# CCS – Children’s Crisis Service

**For children, young people with a diagnosis of Learning Disability or Autism and their families**

# POLICY AND PROCEDURES

April 2024

**Next review date: April 2025**

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**Introduction**

Welcome to the Children’s Crisis Service Policy and Procedures Manual. This booklet has been prepared to inform the practice of all CCS Workers employed by the Service and as information for Parent/Carers accessing the service. It provides all key policies in relation to this service, promoting safe and effective practice.

It is a key document that all workers will need to be familiar with before embarking on their role in the Service.

For Parent/ Carers it is a document for reference.

The Management of the service has made a commitment to formally review and update the   
Children’s Crisis Service Policy and Procedure Manual on an annual basis at the beginning of the financial year. **The next review is due April 2025.**

Children’s Crisis Service (CCS)

Fairmount House

Bull Hill

Leatherhead

Surrey KT22 7AH

Email [CCS@surreycc.gov.uk](mailto:CCS@surreycc.gov.uk) Telephone Number: 01483 517187

Monday-Friday 2pm-10pm / Saturday 9am-5pm

This document could be made available in large print and other formats and languages, upon request.

Policy 1 Code of Conduct

**1.1** **Introduction**  
The purpose of this Code is to encourage employees (Social Workers and Behaviour Support Workers) to provide high quality services, efficiently and fairly, with the highest standards of integrity and personal conduct.

All Workers must be aware of and abide by Surrey County Council code of conduct. This can be found in Appendix 1.

In addition to this the Children’s Crisis Service recognises the need to have a local policy that provides guidance on standards of conduct, which is available to and understood by employees at all levels.

To ensure that service standards are achieved and maintained, employees of the service are   
expected to read and abide by these policies at all times. Staff’s conduct will be monitored through the supervision and appraisal process.

**1.2 Relationships with the children/ young people and their families**

Children’s Crisis Service Staff must maintain professional relationships with families at all times. Employees must work within the boundaries of the job specification of the role and in line with the child’s individual care plan.

As a Children’s Crisis Service Staff member you must remember that you are a guest in the family’s home. You should always behave in a kind, courteous and professional manner. You should   
take care to be sensitive to any cultural, religious, gender etc. issues that are important to the   
child/ young person and their family.

* All children/ young people should be treated with dignity and respect irrespective of their disability, age, ethnicity, race, religion, sexual orientation etc.
* Children’s Crisis Service Staff must maintain professional boundaries at all times as detailed in the interview and induction process.
* Children’s Crisis Service Staff must not detail any information about work undertaken for   
  Children’s Crisis Service on any social media sites.
* If handling a child/ young person’s money, Children’s Crisis Service Staff must take extreme care including receipting every transaction and ensuring that a coordinator is aware of the transaction.
* If purchasing or assisting with the purchase of goods, staff must not use loyalty cards registered  
  in their own name.
* It is not permitted to borrow or lend money.
* It is not permitted to sell or dispose of goods belonging to the service user or their family.
* A family may ask the Children’s Crisis Service Staff to provide additional work outside the service agreed in the Care Plan as a private arrangement.

This is not permitted, as it is a clear conflict of interest and workers would not be covered by

Surrey County Council insurance under these circumstances.

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**1.3 Telephones/Surrey County Council Smartphones**

* All Children’s Crisis Service Workers are provided with a Surrey County Council mobile phone   
  and a secure Surrey County Council e-mail. This must be checked at least daily (on working days) and kept on during support.
* If Children’s Crisis Service Workers are carrying a personal mobile phone they must switch  
  to silent mode whilst working with a service user. Surrey County Council Smartphone’s to be  
  kept on loud in case the office/parent needs to get in contact during working hours.
* Children’s Crisis Service Workers must not use their Surrey County Council Smartphone, or Personal Mobile while they are driving.
* Children’s Crisis Service Workers must not give out personal phone numbers to families   
  under any circumstances. If taking a child out Children’s Crisis Service Workers may share   
  their Surrey County Council number with families.
* Children’s Crisis Service Workers must not use the family’s home telephone without   
  their express permission, unless the situation is an emergency.
* Surrey County Council Smartphone’s should not be used for personal use at any time.
* Children’s Crisis Service Workers must adhere to Surrey County Council Policy and Procedure   
  for Mobile Phones. Attached as Appendix 3.

**1.4 Timekeeping**

* Children’s Crisis Service Workers are expected to arrive on time for any visits.
* If for any reason Children’s Crisis Service Workers have to spend additional time with a   
  child/ young person/family, they must inform the office as soon as possible.
* If Children’s Crisis Service Workers are going to be significantly delayed (10 minutes or more),   
  they must inform the office and family immediately.

**1.5 Drugs and Alcohol**

Our policy is to provide an exemplary standard of service. We have a zero tolerance to   
Drugs and Alcohol.

* Under no circumstances are Children’s Crisis Service Workers permitted to smoke whilst   
  working with a child or their family. This also includes the use of recreational drugs.
* Under no circumstances should Children’s Crisis Service Workers consume   
  alcoholic beverages prior to or whilst working with a child or their family.

**1.6 Gifts, Legacies and Hospitality**

Surrey County Council employees should exercise caution concerning the acceptance of gifts or hospitality**.**This could be open to misinterpretation and lead to expectations on the part of the donor.

Children’s Crisis Service maintains a register of all gifts and hospitality received by staff from  
Service Users or their families.

* Personal gifts must not be solicited or given under any circumstances.
* Gifts of cash should not be accepted by individuals under any circumstances.
* Anyone offering gifts/donations to Children’s Crisis Service should be asked to consult with the Team Manager.
* Small tokens, mementoes or Christmas gifts must be registered, with an approximate value and should list full details of recipient, donor, date and decision on whether or not to accept the gift,   
  or any other method of disposal. Any decision on whether, or not to accept should be fully discussed with the Team Manager and in particular the appropriateness and value of the gift in relation to the service provided.
* Employees may not solicit hospitality and may not give or receive repeated hospitality to  
   or from representatives of any other organisation. The acceptance of gifts and hospitality   
   must be treated with extreme caution.
* Any exception must have approval from your Team Manager.

Please see Section 8 of Surrey Country Council Code of Conduct Policy in Appendix 1.

**1.7 Political Activities**

Employees should not involve Children’s Crisis Service in political activity of any kind and must keep their personal political activities separate from their work with Children’s Crisis Service.

Employees should ensure that their own personal or political opinions should not interfere   
with any policy of Children’s Crisis Service.

Employees should respect the rights and beliefs of Service users and their families.

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| **1.8 Dress and Appearance**  Our policy is to provide an exemplary standard of service. Employees are expected to report for work in appropriate dress of an acceptable standard.  Jewellery   * No dangling earrings. * No necklaces.   Shoes   * No open toes. * Low heels only.   Hair   * Should be tied back.   Sensible and Safe, Clean and Smart  Employees are expected to pay attention to their personal appearance and personal hygiene.  Gloves, aprons and other protective clothing is available on request.  **1.9 Family and Animals**   * Employees are not permitted to involve any members of their family whilst working, as this would invalidate Health and Safety Regulations. * Employees are not permitted to bring pets to the workplace without the expressed permission  of service users and verification by the Team Manager.   **1.10 Identity Cards**  It is the policy of Children’s Crisis Service that all employees are provided with a photographic Identity Card.   * Employees are required to carry their Identity Card with them at all times during their  working day. |

* Employees are required to produce their Identity Card on request.
* Employees must report the loss of an Identity Card immediately to the Team Manager.
* Identity Cards must be surrendered immediately on termination of employment.

**1.11 Respect for Service User’s Home and Property**

Children’s Crisis Service Staff are expected to be respectful of the service user’s home and property.

* Whilst working alongside service users and their families, employees must always be respectful   
  of their home and property.
* Children’s Crisis Service Staff must not at any time rearrange furniture or other belongings   
  without the expressed permission of adult family members, and then only within   
  Health and Safety Regulations.

1.12 General information

The Code of Conduct applies equally to all employees.

* Children’s Crisis Service Workers will not canvas service users to use any other service   
  that the organisation provides.
* In all cases where employee’s personal conduct or interests might be viewed as being   
  potentially in conflict with their work for Children’s Crisis Service, they are required to   
  disclose the details to the Team Manager or Service Manager. If in doubt, it is always wiser   
  to make a declaration.
* Employees should notify matters arising under the Code of Conduct to the Team Manager,  
  or to another Senior Manager in their own Manager’s absence.
* **Staff should recognise that failure to follow this Code of Conduct may cause   
  reputational damage to Children’s Crisis Service and its work and so will be viewed   
  as a breach of the rules of conduct and will be viewed as a disciplinary matter.**

Policy 2 Equality and Diversity

**2.1 Requirements for Children’s Crisis Service**

The work and reputation of Children’s Crisis Service relies upon its employees to uphold the Organisation’s Aims and Values, including the Equal Opportunities Policy and the   
Code of Conduct.

* As an employee of Surrey County Council you are subject to Surrey County Council’s   
  overarching policy: [Organisational Info - Equal-Opportunities-in-Employment-Aug-2012.pdf - All Documents (sharepoint.com)](https://orbispartnerships.sharepoint.com/sites/organisational_info/Documents/Forms/AllItems.aspx?id=%2Fsites%2Forganisational%5Finfo%2FDocuments%2Fequalities%2FEqual%2DOpportunities%2Din%2DEmployment%2DAug%2D2012%2Epdf&parent=%2Fsites%2Forganisational%5Finfo%2FDocuments%2Fequalities)
* Employees are required to positively support and promote the aims and values and to   
  incorporate them into their conduct in relation to all aspects of their work for   
  Children’s Crisis Service.
* Employees must ensure compliance with the Equal Opportunities Policy and other policies in relation to equality issues.
* Employees should not be involved in harassment or bullying against colleagues, other employees, Service Users or their families as defined by the Surrey County Council   
  Equality Inclusion Fairness and Respect Policy as above.
* Employees should be prepared to actively challenge any form of discrimination and be respectful of difference.

2.2 Discriminatory action against Children’s Crisis Service Workers by Service Users

The service has an equal duty of care towards its Children’s Crisis Service Staff members as it does toward its Service users.

It is not acceptable for a service user to refuse services from a Children’s Crisis Service Worker due to their race, colour, culture, sexuality or disability. On the same basis, it is not acceptable for a staff member to be harassed by a service user on any of these grounds. Considerations with regard to preferences made on religious grounds, or cultural needs will be discussed and detailed in the   
Child/ Young Person’s Care Plan and Risk Assessment.

**Policy 3 Safeguarding Children**

**3.1 Introduction**

As an integral part of Children’s Service’s, this service works in line with the   
Working Together Framework March 2015. <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

All Children’s Crisis Service Workers will be required to access Safeguarding training prior to commencing their role. There is also a requirement that training is updated every 3 years.

All workers are required to hold an up-to-date DBS Disclosure Certificate and a   
Safeguarding Training Certificate on file.

**3.2 Policy**

All employees of Children’s Crisis Service are required to adhere to Surrey Safeguarding Procedures;

<https://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/contact-childrens-services>

This includes adhering to guidance on how to identify and protect trafficked children as set out by the Government and NSPCC website;

<https://www.gov.uk/government/publications/care-of-unaccompanied-and-trafficked-children>

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-trafficking/>

The Surrey Safeguarding Children Partnership website can be found below;

<https://www.surreyscp.org.uk/>

There is a responsibility for all Children’s Crisis Service Workers to make themselves familiar with Working together to Safeguard Children Framework and Surrey Safeguarding Procedures.

* Contact details of the named or designated professionals can be found on the  
  Office noticeboard.

**3.3 Raising the alarm**

If you perceive a child to be in immediate danger of harm or, a child has been seriously injured, the Emergency Services should be summoned by dialling 999. It is your professional duty to record this and inform a Children’s Crisis Team or Service Manager.

Any concerns about the wellbeing and safety of a child, even if you do not have absolute evidence of abuse or neglect, must be reported immediately by telephone or in person to:

* Children’s Crisis Service Team Manager or person ‘On call’

Telephone Number: 01483 517187

* Or Emergency Duty Team

Telephone Number: 01483 517898 (out of hours)

The concern must be put in writing within 24 hours.

The Team or Service Manager, On Call Children’s Crisis Service Worker, or Duty Social Worker will follow the procedures detailed below;

3.4 Safeguarding Flow chart

**CAUSE FOR CONCERN**

Telephone Team Manager or   
‘on call’ immediately

**01483 517187**

**In office hours**

Ring Children’s Crisis Service   
Senior Social Worker

**07929 828520**

West - 01483 517950

**Out of Office hours**

Emergency Duty Team

**01483 517898**

If unable to contact Children’s Crisis Service

Written report or email to be provided to Children’s Crisis Service Line Manager

CCS liaise with   
Social Worker/CWD Team Manager from this point regarding your concerns

Arrange to meet Children’s Crisis Service Line Manager for   
Supervision Process and Reflection

**Policy 4 Safe Working Practices**

Safe Working Practices will be adopted in providing support. In particular:

* An assessment of risks to the child/ young person and Children’s Crisis Service, will be made in each home at the Initial Assessment by a Senior Worker in the team. In an emergency the Children’s Crisis Service Worker may be required to start work within a home before the assessment has taken place, but the assessment will be carried out within a maximum of   
  two weeks.
* The Children’s Crisis Worker will know who to contact for help/advice at all times, and know the action to be taken in an emergency. This will be detailed in the child/ young person’s   
  Care Plan.
* All Children’s Crisis Service Workers will receive training in Positive Behaviour Support and other relevant training to meet specific needs required of them to deliver appropriate interventions.
* Suitable protective clothing (e.g. plastic apron, disposable gloves) will be provided by   
  Children’s Crisis Service as and if required.
* Children’s Crisis Service workers are required to have suitable car insurance including   
  Business insurance. Children’s Crisis Service Workers are required to show   
  insurance documentation yearly to the Co-ordinator or Manager, who will keep a  
  copy on file.
* All incidents, accidents or injuries occurring during working hours must be reported verbally and in writing to the Line Manager or Team Manager.

Any potential hazards/defective equipment must be reported by the Children’s Crisis Service Worker to a Parent/ Carer and a Line or Team Manager. They will need to complete a report form which is held on file.

**Policy 5 Lone Working**

**5.1 Introduction**

* Children’s Crisis Service recognises the need to have Policies and Procedures in place that cover   
  all aspects of Health and Safety; this includes providing a safe working environment for all members of the staff team.
* The purpose of this policy is to ensure the safety of Children’s Crisis Service Workers working in the local community with Service Users and travelling to and from their place of work.

**5.2 Policy Statement**

Surrey County Council already have in place a number of Policies and Procedures covering all aspects of Health and Safety, many of which are relevant to Children’s Crisis Service Workers.   
The purpose of this document is to set out local policy and procedures, which should be read alongside Surrey Children’s Service’s policies.

<https://snet.surreycc.gov.uk/hr/health-and-safety/manual/workplace/lone-working-policy>

The Manager is responsible for ensuring that a Full Risk Assessment has been undertaken prior to commencement of service, using the Risk Assessment Form. This Assessment will include aspects relating to the risk of violence.

Where this is not possible in the case of an emergency referral the first visit should be undertaken by  
two members of the staff team.

Where there is an identifiable need for two people where there are reasonable concerns about the safety of the lone worker in a given situation, consideration should be given to sending a   
second worker or making other arrangements to complete the tasks. Whilst resource implications cannot be ignored, safety must be the primary concern.

**5.3 Lighting**

Where adequate lighting cannot be provided in accessing a service user’s home at night and where there is an increased likelihood of a fall or accident, telephone torch can be used.

**5.4 Surrey County Council Smartphone’s**

All Children’s Crisis Service Workers are issued with a smart phone as part of their role as a   
Children’s Crisis Service Worker for Surrey County Council.

It will be the responsibility of the Children’s Crisis Service Worker to ensure that the mobile phone

has enough battery life when they are working.

Each worker will be issued with a Surrey e-mail address to enable the worker to access

confidential information securely about the child or young person they will be working with from

the office.

Surrey County Council has a mobile phone policy which all Staff must adhere to at all times.   
Please see Appendix 3 attached.

**5.5 Preparation**

The Manager will ensure that all members of staff have adequate information from all the relevant agencies concerning potential risk areas, prior to visits. This is outlined in the referral form.

The Manager will ensure that all members of staff working alone are aware of their responsibilities

for safer working practices. This is covered in the induction process, read and signed by   
Children’s Crisis Service staff.

All members of staff are aware of the need to complete an Incident form where appropriate.

**5.6 Post incident Support**

The Manager will ensure that all members of staff are aware of the personal support, legal,   
insurance and compensation schemes which may be available to them. This is known as the   
Employee Assistance Programme.

[Employee Assistance (sharepoint.com)](https://orbispartnerships.sharepoint.com/sites/wellbeing_support/SitePages/Employee-Assistance.aspx)

Any staff involved with a violent incident or distressing situation will have the opportunity to be debriefed by the Line or Team Manager. If ongoing support is identified as being necessary, then   
the employee can be referred to the Employee Assistance Programme.

The Line or Team Manager will ensure that measures are taken to minimise the risk of   
further incidents.

**Policy 6 Use of Equipment and Resources**

**6.1 Property of Surrey County Council**

Property and equipment provided by Children’s Crisis Service should be used solely in respect   
of the services it provides.

No improper use should be made of any facility such as equipment or stationery which

Children’s Crisis Service provides for the effective provision of services.

**6.2 Children’s Crisis Service Workers property (Cars)**

* You must ensure that your car is in a roadworthy condition.
* You must have a current driving licence, your own personal insurance that covers you for   
  business use, valid Road tax and a current MOT.
* You must produce all documentation detailed above onto MySurrey.
* It is your responsibility to share your updated Insurance documents, MOT etc on MySurrey   
  which your manager approves.

**Policy 7 Confidentiality**

Children’s Crisis Service deals with confidential information. Confidentiality must be respected,   
at all times.

* Employees must not use any information gained in the course of their employment or pass on   
  information to others outside the organisation unless they have permission to do so.
* Unauthorised disclosure of personal information about any service user, carer or member of   
  staff will be regarded as a serious matter and will be dealt with under disciplinary procedures.
* Information concerning an employee or Service User’s personal affairs must not be divulged without prior approval, except where that disclosure is required or sanctioned by law in accordance with the Data Protection Act 1998 and General Data Protection Regulations (GDPR).
* Children’s Crisis Service Workers must not detail any information about work undertaken for Children’s Crisis Service on any social media sites.
* Children’s Crisis Service Workers will be issued with smart phones so all confidential information can be shared and accessed via Surrey County Council’s secure network.
* Where it is essential that information is released outside Children’s Crisis Service, it must be with the express written consent of the family concerned.

**The only exceptions to Breach Confidentiality are:-**

* + Where it is necessary to disclose confidential information in order to safeguard a child,   
    or children who are at risk of any type of abuse.
  + Where it is considered that a crime is being or has been committed.

**Policy 8 Record Keeping**

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| **8.1 Introduction** |

Children’s Crisis Service operates a person-centred approach to service delivery. The child’s

Initial Assessment (IA) is the key document which is completed following an initial home visit and updated if any additional information is known.

The responsibility of maintaining these records belongs to the Manager/ Service Leads.

Support Workers have a responsibility to inform the Manager/Service Lead of any updates needed to the child’s Documents.

**8.2 Risk Assessment**

Risk Assessment covering environmental and operational risks and known risks to or by the child   
 are recorded and regularly updated by Behaviour Support Workers.

**8.3 Documentation Principles**

* All documentation in relation to children/ young people may be considered as   
  legal documents that may be used in a Court of Law if required.
* Support Workers are responsible for completing information accurately.

**Policy 9 Supervision and Performance Conversations**

**9.1 Introduction**

Staff performance conversations and supervisions are fundamental to ensuring a quality assured service delivered by a confident and competent workforce.

The service has a responsibility for ensuring that Children’s Crisis Service Workers receive regular monthly supervision and an annual performance conversation with quarterly reviews.   
Children’s Crisis Service Workers will receive individual supervisions with a Line Manager regularly   
(at least 10 in 12 months) and will be invited to attend clinical and Peer Supervision sessions   
monthly. It is an expectation that Children’s Crisis Service Workers will attend these   
group supervisions.

**9.2 Performance Conversations**

Performance conversations bring an employee together with his or her line manager for regular,   
honest discussions about performance. The aim is to review work and development over the   
past year, and discuss behaviours, targets and development for the next year. These conversations also provide an opportunity to consider how performance contributes to the success of the   
whole organisation. There will be a dedicated annual Performance Conversation with   
quarterly reviews embedded into Children’s Crisis Service Workers supervisions.

**9.3 Supervision**

Supervision of Children’s Crisis Service Workers will take place minimum of 10 sessions within a   
12-month period. We aim for these to be face-to-face where possible.

**Principles**

* Minimum of 10 sessions in a 12-month period.
* Face-to-face meetings wherever possible.
* Provide a formal opportunity for staff to discuss their day-to-day work.
* Be carried out in a non-judgemental, positive and collaborative way.
* Be confidential between the supervisor and the staff member concerned, excluding   
  child protection concerns or Senior Management overview.
* Supervision notes are used to inform child review professional meetings.
* Supervisions will be recorded, and a copy e-mailed to Children’s Crisis Service Workers for approval.
* Supervisions will be used to recognise performance issues and praise best practice.
* Where there is under performance, supervision will provide the arena for these  
   initial discussions prior to any more formal performance/disciplinary processes.
* Supervision meetings will be held at a time and location convenient to   
  Children’s Crisis Service Workers wherever possible.

**Content of sessions**

* Review of actions from last meeting and updates on any safeguarding issues discussed.
* Update on progress on current workload.
* Review workload and meeting of deadlines.
* Identify any obstacles and support required in dealing with any problems.
* Recognise effort and achievements.
* Provide feedback that will help to improve performance.
* Identify any learning and development activities that would help to improve performance.
* Review any personal issues that are having an impact on performance.
* Regularly review career development aspirations.
* Evaluate any recent training events to ensure learning is applied /shared within the team.

Supervision records are kept electronically in individual staff files on our secure sever.

**Policy 10 Changes to availability**

**10.1 Children’s Crisis Service Workers availability**

* Any changes to hours or times of service delivered must be agreed and approved with  
  Line/Team Manager.
* Children’s Crisis Service Workers must not swap work with families or with other colleagues   
  or make changes to the order of the delivery of work without obtaining prior consent from  
  Line or Team Manager.

**10.2 Sickness Reporting**

If the Children’s Crisis Service Worker is sick during or just before starting work they must:

* Contact the Team Manager (in their absence a Line Manager), **as soon as possible** and   
  not later than the time they normally start work/training.
* Keep in regular contact with the Team Manager during your absence.
* If Children’s Crisis Service Workers are unwell, it is their responsibility to assess whether   
  they are fit to return to work.   
  Please inform the Team Manager so they can let families know if home visits are cancelled, or meetings/training. If the Children’s Crisis Service Worker is experiencing Diarrhoea and Vomiting, they must not return to work for 48 hours after their last episode to avoid cross infection.
* If absence is for a period of more than 7 calendar days (not working) a ‘Fit Certificate’ will   
  need to be provided from your GP.

**10.3 Changes to support**

There may be occasions where a family request a change to the service agreed in the Care Plan.

This request must be passed on to the Team Manager.

* If there are concerns about a child/ young person’s health or welfare during a visit,   
  Children’s Crisis Service Workers must immediately inform the parent/carer and the   
  Line/Team Manager who will advise what action to take.

**Policy 10 Cancellation**

# 10.1 Policy Statement

Community services agreed through the Child/ Young Person’s Intervention Plan will not be withdrawn without giving a minimum of 7 days’ notice, except where a   
Children’s Crisis Service Worker is at immediate risk. In this instance the Social Worker and family   
will be notified immediately and the worker withdrawn.

As far as possible, continuity of Children’s Crisis Service Workers will be maintained. If this is not possible (e.g. through sickness), a replacement will be sought. In this instance, we will aim to introduce the new worker to the family having fully explained the Care Plan.

Where a replacement Children’s Crisis Service Worker cannot be made, Children’s Crisis Service will inform the Social Worker and where possible, alternative arrangements will be made.

If support is cancelled by a family with more than 48 hours’ notice, co-ordinators will aim to   
re-arrange the support/visit within a mutually agreed timescale.

**10.2 Cancellation Procedure**

## Cancellation by the child/ young person or their family

* Families should inform the service of planned hospital admissions, appointments and holidays.   
  It is helpful to have such information in advance of the planned interventions being formulated.
* If a child is sent home from school, have sickness or diarrhoea in the last 48 hours or is   
  contagious, visits **MUST** be cancelled. Children’s Crisis Service Workers often visit more than   
  one family and infection control must be maintained.
* If a child/ young person requests a change of Children’s Crisis Service Worker, Team Manager   
  will respond as quickly as possible but cannot guarantee immediate replacement. The family   
  will be kept informed and contacted as soon as a replacement is found.

### Cancellation by the Children’s Crisis Service

* In the event of cancellation of a visit because of staff absence, the Children’s Crisis Service   
  Team Manager will contact the service user by telephone as soon as possible. Where possible   
  the visit arrangements will be amended to ensure continuation of service.
* Children’s Crisis Service will not substitute staff members without consultation with the  
  Service User.
* If a staff member feels unsafe for any reason, Children’s Crisis Service reserves the right to cancel home visits with immediate effect. In this case, the Social Worker will be contacted by the   
  Team Manager and a resolution sought.

Policy 11 Whistle Blowing

Surrey County Council is committed to the highest possible standards of honesty, openness,   
probity and accountability. We seek to conduct our affairs in a responsible manner, ensure that   
our activities are openly and effectively managed, and maintain our integrity and principles of   
public interest disclosure.

In line with this commitment, we encourage employees, members and those working on behalf   
of the Council to step forward if they have concerns about malpractice. This policy enables you   
to feel confident in raising a serious concern and reassures that you will be protected from possible reprisals or victimisation when making a disclosure in good faith.

Please refer to the Surrey County Council Whistle Blowing Policy. This can be found in Appendix 2.

**Policy 12 Quality Assurance**

**12.1 Quality Assurance Systems and Processes**

The Children’s Crisis Service has a range of measures in place to ensure quality assurance;

* Auditing of Staff files.
* Auditing of Children’s files.
* Direct observations.
* Training records.
* Supervision records.
* Business and Development Plan.
* Record of team meetings.
* Quarterly data re: service delivery.
* Finance reports.
* Partnership arrangements.
* Schedule of support.

**12.2 Information and communication**

Information and communication to provide quality experience for the Service User;

* Service Information Leaflet.
* Support Worker Manual.
* Parent/ Carer Manual including the Complaints Procedure.
* Child friendly leaflet.
* Service Evaluation Questionnaire for Parents.
* Service Evaluation Questionnaire for Children/ Young People.

The service will provide clear and comprehensive information about the range of support that it provides and will respond within 48 hours to all enquiries.

The Business and development plan is the key document to drive continuous improvement.

This incorporates recommendations and requirements. This is reviewed and updated 6 monthly.

**Policy 13 Complaints**

**13.1 Introduction**

The Children’s Crisis Service recognises the right of the Child/ Young Person and their Families to make complaints about the service they receive.

All complaints are dealt with promptly and with sensitivity ensuring that Service users and their representatives are given support to pursue their complaints in accordance with this procedure.

**13.2 Raising a Concern or Complaint**

Wherever possible we will endeavour to acknowledge a concern or issue within 48 hours.

All Children’s Crisis Service staff should inform their line manager if a concern or complaint is   
raised. Where the matter cannot be resolved, the Team Manager will arrange for the   
Service User or their representative to put their complaint in writing and send it to the   
Service Manager.

The Service Manager will acknowledge receipt of the complaint in writing within 5 working days explaining how it will be dealt with.

The Manager will write to the family and/or their representative within 28 days explaining their decision, or why longer is necessary to gather further information. If an issue cannot be resolved  
in this way, the Service Users and their representatives will be supported to follow the

Surrey County Council Complaints Procedure.

<https://www.surreycc.gov.uk/council-and-democracy/contact-us/complaints-comments-and-compliments/children-and-education-send>

Where the complaint is about the Service Manager, the Nominated Individual will be informed and will investigate the complaint in line with Surrey County Council’s Complaints Procedures.

**13.3 Surrey Children’s Advocacy and Complaints**

Contact by email: [www.reconstruct.co.uk](http://www.reconstruct.co.uk)

Contact by telephone: +44 (0)800 0209 858 (UK)

**Policy 14 Operational Procedure**

# SURREY INTEGRATED SERVICE

# FOR CHILDREN/YOUNG PEOPLE

Children’s Crisis Service

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**1. Introduction**

#### **Children’s Crisis Service (CCS)**

The Children’s Crisis Service is a multi-disciplinary, integrated county wide service for   
Children/Young Person’s aged 4-18th birthday, with behaviours of concern as a result of   
Learning Disability and/or Autism.   
This service forms part of the local strategic partnership delivering Transforming Care.   
The Children’s Crisis Service is managed by Surrey Children's Service and is delivered via staff team that includes a Service Manager, Team Manager, Social Worker, Lead Behaviour Support Worker   
and Behaviour Support Workers.

The fundamental aim is to maintain the Child/Young Person in their home, or local community provision and sustain a beneficial network of support including school, short breaks and leisure

while increasing emotional health and wellbeing.

Children’s Crisis Service will provide intensive community interventions to support

children/young people to remain with their family or placement within their local community preventing the need to be placed out of county.

The commissioned service will offer support through direct intervention and embed a

‘positive behaviour approach’.

The Children’s Crisis Service Team provides support out of hours for children/young people, their families and carers in crisis.   
The service consists of an Assessment and Support Service which will work on an outreach basis

with children/young people out of hours, enabling assessment and interventions with

children/young people and providing support to their parents and/or carers. The service will work with children/young people in their homes and in the community when and where appropriate

and safe to do so. Initial visits to homes will be with 2 members of staff, follow up visits may be

with 1 member of staff following risk assessment.

**Values and Principles**

The service abides by the following key principles:

* To support existing networks in place (such as Family/Carer relationships,   
  School placement, and encourage successful engagement with other services).
* To deliver integrated interventions which address the Health, Social Care and  
  Education needs   
  of the child/young person and family / carers.
* To provide co-ordinated timely and flexible packages of care.
* To ensure that the views of the child/young person and their parents / carers are   
  integral to Children’s Crisis Service intervention.
* To keep a child / young person-centred focus at all times.
* To work closely and proactively with parents, carers and other members of the   
  child / young person’s support networks.
* To recognise and support cultural and linguistic differences.
* To use evidence-based interventions.
* To work across organisational boundaries.
* To embrace clinical, social and educational governance.

**The Children’s Crisis Service provides a range of interventions to:**

* Provide support to families where the children/young people in their care are likely   
  to require out of county placements if there is family/placement breakdown.
* Reduce behaviours of concern in the home/community using a range of strategies.

**2. Description of the Children’s Crisis Service**

* 1. The Service is for children/young people from age 4 up to their 18th birthday, with a   
     diagnosis of Autism or/and a Learning Disability whose behaviours of concern are putting   
     their placement at home or residential setting at risk.

* 1. The Children’s Crisis Service is provided through multi-agency team consisting of: a   
     Service Manager, Team Manager, Social Worker, Lead Behaviour Support Worker and   
     Behaviour Support Workers.

The Service is supported under one management so that care is co-ordinated across the agencies for the benefit of the child/young person and their family/carers.

* 1. The Service operates from one base;

***Fairmount House, Bull Hill Leatherhead KT22 7AH***

* 1. The Service provides a flexible and integrated package of care to meet the   
     child/young person’s needs using a Positive Behaviour Support framework from   
     October 2020.

This may be via telephone support or through planned visits and intervention for up to  
8 weeks. Children’s Crisis Service also provide a parent/carer support group facilitated by

Children’s Crisis Service staff. This can be accessed by any family with or without a diagnosis   
confirmed.

1. **Eligibility Criteria**

Children/Young People exhibiting behaviours of concern as a result of a Learning Disability   
 and/or Autism that are in crisis involving a risk of placement breakdown, which may result in

being moved to an out of county placement.

Presenting conditions may include a combination of:

1. Anxiety.
2. Low self-esteem.
3. Behavioural difficulties.
4. Behaviours of concern/Challenging behaviour.
5. Relationship problems.
6. Lack of confidence.
7. Isolation.
8. Difficult/intrusive thoughts.

The above list is not exhaustive. The team is expected to provide assessment, liaison and

consultation on a wide range of issues.

Attend a Surrey school, or a resident of Surrey, registered with a GP in Surrey.

1. **Access Criteria**
   1. This Service aims to meet the needs of all Surrey children/Young People who meet the   
      eligibility criteria, but recognises that the current stage of development and resourcing   
      means that **prioritisation** of risk and need will need to take place, working with other services to ensure needs are met.
   2. The Service is available for referrals for children/young people who meet the eligibility criteria:
   3. From Surrey Children’s Service – the child/ young person must have originating home address   
      within Surrey County Council Local Authority boundary.
   4. From Children’s Learning Disability Service, the child/young person must live in Surrey   
      with a registered GP within Surrey boundaries’;
2. **Referral process:**

The referral process is shown in the attached referral process chart (Appendix 1).

Referrals to the Service are accepted from Children’s Service’s Social Workers and the

Children’s Learning Disability Service. All referrals from Surrey Children’s Service’s must have   
an allocated Social Worker and be subject to a CIN or CP Plan.

All Children’s Learning Disability cases must be open to a Care Co-ordinator in their service and

at the time they make a referral if not already open to Social Care a referral should be made.

All referrals must be accompanied by a completed Children’s Crisis Service Referral Form.

Team/Referral meetings held every Tuesday.

Urgent crisis referrals may be considered in between referral meetings depending on need.

1. **Access to Children’s Crisis Service**
   1. Referrals to the Service are considered when a Children’s Crisis Service Referral Form   
      has been submitted. However urgent/crisis referrals may be followed up after a   
      telephone call. Telephone consultations and discussions are often offered to ascertain   
      suitability of referrals.
   2. Direct referrals are only considered or accepted from Children’s Learning Disability Team,  
      or Children’s Services Social Workers.
   3. Children’s Learning Disability Service referrals need to fulfil the following criteria:

* The case must be known and be active to their team and remain open whist   
  Children’s Crisis Service complete their intervention.
* There is demonstrable element of deterioration/difficulty in containment at local level,   
  and likely to lead to placement breakdown.
* The child/young person is aged 4-18th birthday.
* The child/young person must have a Children’s Learning Disability Service Worker   
  working actively with the child/young person, family and carer.
* Open to Children’s Services and subject to a CIN or CP Plan, or referred to Social Care  
  at time of referral to Children’s Crisis Service.

* 1. Referrals from Children’s Service’s Social Workers need to meet the following criteria:
* The case must be known and be active to the local Children’s Service Team and  
  subject to a CIN or CP Plan.
* There is demonstrable element of deterioration/difficulty in containment at local level,   
  and likely to lead to placement breakdown.
* The child/young person is aged 4-18th birthday.
* The child/young person must have a Social Worker/ Case Manager working actively   
  with the child/young person, family and carer.

Referrals into Children’s Crisis Service will be responded to Monday-Friday from 14.00   
when the service is open. There is a weekly referral meeting every Tuesday afternoon   
where all written referrals will be considered by the team.

1. **Assessment and Care Planning**

**Principles:**

* Assessment is integrated to take account of all the needs of the Child/Young Person’s Health, Social, Emotional and Educational needs.
* Risk Assessment is essential to the assessment process.
* Assessments take account of previous assessments and management already   
  undertaken by the referrers and currently involved agencies.
* The child/young person and their family/carers are central to this process.
* Positive Behaviour Support Plans are written or added to for each child/young person. Unless already in place from the referring agency.
* The Positive Behaviour Support Plan is regularly updated, by the child’s network to reflect   
  views of Child/Young Person, Families/Carers and customised to meet the needs of the   
  child/young person.

**Urgent/Crisis referrals:**

* Where a child/young person is referred in crisis, a member of Children’s Crisis Service  
  will respond by phone to the referrer within 24 hours (Monday-Friday).
* Outcomes can include:
* Telephone Consultation.
* Sign-posting.
* Referral/consultation with Extended Hope/No Wrong Door.
* Period of Assessment and Intervention.
* Parenting Group Offer.

**Planned referrals:**

* Children/Young people referred from Children’s Services and from   
  Children’s Learning Disability Team are discussed at the weekly Referral Meeting   
  (Tuesday), where a decision will be made about Children’s Crisis Service intervention or sign-posting.
* The Initial Assessment will normally be completed within seven working days and the outcome will be discussed with the referrer.
* If needed a Brief Functional Assessment will be completed in order to identify what is driving the behaviour and how we can support a functionally equivalent less concerning behaviour to meet the same need.
* A Draft Positive Behaviour Support Plan will be developed (where not already in place), which may include the following:

1. Intensive community outreach support.
2. Direct work with Child/Young Person.
3. Work with Parent/s /Carers.
4. Consultation with Extended HOPE offer of Out of Hours support around   
   Mental health issues.
5. Short stay in Opal Avenue bed (up to 17 nights) for Assessment period and intervention.

**Discharge from the Service:**

* The expected length of support from the service is 6-8 weeks.
* If the period of support from service needs extending this must be identified at an early stage   
  so that the service can take account of the resource implications.

1. **Case Management**
   1. For every referral accepted to the service there is an Initial Assessment.
   2. The Team Manager ensures resources and skills within and outside of the service are   
      efficiently and effectively used to meet the Child/Young Person’s Positive Behaviour   
      Support Plan.
   3. The Team Manager ensures the Child/Young Person’s case holding   
      Social Worker/Children’s Learning Disability Clinician is actively involved and invited to  
      attend and participate in all relevant meetings.
   4. As part of the Children’s Crisis Service Positive Behaviour Support Plan, the  
      Children’s Crisis Service Social Worker, or Behaviour Support Worker will identify tasks to   
      be delegated but coordinated under his/her responsibility. The Children’s Crisis Service Worker will then draw up an agreement with the Child/Young Person and their Family/Carer,   
      noting how resources and skills will be best used to achieve a robust   
      Positive Behaviour Support Plan and Risk Assessment.
   5. Service Manager, Team Manager, Social Worker and Lead Behaviour Support Worker   
      within the Children’s Crisis Service will provide professional support and guidance for the   
      Behaviour Support Workers and ‘On call’ support.
2. **Care pathways: Interfaces - Review**
   1. Referrals from Children’s Learning Disability Service and Children’s Services will be likely   
      to have a 1-8 week length of involvement within Service. However, it is recognised that   
      this may increase for children/young people when, for example, there has been further/continued risk of placement breakdown or where there has been difficulty in   
      identifying a suitable discharge destination, or a prolonged period of engagement is needed.
   2. Interfaces between other relevant services are essential to the work of   
      Children’s Crisis Service, and include Children’s Social Work Teams including the CWD, EDT, Children’s Learning Disability Service, Opal Avenue, Short Break services, Hope and   
      Extended Hope Service. It will include close partnership working with the new   
      Keyworker service once fully mobilised.

* 1. For those children/young people who have been supported by the service and are ready   
     for discharge and follow up care by local teams, and / or have reached the age that would require the involvement of Adult Services, the Service follows locally agreed transition protocols between Children and Adult Services.

1. **Structure**
   1. The Children’s Crisis Team Manager holds operational responsibility for the service and is accountable to the Children with Disabilities Service Manager, Surrey County Council.
   2. The Service is delivered through one Team, based at Fairmount House, Bull Hill, Leatherhead,   
      Surrey KT22 7AH.
   3. The Service Manager, Team Manager, Senior Social Worker and Lead Behaviour Support Worker   
      are responsible for the continued development of the service. Their responsibilities are to ensure the service operates within budget, in a safe, effective and efficient way as part of the whole system of an integrated provision.
   4. The Team Manager is responsible for achieving targets and outcomes as set out in the   
      Service Level Agreements. The Team Manager provides regular reports on progress to the   
      Children with Disabilities Service Manager and quarterly Section 75 meetings with commissioners.
   5. Team establishment structure is shown in Appendix 2
   6. The Service brings together two providers: The Integrated Care Partnership and   
      Surrey Children’s Service. Staff are employed by Surrey County Council and line management  
      takes place within Children’s Crisis Service through the Team and Service Manager.
   7. The team is responsible for providing targeted health, social care support in the community.
2. **Records; Recording Information; Access to Information**

11.1 Referrals are registered on a Children’s Crisis Service Database.

11.2 The service tracks all referrals in a single system. Referral Meetings are held on a   
Tuesday afternoon for the whole service. Decisions are logged and referrers advised of the outcome. The Referral Meeting information contributes to the Children’s Crisis Service Dataset which enables Children’s Crisis Service to analyse its activity and inform service development. This includes origin of referral and outcome of intervention provided.

11.3 Children/Young People, their families and professional networks receive a   
Children’s Crisis Service Closuring Summary at the end of the Child/Young Person’s involvement with Children’s Crisis Service, detailing their progress and recommendations for the future. This is signed off by the Team Manager of the service and disseminated within four weeks of the child/young person’s case being closed by Children’s Crisis Service.

11.4 Children/Young People and families/carers wishing to exercise the right to access their   
electronic files will do so through Surrey County Council.

11.5 Casework undertaken for children Open to Surrey County Council are recorded on LCS.   
Cases only Open to Children’s Learning Disability Service are recorded on a database created by Children’s Crisis Service. From Early 2024, Children’s Crisis Service will have their  
own workflow system on LCS where all casework will be recorded, stored and audited.

1. **Supervision, Line Management, Training and Development**
   1. Surrey Children’s service staff working in CCS will remain on Surrey County Council   
       Terms and Conditions.

Day-to-day line management of all staff is via the integrated structure through to the   
Children’s Crisis Service/Team Manager regardless of employer of origin. All staff will receive   
regular supervision from either Service Manager, Team Manager, Senior Social Worker or   
Lead Behaviour Support Worker in Children’s Crisis Service.

12.2 All staff will have regular Performance Conversations in accordance with the policies of   
Surrey County Council, to agree organisational, service and personal objectives and a yearly Professional/Personal Development Plan that is reviewed at three monthly intervals.

* 1. Training and Development needs will be identified for every individual through the   
     CPD process in accordance with Surrey County Council Policies.
  2. Children’s Crisis Service staff will be subject to the HR Policies and Procedures applicable to   
     Surrey County Council, their Contract of Employment and Conditions of Service.   
     The Service/Team Manager will address issues of poor performance and disciplinary actions   
     and the process will follow Surrey County Council’s Policies and Procedures.

1. **Policies**

13.1 Staff working in CCS are expected to adhere to their Surrey County Council Policies and Procedures which can be accessed on TriAx.

* 1. The Service/Team Manager, and Senior Social Worker are up-to-date with   
     Child Protection Procedures and ensure that they are followed in accordance with   
     Surrey County Council Processes and Policies.
  2. The Service/Team Manager and Senior Social Worker ensure that CCS always complies with  
     the service standards and other requirements of the commissioners and the Area   
     Child Protection Committees, in respect of child protection issues.
  3. The Service/Team Manager identifies the names of individuals within the Service who are responsible for child protection issues. The Service/Team Manager will notify those relevant designated individuals of any matters relating to child protection and any incidents   
     within 24 hours of the same arising.
  4. The Team Manager ensures Health and Safety Regulations and requirements are followed in accordance with the respective provider. The Team Manager liaises with the relevant   
     Health and Safety Officers from Children’s services to identify issues and facilitate/ access   
     staff training.
  5. Serious Incidents [SI’s] are reported following the process and format of Children’s Service’s   
     and Surrey County Council.
  6. The Team Manager will ensure all Serious Incidents [SIs] are fully investigated and   
     Action plans produced following review in monthly Team Meetings.
  7. Children’s Crisis Service keeps a record of all Si’s and Incidents.

1. **Complaints**

14.1 The Management of complaints is dealt with in accordance with the Surrey County Council   
Complaints Policy.

* 1. Complaints will be responded to within the specified time in the procedure.   
     The Service/Team Manager will monitor actions plans produced to ensure the learning is   
     applied across all service provision and practice

1. **Performance Management** 
   1. The Service regularly reviews its aims and objectives to ensure that they link with the priorities   
       in the organisation’s Service and Delivery Plans.
   2. The Team Manager ensures that there is a robust mechanism in place to capture activity data   
      in a reliable, timely and accurate manner. The Team Manager reports this to the   
      Children with Disabilities Service Manager and quarterly Section 75 meetings.
   3. The Service/Team Manager, together with the identified Finance Manager meet regularly  
      to set and monitor budget expenditure and variance.

**Appendices**

o

1 - Referral pathway

2- Team Structure

A diagram of a flowchart

Description automatically generated

2 – CCS Team Structure

Service Manager   
PS13

Team Manager  
 PS11

Lead   
Behaviour Support Worker   
 PS9

Senior Social Worker PS10

Behaviour   
Support Worker PS7

Behaviour  
 Support Worker  
 PS7

Behaviour   
Support Worker   
PS7

Behaviour  
 Support Worker PS7

Behaviour   
Support Worker PS7  
 Fixed Term. Part time

Behaviour   
Support Worker PS7   
(Bank Worker)

A black and white logo with a leaf

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Team Administrator  
 Part time

**APPENDIX 1 - SURREY COUNTY COUNCIL CODE OF CONDUCT**

**Officer Code of Conduct**

1 Welcome to the Code of Conduct Policy

2 Personal Conduct

3 Compliance with County Council Instructions

4 Health and Safety

5 Treatment of Information

Handling and Treatment of Information relating to the County Council

Declaring Personal Interests and Outside Commitments

Declaring Related Party Transactions.

Whistleblowing

Fraud & corruption

6 Working Relationships

Members

Political Neutrality

Employment Matters

The Local Community & Service Users

Equality Issues

7 Contractors and Competitive Tendering

Contractors

Separation of Roles During Competitive Tendering

8 Gifts, Hospitality, Sponsorship or Endorsements

Offers of Gifts, Hospitality or Sponsorship

Endorsements of a product or service

9 Use of the County Council’s Materials, Equipment or Resources

Property and Resources

Intellectual Property

1. **Welcome to the Code of Conduct Policy**

The purpose of this Code is to help employees support the County Council’s aim to provide

high quality services fairly and efficiently in line with its values of listening, responsibility, trust and respect. Members have their own Code of Conduct and there is also protocol which outlines how members and officers work together.

The Code of Conduct applies to all employees of the County Council, Agency Workers,   
Contractors and their staff whilst working for, or on behalf of, the Authority.

Employees are expected to apply the Code of Conduct and other Council policies to the performance of their duties, including to their use of work-related social media. Where an employee identifies themselves or can be identified as a Surrey County Council employee, the same rules that apply to actions in general apply to conduct online, including on personal

social media sites.

Employees should be aware of the standards of behaviour outlined in the Code of Conduct in relation to their conduct outside of work. Any unlawful, anti-social or other **conduct** by employees that takes place outside of work which may jeopardise the Council's reputation or position will be dealt with through the disciplinary procedure.

Any breach of the Code of Conduct will be regarded as a disciplinary offence. The code may be taken into account in performance appraisal**.**

Throughout this policy there are references to a number of Council employment policies.   
All of these can be found on the s-net. If you need any further assistance or clarification, please contact myhelpdeskhr@surreycc.gov.uk, or 020 8541 9000 (Option1).

1. **Organisational Ethics and Personal Conduct**

The Council needs to ensure its decisions and operations are open, accountable and in line with recognised ethical standards. Officers of the Council are therefore required to be aware of and act in accordance with The Seven Principles of Public Life, which are:

**Selflessness** - Officers and members should act solely in terms of the public interest;

**Integrity** - Officers and members should avoid placing themselves under any obligation to   
people or organisations that might try inappropriately to influence them in their work;

**Objectivity** - Actions and decisions should be taken impartially, fairly and on merit using the   
best evidence and without discrimination;

**Accountability** - Officers and members are accountable to the public and submit themselves   
to the scrutiny necessary to ensure this;

**Openness** - Actions and decisions should be taken in an open and transparent manner and information should not be withheld from the public unless there are clear and lawful reasons   
for so doing;

**Honesty** - Officers and members should be truthful; and

**Leadership** - Officers and members should actively promote and robustly support the   
principles and be willing to challenge poor behaviour wherever it occurs.

This code is based, and builds, on these seven principles published by the Committee on Standards in Public Life.

The Council expects all employees to behave ethically and maintain high standards of

personal conduct to sustain the good reputation of the Council and its services. In doing so employees are expected to be aware of and act in accordance with the Council’s values and behaviours. Values and behaviours are very much linked. The Surrey County Council values

sit at the heart of everything we do. The behaviours are what people see, and express what

we value. The values are brought to life in each of the behaviour clusters.

1. **Compliance with County Council Instructions**

The Council expects all employees to comply with lawful written and oral instructions.

This will ensure that we take a consistent approach across the County Council in relation to

how we procure services and goods, carry out people management activities and how we approach financial management.

The relevant procedures and instructions are published on s-net.

1. **Health, Safety and Wellbeing**

The Council has a legal duty of care for the Health, Safety and Wellbeing of its employees.   
In addition, all employees must take reasonable steps to protect their own Health and Safety  
and that of other people who may be affected by their work. Some employees, particularly managers, have specific responsibilities and these are detailed in the Council’s Safety Policies

and Procedures. The Council’s Health and Safety Policy and Manual is published on the

council’s public website.

Employees are expected to report for work in a fit and safe state to carry out their duties.   
They must not drink alcohol or take drugs at any time whilst at work, including during rest,  
or meal breaks spent at or away from council premises. Incidents outside working hours that   
involve intoxicating substances may be considered a disciplinary offence if the incident breaches the code of conduct. For further detail about the council’s expectations regarding drugs and alcohol employees should refer to the Drug and Alcohol Workplace Policy.

The Council is committed to providing a smoke free environment for staff and employees

are expected to comply with the Council’s Smoke free Workplace Policy*.*

**5) Governance**

**5.1 Handling and Treatment of Information relating to the County Council**

It is generally accepted that open government is best. All employees should be aware as to

what information should be made available to Members, auditors, government departments, service users and the public, and **which information should remain confidential**.   
Any information made available should be provided in a clear and concise way.

Employees should **not use any information** gained in the course of their employment for

**personal gain**, or pass it on to others who might use it in such a way. Information concerning

a service user, resident, employee’s or Member’s personal affairs **should not** be divulged

without prior approval, except where that disclosure is required or sanctioned by law. It is important that employees take all relevant steps to comply with data protection requirements and ensure that confidential information is kept secure. For further information you should

read the Information Governance Guidance, available on the s-net.

**5.2 Declaring Personal Interests and Outside Commitments**

All employees **must declare**:

i. Any non-financial or financial interest which might conflict with the authority.

ii. Membership of any organisation that is **not open to the public** without   
 formal membership and commitment of allegiance and which has secrecy about rules, membership, or conduct.

iii. Membership of **other groups, clubs and societies**, that an employee believes could be relevant to declare in particular circumstances.

Declarations should be made to Heads of Service who should ensure that a written record is made

on the employee’s personnel file. Declarations must extend to acknowledging the involvement

of a relative or partner of an employee in an organisation in which the County does or seeks

to do business, particularly if they are directors, partners or hold senior managerial positions in

those organisations.

Employees should be aware of any **contractual restrictions** on taking outside employment.

In any case, outside employment should not be taken which conflicts with the council’s interests.

For further guidance see the Conflict of Interest Policy, on the s-net.

Where employees are in any doubt about whether any personal relationships, interests, or

outside commitments should be declared in particular circumstances, they should either declare

the information in any case, or else seek further advice from their manager or HR by telephone on

0208 541 9000 or e-mail [myhelpdeskhr@surreycc.gov.uk](mailto:myhelpdeskhr@surreycc.gov.uk).

**5.3 Declaring Related Party Transactions**

The County Council is obliged to fulfil a disclosure requirement in respect of related   
 party transactions. This reporting requirement aims to provide assurance to readers of   
 financial statements that any material transactions entered into between the organisation

and those in a position of power to influence its decisions are disclosed and above board.

Senior Managers Levels 1-4, must **declare:**

I. Positions of influence they hold within partnerships, companies, trusts or any entities   
 providing services to the County Council.

II. Positions of influence they hold (in a personal capacity) within organisations receiving   
 grant funding from the County Council.

Declarations must extend to a relative or partner of the employee if they have an interest in

any such organisation. Senior Managers Level 1-4 will be required to declare this and

complete an annual return.

**5.4 Whistleblowing**

The Council is committed to the highest possible standards of honesty, openness, probity  
and accountability. We seek to conduct our affairs in a responsible manner, ensure that our activities are openly and effectively managed, and maintain our integrity and principles of   
public interest disclosure.

In line with this commitment, where an employee becomes aware of activities which that employee believes to be illegal, improper, unethical or otherwise inconsistent with the

Code of Conduct for employees, the employee is encouraged to report the matter in line  
 with the Council’s Confidential Reporting Procedure - see the Whistleblowing Policy on   
 the s-net.

Employees who raise matters of concern in this way have specific protections afforded   
 them under the Public Interest Disclosure Act 1998.

**5.5 Fraud and Corruption**

The Council maintains a zero tolerance approach to fraud and corruption. All employees

need to understand their responsibilities and duties in regard to the prevention and

reporting of suspected fraud and corruption as outlined in the Council’s Strategy Against

Fraud and Corruption.

1. **Working Relationships**

Internal and external relationships with colleagues, service users and contractors should

be conducted in a professional, courteous and respectful manner. Employees are expected

to treat others with fairness and dignity at all times and to work to resolve differences

where these exist.

**6.1 Working with Members**

**Mutual respect** between employees and members is **essential** to good local government.

**Close personal familiarity** between employees and individual members can damage the relationship and should therefore be **avoided**.

For further information about working relationships between Officers and Members,

please see the Members/Officers protocol.

**6.2 Working with Colleagues**

Employees must ensure compliance with all the County Council's employment policies. Employees should not be involved in an appointment, or be involved in any decision

relating to discipline, promotion or any pay adjustments or conditions of another employee,

or prospective employee to whom they are related or have a close personal relationship.

**6.3 Working with the Local Community and Service Users**

Employees should ensure professional, courteous, efficient and impartial service delivery   
 to all. Employees should be especially sensitive in dealing with vulnerable children and adults.

**6.4 Political Neutrality**

i. Members are elected to direct the policies and activities of Surrey County Council. **Employees** should ensure they **serve all members**, not just those of the controlling group, and respect their individual rights.

ii. Employees should ensure that their own **personal or political opinions should not  
 interfere** with any policy of the authority. Where employees advise political groups,   
 **political neutrality must be retained**.

(Political assistants appointed on fixed term contracts in accordance with the  
 Local Government and Housing Act 1989 are exempt from political neutrality).

Certain posts are designated as politically restricted by the Local Government and   
Housing Act 1989. Your contract of employment will tell you whether you hold one of  
these posts and, if you do, you will be required by law to observe certain restrictions   
regarding your out of work activities. For further information see the politically   
restricted posts protocol on the s-net.

**6.5 Equality Issues**

i. Employees must ensure compliance with the County Council’s **Equalities Statement** and other employment policies in relation to equality issues to comply with  
 high standards of employment practice.

ii. Employees are expected to be aware of and act in accordance with the Council’s   
 ending harassment, bullying, victimisation and discrimination policy. The Council will  
 not tolerate any form of harassment, bullying, victimisation or discrimination against   
colleagues, other employees or job applicants. All members of the local community have   
a right to be treated with **fairness and equality**.

1. **Contractors and Competitive Tendering**

Contractors may include individuals who are temporarily working alongside   
County Council employees, or employees of an external firm that has been awarded a  
contract to provide services on behalf of the County Council. All Contractors should be treated with courtesy and respect.

**7.1 Contractors**

Any orders and contracts must be awarded by **fair and open competition** against   
other tenders. No special favour should be shown to businesses with particular connections

to employees. Employees should **declare any relationship** with a particular contractor, or

any potential contractors, to the Head of Service and should not participate in any buying activity where these Conflicts of Interest could arise. See the Procurement standing orders

for further information.

**7.2 Separation of Roles during Competitive Tendering**

i. Employees should be clear on the separation of **client and contractor roles**.   
 Senior employees who have both a client/contractor responsibility must be aware of   
 the need for accountability and openness.

ii. Employees privy to **confidential information** on tenders of costs relating to contractors should not disclose the information to any unauthorised party or organisation.

iii. Employees should ensure no special favour is shown to **current or recent   
former employees**, or associates, in awarding contracts.

1. **Gifts, Hospitality, Sponsorship or Endorsements**

County Council employees should exercise caution concerning the **acceptance of gifts,   
or hospitality** in relation to their role in the Council; and any **involvement in   
sponsorship events,** or **endorsement of a product or service**, where there may be a   
**conflict of interest**.

All gifts and hospitality should be properly recorded and employees are expected to be aware of

and act in accordance with the Gifts and hospitality policy. For further detail and information

about what needs to be recorded see Gifts and hospitality policy and guidance on the s-net.

1. **Use of the County Council’s Materials or Resources**

Employees should not make personal use of any County Council property, facilities,

materials, or resources unless properly authorised to do so.

**9.1 Property and Resources**

County Council property and resources should be used solely in respect of its work.   
 No improper use should be made of any facility such as vehicles, equipment, stationery or secretarial services which the County Council provides for its own business.

The Authority recognises that there are times when calls must be made during working hours,

for emergencies or to utility companies, for example. Reasonable usage of the telephone in these cases is permissible, but employees are expected to keep the length of call to the minimum possible.

**9.2 Intellectual Property**

Employees should follow County rules on the ownership of intellectual property or copyright

created during their employment. Any invention, improvement or design made or conceived

by you while you are engaged to work for the County Council which is in the existing, or

contemplated, scope of the business of Surrey County Council shall become and remain the

exclusive property of Surrey County Council.



**APPENDIX 2: SURREY COUNTY COUNCIL WHISTLE BLOWING POLICY**

Last updated: September 2018

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Monitoring arrangements

**Introduction**

Surrey County Council is committed to the highest possible standards of honesty, openness

and accountability. It seeks to conduct its affairs in a responsible manner, to ensure that all

Council activities are open and effectively managed, and that the Council’s integrity and

principles of public interest disclosure are sustained.

In line with that commitment we encourage employees, those working on behalf of the

Council and others that we deal with, who have serious concerns about any aspect of the

Council’s work to come forward and voice those concerns as follows:

a) With their immediate manager and/or more senior managers. Where any member of staff   
 decides to report a serious incident, whether anonymous or not, this will be treated as a   
 ‘protected, internal disclosure’ i.e. there will be no adverse repercussions for the   
 member of staff.

b) Through an external, independent and confidential service provided via the   
 Expolink helpline. Freephone: 0800 374199.

c) Through Public Concern at Work. This helpline offers independent and confidential advice to workers who are unsure whether or how to raise a public interest concern.  
 Telephone Number: 020 7404 6609.

**Purpose of the Policy**

Employees are often the first to realise that there may be something seriously wrong within

the Council. However, staff may not express their concerns because they feel that speaking up

would be disloyal to their colleagues or to the Council. They may also fear harassment or

victimisation. Each person working for Surrey County Council needs to realise that they not

only have the right, but also a duty to report any improper actions or omissions.

Surrey County Council also recognises and appreciates that staff who raise concerns regarding malpractice or wrongdoing are an asset to the Council, and not a threat. This policy makes it clear

that they can raise concerns without fear of victimisation, subsequent discrimination or

disadvantage. The Whistle Blowing Policy is intended to encourage and enable staff to raise

serious concerns within the Council.

This policy aims to:

* Encourage staff to feel confident in raising serious concerns and to question and   
  act upon concerns about practice.
* Provide avenues to raise those concerns and receive feedback on any action taken.
* Ensure that staff receive a response to their concerns and that they are aware of how to pursue them if they are not satisfied.
* Reassure staff that they will be protected from possible reprisals or victimisation if they  
  have made any disclosure in good faith.

**Who is covered by the policy?**

The policy applies to all Council employees whether full-time or part time, permanent or

temporary; members of the Council and those carrying out work for the Council on

Council premises, for example, Agency Workers, Contractors, Consultants. It also covers providers

of works, services and supplies, including the Council’s external contractors and those

providing services under a contract with the Council in their own premises, for example,

care homes. However, to facilitate the reading of this policy, the terms ‘staff’ or ‘members of staff’ have been used, with the intention to cover all individuals mentioned above.

This policy will be expected to apply to schools but this is a decision for the

Head-teacher/ Chair of Governors. Arrangements for whistle blowing will be covered by

individual School’s Procedures to reflect their respective governance arrangements.

**Scope of the Policy**

There are existing procedures in place to enable employees to lodge a grievance relating to

their own employment. The Whistle Blowing Policy is intended to cover serious concerns

that fall outside the scope of other procedures, in accordance with the Public Interest Disclosure

Act 1998.

These include:

* Conduct which is an offence or a breach of law.
* Failure to comply with a legal obligation.
* Disclosures related to miscarriages of justice.
* Health and safety risks, including risks to the public as well as other employees/staff.
* Damage to the environment.
* Information relating to the above issues that has been or is likely to be deliberately concealed.

Examples of the above categories are likely to include:

* The unauthorised use or misuse of public funds.
* Possible fraud and corruption.
* Sexual, physical or psychological abuse of service users.
* Harassment and bullying of staff.
* Breaches of Codes of conduct.

Therefore, any serious concerns that a member of staff has about any aspect of service provision

or the conduct of Surrey County Council Staff or Members of the Council, others acting on behalf

of the Council, Service Users or Residents, can be reported under the Whistle Blowing Policy

where the member of staff has a reasonable belief in those concerns and they relate to

one of the specified areas set out above.

**Links with other Policies**

In investigating financial irregularities, this policy should be read in conjunction with the

Strategy against Fraud and Corruption’ which sets out how the financial irregularities should be investigated.

This policy does not replace the Corporate Complaints Procedures. The Whistleblowing Flowchart

and other information available on s-net show the relationship between the

Whistleblowing Policy and separate Council procedures such as Ending Bullying and Harassment, Grievance Resolution and Disciplinary.

As this policy is in addition to the Council’s Complaints Procedures, and other

statutory reporting procedures applying to some services, managers are responsible for making

Service Users aware of the existence of these procedures.

**Safeguarding against Harassment or Victimisation**

The Council is committed to good practice and high standards and wants to be supportive of employees. It is recognised that the decision to report a concern can be a difficult one to make.

If a member of staff has a reasonable belief that what they are saying is true, they have nothing

to fear because they will be doing their duty to their employer and/or those for whom they are providing a service.

The Council will take a zero tolerance approach to any act of harassment or victimisation

(including informal pressures. The Council will take appropriate action to protect staff when they

raise a concern, by supporting the member of staff and consider action under the appropriate procedure (for example Disciplinary) against the person or persons responsible for the

reported acts, provided the member of staff:

* Discloses the information in good faith.
* Believes the concern to be true.
* Does not act maliciously or make false allegations.
* Does not seek any personal gain.

Provided the allegations relate to one of the categories covered by the scope of the policy

and referred to above.

There are national guidelines to help you as a whistle blower. You can find out more on the

protection of whistle blowers from the Independent Commissioners Office (ICO).

**Unsubstantiated allegations**

If a member of staff makes an allegation in good faith, but it is not confirmed by the investigation,

no action will be taken against them. If, however, an allegation is made frivolously, maliciously

or for personal gain, disciplinary action may be taken.

**Confidentiality**

All concerns will be treated in confidence but at the appropriate time, the whistle blower

may be asked to come forward as a witness, and this will be discussed with them.

**Anonymous allegations**

This policy encourages staff to put their name to their allegation whenever possible.

Where a concern is raised via the external confidential Expolink Service, the whistle blower can

choose to provide Expolink with their name and contact details, which will not be passed to the

Council without express permission from the individual. This enables Expolink to ask for

further information on the concern, if required.

The Council will take all concerns raised seriously. When carrying out an initial review of a concern,

the council will take into account the following factors:

* + - The seriousness of the issues raised.
    - The credibility of the concern; and
    - The likelihood of confirming the allegation from attributable sources.

**How to raise concerns**

There are three ways in which to raise a concern:

1. Staff may raise concerns with their immediate manager or another manager or, if it is

believed that such managers are involved, the Chief Executive, the Head of Finance,   
 Head of HR and OD, the Monitoring Officer or Chief Internal Auditor should be approached.   
 (Contact details may be found on s-net).

Any concern regarding the conduct of Members of the Council should always be referred   
to the Monitoring Officer, for consideration as to whether the matter should be referred to the

Council’s Standards Committee for advice.

Concerns may be raised verbally or in writing. Staff who wish to make a written report are

asked to provide the background and history of the concern (including relevant dates) and

the reason why they are particularly concerned about the situation.

The earlier the concern is expressed, the easier it is to take action. In order to assist with the investigation, staff should provide as much detail and supporting evidence as possible.

Staff are not expected to prove that an allegation is true, only to have sufficient grounds

for concern.

The Whistle blower may invite a recognised Trade Union representative, or a work colleague

to be present during any meetings, or interviews in connection with the concerns raised.

2. While concerns will usually be raised internally, the Council recognises that staff   
may feel unable to do this, and that they may wish to contact an independent,   
external organisation, such as Expolink, in order to report something. Expolink is an   
external and independent organisation which specialises in providing a   
confidential hotline service for whistle blowing and can be contacted any time, night or day,   
in complete confidence with any relevant concerns. The call will not be traced or monitored. Freephone: 0800 374 199.

3. A third option for staff who wish to raise concerns is to contact the Public Concern at   
Work Helpline on 020 7404 6609. This helpline offers independent and confidential advice  
to workers who are unsure whether or how to raise a public interest concern.

**How the Council will respond?**

The Council will investigate and respond to all concerns raised by staff or service users through

any channels including Expolink and the Contact Centre.

While it is not essential that the concerns be provided in writing, the person receiving the

concern will, ensure that a written account of it is made. This will help with the subsequent investigation by facilitating clear record-keeping.

When a concern is raised directly with a Council Officer, they should undertake the

following actions:

* Take the concern seriously.
* Consider the concerns fully and objectively.
* Recognise that raising a concern can be a difficult experience for employees.
* Ensure confidentiality.
* Refer to a manager of appropriate seniority, to agree the level at which the concern will be investigated and identify who will take responsibility for co-ordinating the enquiry.

Staff members who are under investigation will not be involved in the investigation process.

Advice and guidance on the use of the Whistle Blowing Policy can be obtained from the

HR and OD Team, via MyHelpdesk, or your HR Relationship Team. For Schools, refer to the

individual schools arrangements.

**Initial enquiry**

In order to protect the individuals and those accused of misdeeds or possible malpractice,

initial enquiries will be made to decide whether an investigation is appropriate and, if so,

what form it should take. The overriding principle, which the Council will have in mind, is that

of the public interest. If urgent action is required, this will be taken before any investigation

is conducted.

Purpose of the initial inquiry is to ascertain if the conduct or behaviour involves a

Member of the Council, a Senior Manager, or a Member of staff, so that further enquiries and investigation can be progressed accordingly.

**Preliminary review**

Preliminary review establishes need to carry out an investigation. Further to the results of

the initial enquiry and preliminary review, and at the discretion of senior management,

the following steps will then need to be considered:

* Concerns or allegations, which fall within the scope of specific procedures,   
  e.g. Child Protection or discrimination issues, will normally be referred for consideration  
  under those procedures.

* Where there is any financial impropriety, the concern should be referred to Internal Audit, before taking any other action.
* Inform the Council’s Monitoring Officer if the concerns indicate unlawful activity.
* Ensure that matters of a criminal nature are reported to the Police, after consultation   
  with Internal Audit.
* Whether the disciplinary or other relevant management policies, procedures and   
  processes of the Council need to be applied.
* Appointment of an officer to carry out the investigation under these procedures.

**Investigation**

Depending on the nature of concerns, investigation may be carried out under

Ending Bullying and Harassment Policy, Capability Policy, Disciplinary Policy or the Strategy

against Fraud and Corruption.

**Investigation Timescales**

Within 14 days of an Expolink report being received, the person who is dealing with the

concern that has been raised will respond in writing:

* Acknowledging that the concern has been received.
* Supplying information on staff support mechanisms, and
* Advising whether further investigations or action is required and, if not, why not.

A further update will also be provided 28 days after the report was received, advising of

additional progress made and the estimated date a final response will be available.

If the whistleblower has chosen to remain anonymous and non-contactable, they will

need to contact Expolink or their original reporting route in order to receive updates.

**Investigation process**

The impartial investigating manager appointed to undertake the investigation will establish

the facts of the matter and assess whether the concern has foundation and can be

resolved internally. Other people may need to be interviewed to provide further information

and/or clarification concerning the issue(s) raised.

It is essential that written records of all interviews be kept throughout the investigation,

together with written details of any action taken. The investigation will result in a

written report and recommendations for corrective action which will be passed to the

manager responsible for deciding whether formal action shall be taken.

Where any meeting is arranged involving an individual member of staff, which can be off-site,

a recognised Trade Union Representative, or a work colleague may also attend. The Council

will take steps to minimise any difficulties which may be experienced as a result of raising

a concern. For instance, if a member of staff is required to give evidence in criminal, or

disciplinary proceedings, the Council will arrange for them to receive appropriate procedural

and/or legal advice.

A Member of staff raising directly with a senior officer a concern will be, subject to

legal constraints, advised in writing of the outcome of the investigation and, where appropriate,

what action is being taken.

**Monitoring arrangements**

The Head of HR and OD, in consultation with the Monitoring Officer has overall responsibility

for the maintenance and operation of this policy. The Head of HR and OD maintains a

record of concerns raised and the outcomes (but in a form which does not compromise

confidentiality), and will report as necessary to the Council.

The Financial regulations state that the Head of HR and OD will ensure that

whistle blowing procedures are defined, documented, widely circulated and reviewed

at appropriate intervals, in consultation with the Monitoring Officer.

The practical aspects of monitoring are to assess whether:

* The policy is being used appropriately.
* Concerns are being handled and investigated properly.
* There are any discernible patterns of concern across the Council.
* The policy has been effective in identifying and deterring malpractice, and
* More needs to be done to raise awareness of the policy.



**APPENDIX 3: SURREY COUNTY COUNCIL MOBILE PHONE POLICY**

**Mobile Phone and Smart Phone Policy**

Content List

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**Policy Synopsis**

This policy provides a framework within which mobile phones and smart phones may be issued

to and used by Employees and Members of Surrey County Council (SCC). It should be read by

all Mobile phone or Smart phone Users and their Budget holders. It also provides clarity for the Shared Service Centre Category Compliance Team on the provision of new devices,

termination of existing devices, and reallocation of devices when appropriate. The Policy covers

key areas highlighted under Action Points and provides a Policy framework within the

Main Policy section. Mobile Phone and Smart Phone Policy.

**Action Points**

For the purpose of the mobile telephony guidance, a smart phone is similar to a mobile phone.

- **Eligibility** – Surrey County Council Employees and Members should have a business reason for requiring a mobile phone or smart phone. Criteria for allocation are detailed in Section 1.

- **Ownership, Accountability, Security and Loss** - The Surrey County Council User is responsible  
for the security, appropriate use and care of the device. The Line Manager / Account Holder has responsibilities for ordering and ensuring SCC budgets are appropriately spent. Details are   
in Section 2.

- **Cancellation, transfers, and replacement** - The Policy details requirements on the User and   
Line Manager / Account Holder when a device is no longer required, needs transfer to   
another team member or between teams, or when it needs replacing. Details can be found   
in Section 3.

- **Acceptable use** - Users should be familiar with the categories of acceptable use:   
Personal use criteria, inappropriate telephone calls, meeting room etiquette, office etiquette,   
use while driving, inappropriate call forwarding, voicemail; and for smart phones: Internet and   
e-mail acceptable use. These can be found in Section 4.

- **Use of personal mobile phones** - There are occasions when staff need or wish to use   
personal mobile phones for business use and the policy provides a framework for usage in   
Section 5.

- **Recommended behaviour to reduce cost -** Users should be familiar with the most   
cost effective way of using Mobile and Smartphone Devices – See Guidance in Section 7.  
  
- **Reporting of signal black spots** - Users should report poor or non-reception. Details can  
be found in Section 6.

- **Dealing with nuisance calls** - The approach to dealing with nuisance calls appropriately,   
including abusive, threatening and unwanted calls is set out Section 7.

- **Directory updates** - It is the Phone User’s responsibility to ensure s-net and any service  
specific telephone directories are up-to-date set out in, Section 8.

- **Management** - An overview of the management arrangements are set out in Section 9.

**1. Eligibility Criteria**

- Surrey County Council Employees and Members are eligible for a mobile phone if they are

peripatetic, need to keep in remote contact by telephone on a regular basis, Mobile Phone and

Smart Phone Policy have the approval of their line manager, and funding is available in

their local budget.

- Staff are eligible for a smart phone (mobile phone, email, web browser and approved applications) if they are agile, need to keep in remote contact by telephone and e-mail on a regular basis,   
have the approval of their line manager, and funding is available in their local budget. It should   
be noted that a smart phone is significantly more expensive than mobile phone and the   
extra cost should be justifiable.

- Eligibility includes senior staff that need to be in contact in case of on-call or emergency response.

- Eligible staff may only have either a mobile phone or a smart phone as both make telephone calls.

- Members may have either a mobile phone or a smart phone, subject to approval by their

party’s leadership and the Head of Democratic Services for budget approval.

- Mobile devices may only be ordered from Surrey County Council’s preferred supplier by using the  
 Proactis Finance system and following the advice on s-net.

**2. Ownership, Accountability, Security and Loss**

- Mobile phones and smart phones remain the property of Surrey County Council at all times.

- Users are accountable for proper use and safekeeping of the mobile device.

- Users MUST ensure that all mobile phones in their possession have the SIM card PIN code   
 enabled at all times. Smart phones will also have password security enabled at all times.

- Users must report any loss immediately to the responsible manager and contact EE  
 (the service provider) on 0800 079 0158, in accordance with the Instructions on s-net.

- Any replacement devices are provided at a cost to the responsible service.

- Team Managers are responsible for shared and team mobile phones. They should ensure a   
 log is kept detailing allocation of the device to individuals.

- Users are expected to take all reasonable care of the device, as it is uninsured as   
 any breakages create additional cost to the authority, which will be charged back to the   
 Service or User.

- Failure to conform to the security requirements may result in disciplinary action and/or   
 a requirement to reimburse the Council for any losses.

**Mobile Phone and Smart Phone Policy**   
**Cancellations, Transfers, Replacements, and Extended Leave**

- The contract term for a mobile phone or smart phone with a voice connection is   
 18 months and the original requisitioning team is responsible for all charges during this period even if the device is cancelled or barred.

- Any cancellations within the 18-month contract require 30 days’ notice and may incur a cancellation fee which should be covered by the original budget holder.

**Mobile Phone**

- **Broken Devices** - Contact EE (the service provider) on 0800 079 0158, initial diagnostics will be completed and the device fixed if possible. If the device cannot be fixed the responsible manager   
will need to order a replacement device.

- **Re-allocation** – Where the device is to be reallocated within the same team the Team Manager   
should retain the device, reallocate to the new member of staff and contact EE (the service provider) on 0800 079 0158 to provide them with new owner and billing data.

- **Cancellation -** Where a Member of staff and/or team no longer require a mobile phone, the responsible manager should instruct EE (the service provider) on 0800 079 0158 that the device   
is no longer required and return the device to the Shared Service Centre Category and   
Compliance Team for re-allocation.

**Smart Phone**

- **Broken Devices** - Contact EE (the service provider) on 0800 079 0158, initial diagnostics   
will be completed and the device fixed if possible. If the device cannot be fixed the  
responsible manager will need to order a replacement device. Following the receipt of a   
replacement smart phone, the user should contact My Helpdesk IT to request configuration of the device for e-mail and browser use.

- **Re Allocation** - Where the device is to be reallocated within the same team the Team Manager should retain the device, reallocate to the new member of staff and contact EE   
(the service provider) on 0800 079 0158, to provide them with new owner and billing data.

See Mobile Phone and Smart Phone Policy.

- **Cancellation -** Where a member of staff and/or team no longer require a Smart phone, the responsible manager should instruct EE (the service provider) on 0800 079 0158, that the device  
is no longer required and return the device to My Helpdesk IT for re-allocation. If the device is

not to be re-allocated within the team. Once re-allocated, costs will be transferred to the

new Budget holder and the Member of staff should contact My Helpdesk IT to request   
configuration of the device for e-mail, voicemail and browser use.

**4. Acceptable Use**

- All telephony equipment is provided solely for undertaking Surrey County Council business. Inappropriate use may result in the device being withdrawn and/or disciplinary action being taken against a user.

- **Do Not Use Whilst Driving** - It has been illegal to use a hand-held-phone whilst driving   
since 2003. Surrey County Council’s Health and Safety at Work Policy, further restricts the   
use of hands-free mobile phones and smart phones while in control of a motor vehicle, only permitting its use by certain categories of emergency response staff. No Surrey County Council  
users may make or receive calls/reading or texting while driving using Surrey County Council  
hands-free equipment unless they are risk assessed, exempted and have been provided with the appropriate training and hands-free kit.

- **Maintain confidentiality** - Calls can be made or taken in non-secure areas where conversations  
may be overheard. Mobile phone users should take all precautionary measures such that   
confidential and sensitive information relating to Callers, Clients and the Council are not   
inadvertently disclosed.

- **Appropriate business use** - Calls should only be made and received for business purposes.

- **Observe mobile etiquette** - Consideration should be given to others when using a mobile phone

or smart phone.

- They should be switched off or switched to silent during meetings because of the   
disruption causes when calls are received. Phones should be switched off in meeting rooms with induction loops when these are being used.

- They should never be left unattended on desks without the owner present.

- They should either be answered within 5 rings or set up to divert to voicemail.

**Mobile Phone and Smart Phone Policy**

- Ring tones should be sensible, set at an appropriate volume and not distracting or   
annoying to colleagues.

- Do not talk loudly or shout and consider the effect on the caller and the disruption to   
your colleagues who work alongside you.

- If you are putting a caller on the speaker, you should inform them, tell them why and advise   
them of who is listening with you.

- Private calls and data use should be kept to an absolute minimum, as they are inappropriate

and contrary to the acceptable use policy.

- **Voicemail** - An up-to-date voice message should be left on the mobile phone or smart phone telephone number indicating who the telephone belongs to and that the message will be   
responded to in a timely manner. Messages should be checked on a regular basis.

- **Call forwarding** - Call forwarding is not recommended due to the additional costs involved.   
All staff should publish their landline and mobile number on their e-mail signature and s-net.

- **Personal use** - Personal calls should not be made or received except for genuine emergencies   
or the occasional passing of short and essential messages. Frequent or prolonged calls,   
particularly to mobiles for domestic, personal and social purposes are not an appropriate use of   
Surrey County Council time or facilities.

- Phone usage can be monitored by the Shared Service Centre and call details and data usage  
can be requested by the Line manager or Phone User by contacting the Shared Service Centre.

- **Inappropriate data use and telephone calls** - Devices are currently distributed without access  
to roaming, premium or international calls. For those users that do still have access, the use of   
the above services is not acceptable without the prior agreement of the relevant line manager.   
In the event of roaming, international or premium calls/messages and data usage being made   
without prior agreement, the user may be liable for any charges incurred to the authority.

- Where International roaming or dialling is required, this can be enabled by the approving  
Line Manager sending an e-mail stating the Device Number, Username and the Period of time required to Surrey County Council Category and Compliance Team.

- Premium Rate texting is not allowed.

- It is prohibited for staff to use Surrey County Council provided devices for any

premium rate texting or using text as a means of payment, donation or voting.

- **Smart Phone internet and email acceptable use** - The same rules apply for internet and   
e-mail use on a smart phone as they do for other Surrey County Council PC equipment and the Internet Acceptable Use and E-mail Acceptable Use Policies should be adhered to.   
Failure to comply may result in disciplinary proceedings.

**5. Use of Personal Mobile Phones**

- The use of personal mobile phones during working hours is inappropriate. Private calls   
on personal mobiles should be kept to an absolute minimum, as they are inappropriate in the workplace.

- It is not currently the authority’s policy to allow personal phones to be used for   
work purposes in any way. The authority will not reimburse unless in exceptional purposes  
i.e. Council provided device broken.

- Failure to conform to the acceptable use requirements may result in disciplinary action and/or   
a requirement to reimburse the Council for any losses.

**6. Reporting of Signal Black Spots**

In the first instance users should contact EE on 0800 079 0158. Where this is not resolved by   
EE, any persistent difficulties receiving a mobile signal that restricts the use of an   
Surrey County Council provided mobile phone or smart phones should be reported to the   
My Helpdesk who will request the network provider investigate the matter.

**7. Dealing with Nuisance Calls**

Users are responsible for dealing with nuisance calls, including abusive, threatening and   
unwanted calls.

**Abusive and Threatening Calls**

Any abusive or threatening call should be reported to the Line Manager immediately.   
If the matter is serious the incident should also be reported to the police or other   
appropriate agency.

If the caller could not be identified the relevant telecom provider should be able provide assistance.

For further advice and links to OFCOM etc. Please see the Dealing with Nuisance Calls Guidance   
on s-net.

**Unwanted Sales and Marketing Calls**

Users should refer to the further advice and links to OFCOM etc. Please see Dealing with  
Nuisance Calls Guidance on s-net.

**8. Directory Updates**

It is the phone user’s responsibility to ensure the s-net directory and any service specific   
telephone directories are up-to-date.

**9. Management**

**Information Management & Technology (IMT)**

**Overall responsibility** - IMT will have overall responsibility for the service, will be the principal   
point of contact with the supplier and delegate aspects of the service as set out below.

**Commercial issues** - IMT in conjunction with the Category Manager will lead any review or   
change and be responsible for ensuring target savings and best value is achieved.

**Mobile device approval** – Surrey County Council’s supplier introduces replacement models on a regular basis in order to continually improve devices and functionality. No new type of   
mobile device will be issued to Surrey County Council staff without the prior approval of IMT.   
When the devices available to Surrey County Council are being changed, IMT and the supplier will liaise to determine the preferred device(s) and related terms that will be available to   
Surrey County Council Users.

**Support for new types of smart phones** - No new type of smart phone will be issued to   
Surrey County Council staff without the relevant support arrangements (material and training)   
being put in place by IMT.

**Smart Phone technical advice** - IMT will be responsible for producing technical advice relating  
 to the configuration and use of the smart phones and supporting users with data matters.

**Support for old types of smart phone** - Older devices will continue to be supported by IMT   
until such time as users are advised via S-Net.

**Shared Service Centre (SSC)**

**Provisioning** - The Surrey County Council Category and Compliance Team along with IMT will   
have responsibility for maintaining procedures and advice on s-net to enable eligible users to  
order, cancel, upgrade and replace lost or stolen devices with an approved device, from the  
preferred supplier.

**Management of issued devices** - The Surrey County Council Category and Compliance Team   
will have responsibility for all business as usual processes including tracking devices, managing   
risk and maintaining up to date and appropriate records of the location of all devices. This will   
include having procedures for actively monitoring and managing devices in order to control the inventory, minimise risk and recover losses. Surrey County Council will ensure adequate   
day-to-day management processes are in place to manage costs and risks.

**Monitoring of usage** - The mobile device contract is monitored within the Shared Service Centre Financial Reporting Team, who will have access to call information and summary reports for the whole of Surrey’s contract. Any roaming, international or premium calls or messages will be   
sent to the User’s Manager, or Nominated Account Holder, and copied to Finance in the form of   
an exception report at the end of the billing period.

Inappropriate usage may result in the device being withdrawn and / or disciplinary action  
being taken against a user. It should be noted that if in any one month the bill for a single device   
is excessive or abnormal, the Shared Service Centre Financial Reporting Team reserve the right to  
bar further calls and data usage from that number following notification by e-mail and any lack   
of business explanation for the call and data volume.

**Payments** - The Surrey County Council Financial Reporting Team will manage payments to   
Surrey County Council’s supplier and ensure any internal recharges are processed.

**Non-standard equipment and services** - This policy applies to standard service offerings. Any requirement for non-standard equipment or to use the equipment in a non-standard way   
should be requested by completing a Customer Request Form (CRF). The request will then be  
agreed by the relevant Technology Board and prioritised.



**APPENDIX 4: SURREY COUNTY COUNCIL TRANSPORTING CHILDREN AND YOUNG PEOPLE GUIDANCE**

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## 

## 1. Introduction

This guidance applies to all staff who transport children and young people using their own, or   
lease vehicles. It is designed to ensure effective and professional practice for staff and the safety of children and young people, by providing information for reducing any associated risks.

## 2. Road safety

This paragraph [supports](https://snet.surreycc.gov.uk/hr/health-and-safety/manual/operating-procedures/section-f6-guidance-note-road-safety) Surrey County Council’s Road Safety Guidance part of the   
Health and Safety Manual [Section F6 Policy - Road safety - SCC Info](https://snet.surreycc.gov.uk/hr/health-and-safety/manual/operating-procedures/section-f6-guidance-note-road-safety)

The council has a duty of care to ensure that every employee who drives for their job has the   
correct business car insurance, a valid Driving Licence and an MOT certificate (where applicable) in place. "Business purposes" include transporting service users, driving to a meeting or training course, driving between offices or undertaking duties in a Surrey branded vehicle - basically any  
business-related journey other than your usual commute. You may be using your own car or motorcycle, a company vehicle, a lease car, a pool car or a hire car.

Managers need to record driver document checks on MySurrey [Driving for work - SCC Info](https://snet.surreycc.gov.uk/hr/health-and-safety/driver-wellbeing).

Where vehicles are owned or leased, effective management arrangements must be in place to   
comply with these requirements, including inspection and maintenance.

It is the responsibility of the individual driver to ensure the vehicle is roadworthy and that they  
have the correct level of insurance. This may mean notifying insurers the vehicle could be used

for transporting children or young people on employer’s business.

Under the Road Traffic Act (RTA), all motor insurance policies must provide cover for bodily injury   
or death caused to third parties, including passengers.

Driving is a high risk activity. By following the guidance in [Section F6 Appendix 4A - Safer driving](https://snet.surreycc.gov.uk/hr/health-and-safety/manual/operating-procedures/section-f6-appendix-4a-safer-driving)   
these risks can be reduced.

The [Council's Policy on the safe use of mobile telecommunications](https://snet.surreycc.gov.uk/hr/health-and-safety/health-and-safety-manual/section-d-equipment/section-d5-guidance-note-mobile-phones) prohibits their use when   
driving. This includes the use of hands-free equipment, except in emergency situations and  
only when it is safe for drivers to take or make a call [Section D5 Policy - Mobile phones](https://snet.surreycc.gov.uk/hr/health-and-safety/manual/equipment/mobile-phones).

If a driver is on medication, they must ensure it does not affect their ability to drive [Section F6 Appendix 3A - Fitness to drive - SCC Info](https://snet.surreycc.gov.uk/hr/health-and-safety/manual/operating-procedures/section-f6-appendix-4b-fitness-to-drive).

## 3. Minibus drivers

Services that operate minibuses on a “not-for-profit” basis can apply for a Section 19 permit <https://www.gov.uk/government/publications/section-19-and-22-permits-not-for-profit-passenger-transport/section-19-and-22-permits-not-for-profit-passenger-transport>. The permit is   
supplied by Surrey County Council’s Transport Coordination Centre.

Minibus driver competency is demonstrated by completing nationally recognised training   
through a scheme like Midas, the Minibus Driver Awareness Scheme [Midas | Community Transport Association](https://ctauk.org/training/midas/) https://ctauk.org/training/midas/.

## 4. Risk Management

Teams who regularly transport children/young people will need to complete a Risk Assessment.   
An example Risk Assessment is included in this guidance.

The role, team, location and situation will determine the potential risks. These need to be   
assessed to decide how likely they are to occur, the impact if they do and the steps required   
to reduce the risk to an acceptable level.

It is advisable that drivers are accompanied by another adult when transporting   
children and young people as this significantly reduces the risk of distraction, accident and injury  
and allegations. If this is not practical, the risks must be assessed and appropriate controls put in place.

If a child/young person has a medical condition that is likely to require additional support,   
a copy of their care plan, medication and a person trained to administer the medication   
should accompany them in the vehicle.

Arrangements for responding to emergency situations must be considered and documented. Individual risk assessments should be completed where specific risks are identified and for new  
and expectant mothers.

It is the driver’s responsibility to ensure that every child travelling in their vehicle is properly restrained. Children normally use a child car seat until they’re 12 years- old or 135 centimetres   
tall [Child car seats: the law - GOV.UK](https://www.gov.uk/child-car-seats-the-rules).

For children or young people over 12 years- old, a decision needs to be made whether they   
should sit in the front or rear passenger seat, considering the following:

* The majority of incidents happen when the young person is seated in the rear.
* It is easier to engage and judge the mood of a young person if they are seated in the   
  front of the vehicle.
* Young people without an escort would normally sit in the front seat.
* Safeguarding concerns are reduced if a child or young person sits in the rear of the vehicle, supervised by an escort.
* If seated in the rear, they should sit behind the passenger seat and not the driver.

In the event of an accident:

* Remove the young person from the car to a place of safety i.e. the pavement or behind   
  the crash barrier at the side of a motorway hard shoulder.
* Phone the Team Manager and/or Duty Worker (or EDT outside of normal working hours) to discuss next steps.
* Report the Accident/Incident on OSHENS (refer to the CFLC Accident Reporting Flow Chart [Children, Families, Lifelong Learning and Culture - Health and Safety](https://orbispartnerships.sharepoint.com/sites/children_schools_families/SitePages/Health%20and%20Safety.aspx)).

## 5. Child car seats

The safest way for children to travel in cars is in a child seat that is suitable for their weight  
and size and is correctly fitted in the car.

[Types of Seat | Child Car Seats](https://www.childcarseats.org.uk/types-of-seat/) <https://www.childcarseats.org.uk/types-of-seat/>

[Choosing & Using | Child Car Seats](https://www.childcarseats.org.uk/choosing-using/) https://www.childcarseats.org.uk/choosing-using/

Seats should be used in accordance with manufacturer’s guidance and instructions. Any seat   
should be checked before use to ensure it is suitable for the height of the child; is   
well-maintained and fit for use, without defects.

[Child car seats: the law - GOV.UK](https://www.gov.uk/child-car-seats-the-rules/when-a-child-can-travel-without-a-car-seat) provides details on when a child can travel without a car seat.

Regulations regarding the sale and use of booster cushions changed in February 2017.   
 Manufacturers can now only make booster cushions approved as Group 3. This does not   
affect any existing booster cushions in Group 2 see [new child car seat rules: no change for existing booster seats - GOV.UK](https://www.gov.uk/government/news/new-child-car-seat-rules-no-change-for-existing-booster-seats).

The Royal Society for the Prevention of Accidents (RoSPA) have produced a number of short films  
on How to fit and select a seat that matches a child’s height and weight [Films | Child Car Seats](https://www.childcarseats.org.uk/films/) https://www.childcarseats.org.uk/films/



## 

## 6. Replacing a Child Seat after an Accident A child car seat that was in a car when it was involved in a collision should be replaced, even if

## there is no visible damage.

It may have been weakened to such an extent that it will not provide the same level of   
protection in another accident.

The seat belts and seat belt attachments, especially ones that were in use at the time of the   
impact, should also be carefully checked to ensure that they have not been damaged. It is very difficult to judge how severe an impact needs to be to damage a child car seat. It may not be necessary to replace the child seat if:

* It was a very low speed impact.
* There was no, or very little, external damage to the car.
* There was no child in the child seat when the impact occurred.

Some manufacturers give advice about the circumstances in which a child car seat should be  
replaced. If in any doubt, it is better to replace the child seat.

## 7. Airbags and Child Seats

Many cars have multiple airbags. They are designed to provide extra protection to the  
occupants in a crash in addition to seat belts.

Cars that have an active front passenger airbag, must not use a rearward-facing seat in the front.   
For more information on airbags refer to [Airbags and Child Seats | Child Car Seats](https://www.childcarseats.org.uk/choosing-using/airbags-and-child-seats/)

## 8. Useful links

[Carrying-other-peoples-children-safely.pdf](https://www.childcarseats.org.uk/media/1016/carrying-other-peoples-children-safely.pdf)   
<https://www.childcarseats.org.uk/media/1016/carrying-other-peoples-children-safely.pdf>

<https://rospaworkplacesafety.com/2019/03/28/protecting-our-most-precious-cargo-on-the-road-children/>

<https://www.childcarseats.org.uk/choosing-using/faqs/>

<https://www.rospa.com/rospaweb/docs/advice-services/road-safety/employers/work-own-vehicles.pdf>

<https://www.rospa.com/rospaweb/docs/advice-services/road-safety/employers/work-mobile-phones.pdf>

<https://www.rospa.com/en/Road-Safety/Resources/Free>