

BRAUNSTONE TOWN COUNCIL

POLICY & RESOURCES COMMITTEE – 31st OCTOBER 2019

Item 13 – Library - Management and Consultation Arrangements

Purpose

To set out a governance model for the Library Service to ensure that the Council delivers a better and more responsive Library service in Braunstone Town.

Background

On 22nd August 2019, Policy & Resources Committee received and approved the agreements and details of the arrangements to transfer the management of Braunstone Town Library from Leicestershire County Council to Braunstone Town Council.

The transfer took place on 1st October 2019 and three existing members of staff transferred on that date to the Town Council's employment in accordance with the Transfer of Undertakings Protection of Employment Regulations.

Library Service Management

The Organisation Review of July 2015 took into account the potential for the Town Council to be running the Library and based on its preferred model of combining the Library and Customer Services Shop, and created a Customer, Information & Learning Service.

Therefore, the Job Description of the Deputy Executive Officer & Community Services Manager already contained responsibility for managing Information and Social Inclusion services and ensuring the effective running of the Council's Customer, Information and Learning Services. This enabled the Library Service, upon transfer to the Town Council on 1st October to be included within the Deputy Executive Officer & Community Services Manager's operational remit. The Job Description of Customer & Information Services Advisors already covered ensuring that the Council's Customer, Information and Learning Services are developed to the highest standards providing efficient enquiry and information services and includes undertaking work for the Council's Customer, Information and Learning Services at service locations across Braunstone Town on a rotational basis. Therefore, the Customer & Information Services Advisors have been trained and have been covering some shifts at the Library.

Following the transfer of staff from the County Council and after a suitable settling in time, it will be prudent for a further Organisational Review to align contracts, terms and conditions and review job roles in order to ensure the Council has the skills it needs and flexibility to ensure improvement to the Library Service going forward.

Governance and Consultation Arrangements

On 5th September 2019, the Citizens' Advisory Panel discussed governance and consultation arrangements for the Library. The Panel considered it was important that volunteers were involved in developing future Library provision and ensuring a better and more responsive service. To that extent the Panel discussed the merits of the Citizens' Advisory Panel's role, its terms of reference (as set out at Appendix 1) versus a specific Panel set up for that purpose. Another alternative floated was a Friends of Braunstone Town Library Group; this could be a charitable body which could gain access to additional grant sources for activities in the Library. However, such a group would have to be established and led by members of the community.

The Panel agreed that the Leader of the Council and Executive Officer & Town Clerk discuss a suitable governance model for the Library Service, once transferred, which enabled the input of and consultation with Library volunteers.

Library Service Consultation Group

It is proposed that an internal group, Library Service Consultation Group, be formed with the following membership:

- Officer Management Team (Executive Officer & Town Clerk to Chair and Deputy Executive Officer & Community Services Manager as Vice-Chair)
- Staff (who work in the Library Service) representatives (up to 3),
- Volunteer (with a role in the Library Service, signed up with in accordance with the Volunteer Management Policy) representatives (up to 3),
- Communications & Events Officer,
- Personal Assistant & Administrative Officer (to service the administration of the Group).

The Terms of Reference for the Citizens' Advisory Panel, as attached at Appendix 1, can also be applied to this group.

Citizens' Advisory Panel

On 12th June 2014, Policy & Resources Committee agreed the Panel's Terms of Reference, attached as Appendix 1, to support Braunstone Town Council to work with the community, other partners and stakeholders and to use its offices, powers and influence to keep the Braunstone Town Library open and to provide a better service that is more responsive to the needs of local residents.

The Terms of Reference are broad and the Panel have previously considered and advised on the four areas of the terms of reference identified as "Developing future Library provision in Braunstone Town" (terms of reference a – d).

It is possible to shape the roles of the Town Council and that of the community in running the Library Service and associated services after the transfer.

Concerning the second part of the terms of reference, "Ensuring a better and more responsive Library service in Braunstone Town" (terms of reference e – h), the Panel intend to consider these in the light of experience following the Library transfer to the

Town Council.

Citizens' Advisory Panel can remain the route by which Councillors and members of the public can be consulted.

Division of Roles

As mentioned above, the Library is managed as part of the Council's Community Development and Social Inclusion services. In broad terms, the community engagement/involvement and social inclusion fall within the remit of the Council's Community Development Committee. It is this aspect of the Library Service where residents can effectively input through the Citizens' Advisory Panel and staff and volunteers can input through the new Library Service Consultation Group.

Service Management and resources fall within the remit of the Policy & Resources Committee and the Council's Officer Management Team.

The following table outlines the respective roles:

Policy & Resources Committee Officer Management Team	Community Development Committee Citizens' Advisory Panel Library Service Consultation Group
1. Premises Management, property / lease matters 2. Staff and Volunteer Management 3. Finance and budgeting 4. Premises Staffing during opening hours 5. Cleaning 6. Utilities 7. Procurement 8. Stock Management 9. Information and Communication Technology Services	1. Community Events and Activities (including provision of refreshments) 2. Learning Events and Initiatives 3. Exhibitions 4. Promoting Reading and Learning 5. Book Reading / Story telling sessions 6. Fundraising 7. Outreach book service.

Recommendations

1. That the Governance and Consultation Arrangements for the Library Service, as set out in the relevant section of the report, be approved; and
2. that delegated authority be given to the Executive Officer & Town Clerk to make amendments to the role, function and membership of the Library Service Consultation Group.

Reasons

1. To provide a forum for staff and volunteers in developing future Library provision and ensuring a better and more responsive service.
2. To ensure that the Group could be refocussed in the light of experience in order that it remained productive and fit for purpose.

BRAUNSTONE TOWN COUNCIL

BRAUNSTONE TOWN CITIZENS ADVISORY PANEL

BRAUNSTONE TOWN LIBRARY SERVICE – TERMS OF REFERENCE

Braunstone Town
“Citizens Advisory Panel”
.....INFORM.....CONSULT.....INVOLVE.....

PURPOSE: To support Braunstone Town Council to work with the community, other partners and stakeholders and to use its offices, powers and influence to keep the Braunstone Town Library open and to provide a better service that is more responsive to the needs of local residents.

The Citizens Advisory Panel shall have authority and consent to undertake its work in accordance with the general responsibilities delegated to it and in accordance with the Terms of Reference as set out below:

Developing future Library provision in Braunstone Town

- a) Develop options for Library service provision, taking into account the aspirations of service users and the community and the availability of resources.
- b) Identify appropriate and realistic service standards (including customer service and performance), including mechanisms for review and the continued engagement of the community and service users.
- c) Identify new initiatives and potential partnership arrangements, including sources of funding in order to provide a better and more responsive service.
- d) Promote the involvement of volunteers and community groups in providing Library services and make recommendations on the balance of resources between paid, volunteer and professional staffing and support.

Ensuring a better and more responsive Library service in Braunstone Town

- e) Assess emerging new priorities, undertake benchmarking and research best practice, assess the availability of resources and recommend improvements to Library provision.
- f) Assess the needs of the community undertaking consultation utilising a range of methods and tools and make appropriate recommendations where necessary to revise customer service standards and service provision.
- g) Make recommendations on appropriate performance measures and future targets and receive regular performance monitoring reports and make recommendations on improvements where necessary.
- h) Review the effectiveness of mechanisms to engage the community and volunteers in the provision of a Library Service.

The Panel will evidence its work and make appropriate recommendations to the Council's Policy & Resources Committee.

BRAUNSTONE TOWN COUNCIL

POLICY & RESOURCES COMMITTEE – 31st OCTOBER 2019

Item 14 – Adoption of Children and Vulnerable Adults Safeguarding and Protection Policy

Purpose

To confirm the adoption of the Children and Vulnerable Adults Safeguarding and Protection Policy following consultation.

Background

On 22nd August 2019, Policy & Resources Committee considered revisions to the Council's Safeguarding Children and Child Protection Policy, including incorporation of protection of Vulnerable Adults, adopted an interim policy and authorised it for consultation.

The Children and Vulnerable Adults Safeguarding and Protection Policy is attached at Appendix 1.

The main areas changed in the revised policy are as follows:

- (a) incorporation of vulnerable adults;
- (b) inclusion of duties and responsibilities;
- (c) how to recognise child abuse;
- (d) support for those that report abuse; and
- (e) expansion of dealing with allegations.

Consultation

The Council's Management Team on 19th August 2019 considered the proposed policy ahead of Policy & Resources Committee endorsement on 22nd August 2019 for consultation.

The policy was available for consultation with Citizens' Advisory Panel, staff, Councillors, the Council's professional advisors and partners, to enable them to:

1. challenge whether the proposed policy was fit for purpose,
2. put forward any alternative proposals and suggestions, and
3. discuss how the proposed policy may impact on their role and responsibilities.

The deadline for consultation responses was 12noon on Monday 30th September.

Citizens' Advisory Panel on 5th September 2019 supported the proposed Children and Vulnerable Adults Safeguarding and Protection Policy as drafted. The Panel were keen to ensure that Library volunteers would be fully trained in safeguarding matters and that any groups undertaking activities had their own policy and procedures in place or agreed to implement those used by the Town Council.

In addition, consultation responses received and action taken is summarised in the table below.

Subject Area	Consultee Response	Management Action/Response
Disclosure Barring Service Checks	Under Child Protection Measure suggest that all employees require an enhanced DBS check which could be renewed annually, or they need to be registered with the Barring Service's update service, which costs £13 per annum. Suggest removing the reference to standard check for these workers. The same also applies to vulnerable adults.	Incorporated and relevant paragraphs reworded to clearly state the level of DBS checks required and that these will be undertaken.
Principles	Concern that Principle (e) judged guilt by stating action is taken.	The principle is designed to ensure that allegations are not swept under the carpet. Principle reworded to achieve outcome.
Protecting Leaders	Concern the policy didn't support Lone Workers.	Reference included to separate Lone Working Policy and Risk Assessments.
Internal Enquiries and Suspension	Concern that the Town Council may decide abuse took place when the police and social services found no evidence.	Reworded to focus on whether policies and contract was breached, even if a criminal allegation itself was not proved.

Amendments proposed to the Children and Vulnerable Adults Safeguarding and Protection Policy, as a result of the consultation responses, are tracked in the proposed revised Policy, which is attached at Appendix 1.

Recommendations

1. That the Children and Vulnerable Adults Safeguarding and Protection Policy, incorporating the amendments following consultation, attached at Appendix 1 to the report, be approved and adopted on Monday 4th November 2019; and
2. that delegated authority be given to the Executive Officer & Town Clerk to update references in the Policy to reflect changes in legislation, policy, organisation structure, roles and responsibilities and service provision.

Reasons

1. To ensure that the Town Council's safeguarding procedures continued to be fit for purpose, especially in the context of taking over responsibility for the management of Braunstone Town Library.
2. To ensure that the references included in the Policy were kept up to date in a timely manner so that the document was an easy and reliable reference document for all safeguarding related matters.



BRAUNSTONE TOWN COUNCIL

**Children and Vulnerable
Adults Safeguarding and
Protection Policy**

Adopted 1st NOVEMBER 2019

DATE ADOPTED	22nd August 2019	FREQUENCY OF REVIEW	3 years or legislative changes
REVISED DATE/S	1st November 2019		

BRAUNSTONE TOWN COUNCIL

**CHILDREN AND VULNERABLE ADULTS
SAFEGUARDING AND PROTECTION POLICY**

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BRAUNSTONE TOWN COUNCIL

CHILDREN AND VULNERABLE ADULTS SAFEGUARDING AND PROTECTION POLICY

1. INTRODUCTION

The Children and Vulnerable Adults Safeguarding and Protection Policy sets out Braunstone Town Council's approach to preventing and reducing harm to children and vulnerable adults when they are in contact with the Town Council's services, staff, councillors, volunteers and contractors.

2. PRINCIPLES

Through this Policy, Braunstone Town Council aims to:

- (a) promote and prioritise the safety and wellbeing of children and vulnerable adults;
- (b) provide assurance to parents, carers and other parties that the Town Council takes reasonable steps to manage risks and keep children and vulnerable adults safe;
- (c) ensure that everyone understands their roles and responsibilities in respect of safeguarding and is provided with the necessary information, training and support on safeguarding matters;
- (d) prevent the employment of individuals in work with children and/or vulnerable adults where they have been barred by the DBS or are deemed by the Town Council to pose an unacceptable risk to vulnerable groups; and
- (e) ~~ensure that appropriate action is taken in the event of~~ respond to any allegations or suspicions regarding harm to children or vulnerable adults arising from contact with the Town Council's services, staff, councillors, volunteers or contractors, whether the harm has taken place on Council premises or not.

The Policy also seeks to manage effectively the risks associated with activities and events involving children and vulnerable adults through:

- (a) the risk assessment process which involves identifying risks and means of reducing or eliminating these;
- (b) implementing the required actions identified by the risk assessment process and reviewing the effectiveness of these on a regular basis;
- (c) ensuring that the appropriate DBS or basic disclosure checks are conducted, depending on eligibility, for any individuals starting or moving into work which involves working with children or vulnerable adults; and
- (d) requiring new employees and individuals involved in working with children or vulnerable adults to familiarise themselves with the content of this policy.

3. DEFINITIONS

A Child is defined as anyone who has not reached their 18th birthday.

Vulnerable adults are people who are 18 years of age or over and are getting or may need help and services to live in the community. Vulnerable adults may be unable to take care of themselves and unable to protect themselves from harm or exploitation by other people.

What is Child Abuse?

Child abuse is a difficult issue and presents challenges to all involved in providing services for young people. It is not always easily recognisable but is generally divided into four categories:

1. Physical Abuse – where adults physically hurt or injure children, hitting, shaking, squeezing, burning and biting are all forms of physical abuse. Giving children alcohol, inappropriate drugs or poison and attempted suffocation or drowning are also physical abuse.
2. Neglect – an adult may fail to meet a child's basic needs, like food, warm clothing or medical attention. Children might be left alone unsupervised. Abuse in any form can affect a child of any age.
3. Emotional Abuse – persistent lack of love and affection damages children emotionally. Being constantly shouted at, threatened or taunted can make the child very nervous and withdrawn.
4. Sexual Abuse – this is where children are encouraged or forced to observe or participate in any form of sexual activity. This could occur through unnecessary or inappropriate physical contact or through suggestive comments or innuendo or include showing children pornographic materials.

Abuse of Vulnerable Adults can include:

- physical,
- financial,
- material,
- sexual,
- psychological,
- discriminatory,
- emotional abuse
- neglect.

Abuse can take place in any setting, public or private, and can be perpetuated by anyone.

4. DUTIES AND RESPONSIBILITIES

Responsibilities of Braunstone Town Council:

1. To ensure councillors, staff, volunteers and contractors are aware of the need to protect children and vulnerable adults
2. To notify the appropriate agencies if abuse is identified or suspected
3. To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
4. To utilise the Disclosure and Barring Service to check councillors, staff, volunteers and contractors that have access to or work with Children and/or Vulnerable Adults

Responsibilities of Role Holders and Contractors:

1. All councillors, staff, volunteers and contractors working on behalf of Braunstone Town Council have a duty to promote the welfare and safety of children and vulnerable adults
2. To be familiar with the Children and Vulnerable Adults Safeguarding and Protection Policy
3. To take appropriate action in line with the policy of Braunstone Town Council
4. To declare any existing or subsequent convictions.

5. IDENTIFYING AND REPORTING CHILD ABUSE

How to recognise abuse

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries;
- The child describes what appears to be an abusive act involving him or her;
- Someone else (child or adult) expresses concern about the welfare of another child;
- Unexplained changes in behaviour such as becoming very quiet; withdrawn or displaying sudden outbursts of temper.
- Inappropriate sexual awareness;
- Engaging in sexually explicit behaviour;
- Distrust of adults, particularly those with whom a close relationship would normally be expected;
- Difficulty in making friends.

If you notice any social changes in the behaviour of a child, worrying marks or bruises or hear a child/children talking about things which give cause for concern then your first responsibility is to the child.

It is not safe to assume that someone else will take action. As an adult you have a duty to take appropriate action. Recognising and coping with child abuse is very stressful and the person reporting the concern will not have to cope alone.

What to do if you suspect abuse

If a child spontaneously talks of experiences which give cause for concern, you should:

1. Explain to the child that if he/she discloses information which leads you to believe they are being abused, you will be unable to keep it confidential.
2. Listen to the child without questioning him/her. Be aware of your own reactions as showing disapproval may stop the child from continuing with their disclosure.
3. Do not try to stop the child from recalling events. Make a note of what is said, in what context, the setting, the timing and which people were present. (complete a log if you have one)
4. Inform the designated Safeguarding Officer immediately or if they are unavailable an appropriate senior member of staff immediately. If you are unsure of what action to take it would be appropriate to seek advice from either the police or social services department.
5. The Safeguarding Officer will contact the appropriate authorities including the Duty Social Worker in the area where the child lives as soon as possible.

Allegations of abuse will be treated similarly whether the disclosure is relating to an individual from within or externally of the Town Council. The information should be passed onto the designated Safeguarding Officer and handled in the same way. Social Services will also follow the same procedure as they do to investigate allegations of abuse for a family.

The designated Safeguarding Officer in Braunstone Town Council is the Deputy Executive Officer & Community Services Manager, Pauline Snow, who can be contacted on 0116 289 9270 or at Braunstone Civic Centre. Any concerns or reports of abuse must be reported to this individual as soon as possible.

6. CHILD PROTECTION MEASURES

The following measures will be adopted to ensure the safeguarding of children accessing and using Braunstone Town Council's facilities and services:

- (a) the Town Council aims to ensure that recruitment of all staff and volunteers is conducted in a way to safeguard children and where appropriate undergo an ~~standard~~ –enhanced Disclosure ~~and~~ Barring Service checks, which should be renewed annually, or register with the Barring Service's update service;
- (b) all workers and volunteers will be given a copy of the policy and those who work directly with children will receive training as part of their induction to the organisation.