing employee sickness, proactive actions and support that can be offered. Sickness absence has a direct cost to those who are absent from work and for the cover that needs to be provided through existing employees or agency cover. Research shows that early intervention plays an important part in positive progress.

The sickness absence management policy and associated procedures and guidance apply to all employees of Harlow Council. It seeks to ensure that a reasonable balance is found between considering an employee's welfare and the efficiency and quality of service provided to the council.

A full copy of the policy which details the manager, employee's and Human Resource's responsibilities including notification and occupational sickness pay entitlement is available on Kaonet by following [this link](#). If you do not have access to Kaonet your manager will be able to provide you with a copy. Alternatively you can contact HR on 01279 446070.

Tax-Free Childcare

You can get up to £500 every 3 months (up to £2,000 a year) for each of your children to help with the costs of childcare. This goes up to £1,000 every 3 months if a child is disabled (up to £4,000 a year).

If you've already registered, you can [sign in to your childcare account](#).

If you get Tax-Free Childcare, you'll set up an online childcare account for your child. For every £8 you pay into this account, the government will pay in £2 to use to pay your provider.

You can get Tax-Free Childcare at the same time as 30 hours free childcare if you're eligible for both.

You can use it to pay for [approved childcare](#), for example:

- childminders, nurseries and nannies
- after school clubs and play schemes

Your childcare provider must be signed up to the scheme before you can pay them and benefit from Tax-Free Childcare.

Check with your provider to see if they're signed up.

If your child is disabled

You can use the extra Tax-Free Childcare money you get to help pay for extra hours of childcare. You can also use it to help pay your childcare provider so they can get specialist equipment for your child such as mobility aids. Talk to them about what equipment your child can get.

Harlow Council Employee Benefits Scheme



Harlow Council has an [Employee Benefits Scheme](#) for its staff. The scheme has over 1,800 offers from 1,200 retailers - such as M&S, Sainsbury's and B&Q, and a cycle to work salary sacrifice scheme. You will receive a registration email containing a password to log in. If you forget your password you can use the automatic password reset function, and there is an online chat facility for further support.

The wellbeing information on the site offers advice a on a huge range of topics, including:

Getting active, eating healthily, having financial wellbeing and mastering your mental health.

Local Government Pension Scheme (LGPS)

Every employee (new and current) is enrolled onto the Essex Pension Fund unless the employee opts out of the scheme. More Information about Auto Enrolment and contribution pay bands is available on Kaonet under Human Resources on [Pensions](#) .



Harlow Council Child Protection and Safeguarding Policy

1. Introduction

- 1.1 This policy is based on the Council's responsibilities under Sections 27 and 47 of the Children Act 1989 and Sections 10, 11 and 13 of the Children Act 2004 which place a duty on public bodies, including District Councils, to make arrangements to promote co-operation between the authority and its partners in respect of Safeguarding matters; ensure that their functions are discharged with regard to the need to Safeguard and promote the welfare of children and young people; and to participate in the work of local Safeguarding Children Boards.
- 1.2 The policy also incorporates guidance from the Essex Safeguarding Vulnerable Adults Board for the Protection of Vulnerable Adults.
- 1.3 This policy commits all Harlow Council staff, elected Members and volunteers, regardless of their role, to report and refer any concerns they may develop regarding the safety of any young person or vulnerable adult, following the current procedure - see Scope 4.1:
<https://www.harlow.gov.uk/kaonet/safeguarding>

2. Harlow Council's policy commitment

- 2.1 Harlow Council believes that all children, young people and vulnerable adults have the right to be safe, happy and healthy and deserve protection from abuse and exploitation. The Council is committed to safeguarding from harm all children, young people and vulnerable adults in receipt of any of its services and involved in any of its activities, and to treat them with respect during their dealings with the Council.

3. Aim of the policy

- 3.1 The aims of the policy are to:
 - Clarify the roles and responsibilities of all parties within scope of the policy
 - Support the promotion of a safe working environment and a culture of care in which the rights of all children, young people and vulnerable adults are protected and respected
 - Promote and embed clear guidance and procedures for those employees working with children, young people and vulnerable adults, and ensure through training and support that they are aware of these and able to implement them – see Appendix 1
 - Provide a framework for developing partnerships with appropriate external bodies e.g. Essex Safeguarding Children Board and Essex Safeguarding Vulnerable Adults Board, to ensure that the policy continues to reflect legal and best practice requirements in respect of the responsibility and care of children, young people and vulnerable adults

4. Scope of the policy

- 4.1 The policy is in respect of the Council's responsibility towards:
 - Children and young people legally defined as any person under the age of 18, or up to the age of 25 where the young person has a disability. From this point on, the terms 'child' or 'children' will be used to refer to this group.

- A vulnerable adult is any person aged 18 or over who (1) is or may be in need of community care services by reason of mental, physical or learning disability, age or illness; and who (2) is or may be unable to take care of him or herself or unable to protect him or herself against significant harm or serious exploitation
- This policy and any related procedures and guidance applies to all Harlow Council employees (including agency workers, interims and consultants), elected Members and volunteers who have contact with children, or vulnerable adults. It also applies to people working on behalf of the Council where they are not bound to comply with their own organisation's Child Protection Policy i.e. sports coaches or alternative partner providers

The policy covers all the functions and services of the Council, its elected Members, staff and contractors.

- 4.2 The policy does not cover health and safety issues related to safeguarding children such as use of play equipment or provision of food at events
- 4.4 The policy should also be used in conjunction with:
- SET (Southend, Essex and Thurrock Child Protection) Procedures
 - Disciplinary Procedure, Grievance Procedure and Whistle Blowing Policy
 - Data Protection Policy
 - IT Acceptable Use
 - Equalities Framework
 - Corporate Complaints procedure
 - Dignity at Work Policy
 - Health & Safety at Work guidance
 - Officers' Code of Conduct

Harlow Council takes its responsibilities in respect of Child Sexual Exploitation, Honour Based Abuse and Domestic Abuse very seriously and shall introduce policies and/or procedures and guidance to assist staff and those working for and on behalf of the Council to take appropriate action where there are concerns of this nature. These documents will be made available via the Council's website and Infonet.

5. Review

- 5.1 The policy will be reviewed annually and whenever there is a change in the related legislation. This will help ensure that these documents are up to date and fit for purpose.

6. Definition of Abuse

A person may abuse a child or vulnerable adult by inflicting harm, or by failing to act to prevent harm. Children and vulnerable adults may be abused in a family or in an institutional or community setting; by those known to them, by people working with them or, more rarely, by a stranger.

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm, including by fabricating the symptoms of, or deliberately causing, ill health.

Emotional abuse is the persistent emotional ill-treatment of a child or vulnerable adult such as to cause severe and persistent adverse effects on the child or vulnerable adult's emotional development or self-esteem. It may involve conveying to the child or vulnerable adult that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may involve age or developmentally inappropriate expectations being imposed, causing the child or vulnerable adult frequently to feel frightened, or the exploitation or corruption of children or vulnerable adults. It may involve deprivation of contact, control, coercion, intimidation or harassment.

Sexual abuse involves forcing or enticing a child or vulnerable adult to take part in sexual activities, whether or not the child or vulnerable adult is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape or buggery) or non-penetrative acts. They may include involving the child or vulnerable adult looking at, or in the production of, pornographic material, or encouraging them to behave in sexually inappropriate ways.

Neglect is the persistent failure to meet a child's or vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development, such as failing to provide adequate food, shelter and clothing, or neglect of, or unresponsiveness to basic emotional needs.

In vulnerable adults this may appear to be as a result of self-neglect but still requires action.

Financial abuse is particularly relevant to vulnerable adults and may include theft, fraud, exploitation and pressure in connection with wills, property or inheritance or financial transactions. It may include the misuse or misappropriation of property, possessions or benefits by someone who has been trusted to handle their finances or who has assumed control of their finances by default.

6.1 **Responsibility for protecting children and vulnerable adults**

Responsibility for the implementation of this policy lies with **all staff at all levels** of the Council.

Council Members are responsible for ensuring that the Council has a Children and Vulnerable Adults Safeguarding Policy and for working within its remit at all times and that there is a Designated Safeguarding Officer in place at all times.

Heads of Service in conjunction with Service Managers and Human Resources are responsible for:

- 6.1.1 Identifying those services and posts that are likely to have an involvement with children and/or vulnerable adults
- 6.1.2 Ensuring that those people appointed by them to the Council, whose normal duties involve caring for, training, supervising or being in sole charge of children or vulnerable adults are screened via the Disclosure and Barring Service (DBS) process at the appropriate level prior to appointment (as required by Statute) and are appropriately qualified and/or trained in working with these groups
- 6.1.3 Ensuring that all necessary procedures and practices are in place to provide adequate protection both for the individuals in these groups but also protection for the employees involved with them. Safer Recruitment policies and procedures will be maintained by the Council

- 6.1.4 Ensuring that employees, volunteers and other workers dealing with these groups maintain adequate training and awareness of their responsibilities in this area
 - 6.1.5 Ensuring that external contractors and other bodies delivering Council Services are aware of the Council's expectation that workers are aware of Harlow Council Child and Vulnerable Adult Safeguarding Policy and abide by the standards of behaviour expected of Council employees
 - 6.1.6 Ensuring that carers and/or parents of the children and vulnerable adults are aware that in providing services Council employees are not acting in loco parentis
 - 6.1.7 Ensuring that this policy is made available to carers and/or parents of the children and vulnerable adults to whom the Council is providing services
 - 6.1.8 Ensuring that employees and others do not undertake direct work with children or vulnerable adults without an enhanced DBS check except under skilled supervision where approval has been given by the Head of Service or nominated officer prior to commencement of the role
 - 6.1.9 Ensuring that proper records are kept of any incidents occurring within their service and that these are held securely and/or passed on to Human Resources if the incident involves a member of staff. The Harlow Council Safeguarding Process Flow Chart and the Reporting a Concern Record form can be found on Kaonet.
 - 6.1.10 Working with other associated agencies to ensure the proper transfer of information relating to dealings with children and vulnerable adults, where necessary
 - 6.1.11 Where appropriate Council officers will endeavour to support vulnerable adults, particularly those living in Council sheltered accommodation schemes, to make positive and informed choices about whom they might invite into their homes to provide direct support services such as domestic help and/or personal care. This support could include recommending that residents request references in writing and/or a DBS check.
- 6.2 Human Resources Service is responsible for:
Working with Heads of Service in maintaining a record of those posts that are likely to work with children and vulnerable adults and identifying the level of involvement and the appropriate level of screening required.
- 6.2.1 Ensuring that Safer Recruitment procedures are maintained and followed for all roles identified as potentially having contact with children or vulnerable adults and that they are robust and that information pertinent to working with these groups is obtained during the recruitment procedure. This procedure will include agency workers and volunteers. Agencies, if used, are responsible for the safer recruitment and selection of their own staff but must comply with Harlow Council and legislative requirements.
 - 6.2.2 The Council's policy is that it is the Manager's responsibility to ensure DBS checks are carried out at the appropriate level. HR will monitor all appointments to ensure this has been completed.
 - 6.2.3 In conjunction with the Designated Safeguarding Officer, support Heads of Service in dealing with allegations of abuse or exploitation by staff

- 6.2.4 In conjunction with the Designated Safeguarding Officer, to refer information to the DBS or LADO or other relevant agencies regarding individuals who pose a risk to children and vulnerable adults

6.3 Employees:

All employees and particularly those working with children and vulnerable adults are responsible for:

- 6.3.1 Ensuring that they are familiar with and understand the policies and procedures relating to their work with or in the vicinity of children and vulnerable adults
- 6.3.2 Ensuring that they feel confident in working within this environment and working with their managers to ensure that they have the knowledge and skills to carry out their tasks in this context
- 6.3.3 Working within the Equality Act 2010 and related legislation, and treating children and vulnerable adults with whom they come into contact with, while carrying out their work equally and with respect
- 6.3.4 Reporting to their line manager any concerns they may have about abuse or a lack of care of children and vulnerable adults either from other staff, from carers, parents or those in loco parentis or any other person

6.4 Volunteers, contractors and other workers are responsible for:

- 6.4.1 Working with employees of the Council to the same standards and within the remit of this Policy, in ensuring the safety and well-being of children and vulnerable adults with whom they may come into contact
- 6.4.2 Participating in any training or development opportunities offered to them to improve their knowledge of skills in this area, or to meet mandatory requirements

6.5 Procedure where there is a concern that a child or vulnerable adult is in danger?

Where there is concern that any person is in immediate danger or a crime has been committed, the worker should always contact the police on 999. Actions should be reported following Harlow Council procedures. The Harlow Council Safeguarding Process Flow Chart and the Reporting a Concern Record form can be found on the Infonet.

The Essex County Council Emergency Duty Team offers out of hours assistance on 0845 6061212 where there are concerns about the immediate welfare or safety of a child or vulnerable adult.

If a Head of Service or the Designated Safeguarding Officer is not in agreement that anything further needs to be done, but there are still strong concerns that a child or vulnerable adult is in danger, Social Care should still be contacted.

Harlow Council believes that all children and vulnerable adults have the right to be safe, happy and healthy and deserve protection from abuse and will fully support and protect anyone, who in good faith, reports a concern about abuse either by this procedure or by our Whistle Blowing Procedure (on www.harlow.gov.uk)

Sources of further information

Essex Safeguarding Children Board <https://www.escb.co.uk/>

Essex Safeguarding Vulnerable Adults Board <https://www.essexsab.org.uk/>

<http://microsites.essexcc.gov.uk/microsites/ESCB/refer.htm> .

The NSPCC website provides advice on keeping children safe: www.nspcc.org.uk.

<https://assets.publishing.service.gov.uk/media/5a7c95a4e5274a0bb7cb806d/5860.pdf> is the Government website that provides information on the legislation and the wider issues of child welfare.

The Department of Health website has information on vulnerable adults

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

age uk - ring the advice line on 0800 169 6565

www.ageuk.org.uk

Ask Sal – call the helpline 08452 66 66 63

www.asksal.org.uk

Appendix 1

Employee Good Practice

When in contact with or providing a direct service to children or vulnerable adults, employees should be clear about what is expected of them and what is unacceptable behaviour on their part. Adhering to strict guidelines helps staff to protect themselves from false allegations against them and helps to create a positive culture around children and vulnerable adults.

Employees should:-

- Always work in an open environment and aim to avoid private or unobserved situations whenever possible
- Notify a colleague or Manager when, to work effectively with the child or vulnerable adult the above point cannot be observed and ensure a risk assessment is undertaken
- Always listen to what children and vulnerable adults have to say as they are more likely to discuss issues of concern if they know that they will be listened to and taken seriously
- Treat all children and vulnerable adults equally and with respect and dignity
- Always put the welfare of the child/vulnerable adult first and foremost
- Ensure that assistance with any form of manual or physical support required is provided openly and appropriately - this applies particularly to children and adults with a disability
- Aim to establish a good working relationship and communication with parents/carers wherever possible and appropriate
- Always set a good example – be a good role model for children and act in a professional, responsible and trustworthy manner at all times
- Always be prepared to act upon information which may indicate that a child or vulnerable adult is being abused or is at risk of being abused and always report concerns to their line Manager or the Designated Safeguarding Officer as soon as possible
- Know how to record, store and share information appropriately regarding concerns they have about a child or vulnerable adult

Employees should not:-

- Divulge their personal details to a child or vulnerable adult - including home address, personal telephone number and email address or accept them as 'friends' on social networking sites
- Make arrangements to meet a child or vulnerable adult socially outside of the working environment without their line manager's knowledge and agreement

- Take a child or vulnerable adult to their home unsupervised; without parental consent or without the line managers knowledge and agreement
- Use inappropriate language in the company of a child or vulnerable adult
- Allow access to inappropriate literature or images via, books, magazines, television, video, DVD or IT
- Use physical chastisement under any circumstances
- Engage in rough, physical or sexually provocative games with children or make sexually suggestive comments to a child or vulnerable adult even if it is thought to be in fun
- Administer medication unless professionally trained to do so
- Take a child or vulnerable adult to the toilet unsupervised or do things of a personal nature for them when s/he is capable of doing it for themselves
- Transport children or vulnerable adults without an escort. Where it is appropriate to provide transport, a risk assessment must be undertaken
- Allow allegations made by a child or vulnerable adult to go unrecorded or not acted upon
- Take photographs of children or vulnerable adults without consent from the parent/carer
- Divulge confidential or other information about a child or vulnerable adult to unauthorised personnel

The above guidance regarding good practice is not exhaustive and staff should always consult their line manager or the Designated Safeguarding Officer if they have any doubt about the appropriateness of their own actions or that of their colleagues.

Harlow Council

Staff process for dealing with Safeguarding concerns for children, young people and vulnerable adults



Step 1 Initial action

Discuss your concerns with your line manager. If your line manager is unavailable contact the Designated Safeguarding Officer (DSO) as soon as possible – see also Step 2 below for other sources of support/guidance.

If it is clear that the person is in immediate danger call the Police straight away on 999.

Be prepared to discuss whatever you know about the person you are concerned about i.e. **Who** are they? **Where** do they live? **Who** do they live with? **How** old are they? **Why** are you concerned? (be specific) **What** have you personally seen and/or heard that has led to you be concerned? Or **What** information has been passed to you that has led to you be concerned and **when** and from **who** did you receive the information?

Note: DSO for children and young people is Christine Selby Ext 6192. DSO for vulnerable adults is Viv Hales Ext 6317. Christine and Viv cover for each other if one is off or out of the office.



Step 2 Is further advice and guidance required?

No - Agree an appropriate course of action with your line manager and/or the DSO. Keep a record of your concern; any decisions reached and any action taken - see step 4 below.

Yes – Speak to the DSO who may be able to provide the guidance you need. If you are still unsure whether a referral should be made and your concern is for a child call the Initial response Team (IRT) on 0845 603 7627 and ask for a consultation with an Advisor who will provide you with appropriate guidance. If your concern is about an adult contact Adult Social Care on 0845 603 7630 for advice. Explain your concerns giving as much detail as possible (See Step 1 above).



Step 3 Is a referral required?

No – No further action need be taken but your concerns must be recorded on the Safeguarding Record form and a copy sent to the relevant DSO (See step 4 below)

Yes – Inform the DSO that you intend to make a referral. If the referral is for a child or young person call the IRT on 0845 603 7627 and say you want to make a referral. You may be asked to complete and submit form ECC999. If the referral is for an adult call 0845 603 7630. You will be asked to complete and submit form SET SAF1.

Referral forms are available to staff via the Infonet. Referral forms and additional accompanying information should be copied to the relevant DSO because the Council is required to keep a central record of all referrals. (See also step 4 below)

Remember: Whenever possible, referrals in respect of children and young people should be made with the knowledge and consent of the parent/carer unless there is evidence to suggest that seeking consent would place the child/young person at greater risk of harm.

Note: If you do not receive acknowledgement of your referral within 7 days you should follow this up with IRT/Adult Social Care and request written confirmation of your referral as well as notification of what action is going to be taken (if any). Update your line manager and the DSO.



Step 4 Recording concerns and keeping DSO updated

Always complete the Council's 'Safeguarding Record' form and send a copy to the relevant DSO regardless of whether you seek further advice and/or make a referral.

Note: The ECC999 Form, form SET SAF1 and Safeguarding Record form can be found on the Kaonet along with the Council's Safeguarding Policy.