

SAFEGUARDING POLICY AND PROCEDURE

1. POLICY CONTROL

Version	Description	Date
2.1.1	Safeguarding Policy & Procedure	26 March 2019
Created by Jacquie Vincent-Coulter editorial amendments Tom Belshaw		
Board Approved		May 2018
For Review:		April 2019

1.1 Related policies

Version	Description	Date of Update
1.2	Privacy Policy	April 2018
1.1	Retention and Disposal Policy	April 2018
1.3	ICT usage policy	Oct 2016
1.2	Communications Policy	Feb 2017
1.1	Health and Safety Policy	Jan 2019

2. INTRODUCTION

Safeguarding means protecting people’s right to live safely, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s or child’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

3. POLICY EQUALITIES STATEMENT

Community First is committed to practices that protect from harm regardless of a person’s age, gender, disability, racial heritage, religious belief, sexual orientation or any other characteristic as covered by the Equality Act 2010.

4. AIMS OF THE POLICY

This policy, taken together with the Hampshire Multi-Agency Safeguarding Policies, represents commitment in working together to safeguard children and adults from abuse, neglect and exploitation. It clarifies the roles and responsibilities of employees, Board members and

volunteers in relation to developing their own awareness and skills as well as the policies and procedures that must be followed.

The policy outlines:

- the practice and procedure for paid and voluntary staff within Community First to contribute to the prevention of the abuse and neglect and
- a clear framework for action including information sharing when abuse is suspected.

5. SCOPE AND DEFINITIONS OF THE POLICY

Whose business is safeguarding?

The Care Act 2014 establishes that safeguarding is everybody's business. Community First recognises that we all play a key role in preventing, detecting, reporting and responding to abuse, neglect or exploitation.

5.1 Scope

The policy is in respect of Community First's responsibility towards the following clients and employees/volunteers:

- Children and young people - legally defined as any person under the age of 18. From this point the terms child or children will be used to refer to this group. (Children Act 2004)
- An 'adult at risk of abuse or neglect with care and support needs' as defined in the Care Act however for the purpose of this policy we will use the term vulnerable adult to refer this group.
- Employees, Board members and volunteers of Community First who come into contact with children or vulnerable adults during the course of their work or volunteering responsibilities.
- Contractors when carrying out work on behalf of Community First.

5.2 Definitions

Child Protection is defined as:

- Protecting individual children identified as either suffering, or likely to suffer, significant harm as a result of abuse or neglect or other identified risk factors such as parental Domestic Violence, substance misuse.

Safeguarding and promoting the welfare of children and young people is defined as:

- Protecting children from maltreatment
- Preventing impairment of children's' health or development
- Ensuring that children are growing up and living in circumstances consistent with the provision of safe and effective care

- Undertaking that role so as to enable those children to have optimum life chances

Adult Safeguarding is defined as:

- Protecting an adult's right to live in safety, free from abuse and neglect aiming to ensure that each adult is supported to maintain:
 - Wellbeing
 - Choice and control
 - Safety
 - Good health
 - Dignity and respect

6. LEGAL FRAMEWORK

Community First will work within the framework of UK legislation and guidance in relation to safeguarding and protection of children and vulnerable adults. This includes the following:

6.1 Legal Framework Children and Young People:

- Children Acts 1989 and 2004
- Children and Young Persons Act 2008
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Education Act 2002 and 2011
- Female Genital Mutilation Act 2003
- Children and Adoption Act 2008
- Apprenticeships, Skills, Children and Learning Act 2009
- The Children and Social Work Act 2017
- Working together to safeguard children 2006, 2015 and 2018

6.2 Legal Framework Vulnerable Adults

- Care Act 2014
- Mental Capacity Act (including DoLS) 2005
- Human Rights Act of 1998
- Care and Support Statutory Guidance 2014 – identified the following 6 principles that underpin all adult safeguarding work:
 - **Empowerment** – People being supported and encouraged to make their own decisions with informed consent
 - **Prevention** – It is better to take action before harm occurs
 - **Proportion** – The least intrusive response appropriate to the risk presented

- **Protection** – Support and representation for those in greatest need
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** – Accountability and transparency in delivering safeguarding

6.3 All staff and volunteers will consider the following when raising a concern that:

- Safeguarding is mainly aimed at individuals with care and support needs whose circumstances may put them at risk of abuse or neglect by others
- Abuse is defined as a violation of an individual's human and civil rights; it may consist of a single act or repeated acts
- The nature and extent of the abuse including whether it is a criminal offence
- The impact of the abuse on the adult and the physical and /or psychological harm being caused and whether the abuse is having an impact on other people
- Deprivation of Liberty Safeguards (DoLS) aims to make sure that people in care homes, hospitals and supported living are looked after in a way that does not inappropriately restrict their freedom

7. TYPES OF ABUSE

Eleven types of abuse are currently identified through the legislation and guidance framework:

- **Physical abuse** – Involves any manner of causing physical harm to a child or vulnerable adult or fabricating symptoms of, or inducing illness in, a child or vulnerable adult, including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions, administering or allowing access to drugs or alcohol.
- **Domestic abuse** – including psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence.
- **Sexual abuse** – Sexual abuse involves forcing or enticing any child or vulnerable adult of whatever age to take part in any form of sexual activity, whether or not s/he is aware of what is happening; or behaving, or inducing a child/ vulnerable adult to behave, in sexually inappropriate ways - including rape, indecent exposure, sexual harassment, inappropriate looking and touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting. This includes inappropriate sexual relationships with people in positions of power or influence. *The victim may have been sexually exploited even if the sexual activity appears consensual. Sexual exploitation does not always involve physical contact; it can also occur through the use of technology.*

- **Psychological abuse** – the persistent emotional ill treatment of a child or vulnerable adult such as to cause severe and enduring effects on a child’s emotional development including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, possessions or benefits.
- **Modern slavery** – encompasses slavery, human trafficking, and forced labour and domestic servitude, where traffickers and slavers coerce, deceive and force individuals into a life of abuse, servitudes and inhumane treatment
- **Discriminatory abuse** - including forms of harassment, slurs or similar treatment. This includes discrimination on the grounds of race, faith or religion, age, disability, gender, sexual orientation and political views, as well as racist, sexist, homophobic or ageist comments.
- **Organisational abuse** - Including neglect and poor care practice within an institution or special care setting such as a hospital or care home, or where care is provided within their own home.
- **Neglect and acts of omission** Neglect involves the persistent failure to meet a child’s or vulnerable adults basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health and development – these include ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life such as medication, adequate nutrition and heating, access to family and friends.
- **Self-neglect** - Self-neglect covers a wide range of behaviour, neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.
- **Hate crime** – a hate crime is any criminal offence that is motivated by hostility or prejudice based upon the victim’s disability, race, religion or belief, sexual orientation, or transgender identity.

Note – Abuse can be carried out by children and Community First recognises that if a child or children is or are causing harm to an adult with care and support needs, this should be dealt with under the adult safeguarding policy and procedures, but will also need to involve the Local Authority Children’s Services.

8. INFORMATION SHARING AND CONSENT

Sharing the right information, at the right time, with the right people, is fundamental to good practice in safeguarding.

Community First will share safeguarding information with the right people at the right time to:

- Prevent death or serious harm
- Coordinate effective and efficient responses
- Enable early interventions to prevent the escalation of risk
- Maintain and improve good practice in safeguarding
- Reveal patterns of abuse that were previously undetected and that could identify others at risk of abuse
- Identify low-level concerns that may reveal children or vulnerable adults at risk of abuse
- Help families, children and vulnerable adults access the right kind of support to reduce risk and promote wellbeing
- Help identify people who may pose a risk to others and, where possible, work to reduce offending behaviour
- Reduce organisational risk and protect reputation

All information and concerns should be raised with the employees/volunteers line manager or if they are not available a member of the Senior Management team who will then make the decision as to whether to share information with another agency including social care or the police. In the case of severe concerns where delay in contacting the line manager could result in further harm the worker/volunteer should contact the relevant statutory authorities immediately and inform the line manager as soon as possible.

Information will only be shared with other agencies including the police and social care if the consent of the child, their parents/carer or the vulnerable adult concerned has been obtained. This is best practice and is often key to ensuring any further support or action is successfully conducted based on trust and transparency. But there are exceptions to this:

- Where gaining consent would put the child, vulnerable adult or the Community First worker at further risk/risk of significant harm.
- Where a vulnerable adult is assessed as not having the 'mental capacity' to make this decision, in this case appropriate representatives/advocates should be consulted, however the final decision will be made by the Community First Manager.
- Where a crime has taken place and there is an overriding public duty for the police to investigate.
 - Where other adults at risk and/or children may be at risk of harm from the person/group/agency suspected of causing abuse.

In making the decision whether to share information without consent consideration will therefore be given to the seriousness and pervasiveness of the abuse: the ability of the individual to make decisions; the effect of the abuse on the individual in question and on others; whether a criminal offence has occurred; and whether there is a need for others to know (e.g. to protect others who may not be involved in the immediate situation).

If the decision is made not to share information because consent has been withheld and the exceptions do not apply then the child, their family or the vulnerable adult will be made aware of the fact that they can change their minds at any point and also be advised of any actions they can take to reduce the risk and promote protective factors.

Decisions about sharing information or not will be clearly recorded with reasons stated. Decisions about sharing information will be openly and explicitly discussed at every stage.

9. CONFIDENTIALITY AND RECORDING

Every effort should be made to ensure that confidentiality is maintained for all concerned both when an allegation is made and whilst it is being investigated. Confidentiality can only be broken and a concern shared when it is in the best interest of the child, vulnerable adult or public to do so – the circumstances for this are outlined in section 7 above.

All records will be written, stored and destroyed with due regard for confidentiality and in line with Community First's policy on record keeping and in adherence with the Data Protection Act. Staff will be trained and supported to maintain and store accurate records.

10. PROCEDURE IF A MEMBER OF STAFF OR VOLUNTEER HAS A SAFEGUARDING CONCERN:

All Staff or volunteers must raise their concerns with their Line Manager or if they are not available a member of the Senior Management Team. If the subject of concern is a member of staff or volunteer see Community First's Whistle Blowing Policy in the Staff Handbook and section 14 of this document.

Things to remember

- All allegations/disclosures will be treated seriously as the safety of the person or child is paramount.
- Staff and volunteers should stay calm, listen and reassure the person they are concerned about that they are being listened to.
- Staff and volunteers should demonstrate a sensitive approach at all times.
- Staff and volunteers should be aware of the possibility of the existence of forensic evidence and seek to preserve it without contamination.
- Staff and volunteers will explain that they are required to share information with their manager but not with other staff or any other service users at this stage unless concerns are severe. If there is immediate danger, or someone requires urgent medical attention, then the police or ambulance should be called immediately and the line manager informed as soon as possible.

10.1 Reporting Procedure

1. Any concerns should be reported immediately to the employee's/volunteers Line Manager or in their absence a member of the Senior Management Team who will ensure that Community First's Lead Children's/Adults Safeguarding Managers are informed and can advise.
2. A Safeguarding Concern Referral Form (Appendix 2) will be completed by the employee/volunteer or by the Manager using information related by phone if the worker cannot get to the office to do so. Information recorded on the form must be accurate and wherever possible include the actual words said by the child or vulnerable adult rather than an interpretation of what was said. Specific facts relating to the named people dates, places etc. should be recorded accurately along with any details of the injuries or consequences i.e. where they are and what they looked like. Information may also need to be transposed on to an Accident/ Incident reporting form under the Health and Safety Policy and Procedures.
3. The Manager will then report the concern to Hampshire Children's/Adults Services where necessary, also providing a copy of the Safeguarding Concern Form, a chronology where appropriate and report to the Community First's Lead Children's/Adults Safeguarding Managers.
4. If a criminal offence has occurred the manager or Community First's Lead Children's/Adults Safeguarding Managers will call the police and any other linked agencies as necessary.
5. Hampshire Children's or Adults Services may then take the lead on any investigation and inform other agencies, where appropriate.
6. The manager or Community First's Lead Children's/Adults Safeguarding Managers will provide any further information to Hampshire Children's Services as required.
7. The relevant staff member will update the service user's record, assessment or support plan.
8. Completed safeguarding concern forms will also be kept centrally by the Lead Children's/Adults Safeguarding Managers, stored in a locked cabinet away from other personal files. Where completed Safeguarding Concern forms are stored electronically, they will be kept on secure servers with restricted access in line with this policy and the Data Protection Policy.

11. MONITORING

Information about safeguarding cases and how they were dealt will be reviewed and reported on regularly at Senior Management Team meetings and to the Board. Areas to focus on include:

- How quickly the concern was reported to the manager
- How quickly a concern was made to the police/Children's/Adults Services
- Accuracy of information recorded
- The quality of the input into the safeguarding process (feedback from police/Children's/Adults Services)
- Outcomes of safeguarding process

- Whether any incidents highlighted training issues or a need to amend in-house procedures

The policy and procedure will be reviewed and audited regularly or if legislation changes.

12. GOOD PRACTICE

12.1 Recruitment of staff and volunteers

1. All staff and volunteers working or coming into contact with adults at risk or children will undergo a DBS check if their role falls within the DBS guidelines
2. All references, including that from the last employer, will be taken up before start of employment, and should be provided in writing. Community First will make all reasonable efforts to ensure that references are bona fide, and will seek alternatives where in doubt
3. All staff and volunteers have a duty to disclose any previous or subsequent convictions. Failing to do so will be regarded as gross misconduct
4. Prior to DBS results, staff and volunteers will not be able to work alone with vulnerable adults or children

12.2 Training

1. All staff and volunteers will familiarise themselves with all Community First's policies and procedures, including safeguarding, during induction.
2. All operational staff including project managers and team leaders will attend the organisation's Safeguarding core training and other relevant training as required.

All Board Members, volunteers and students will be made aware of:

- The possibilities of abuse and neglect of children and vulnerable adults
- Local procedures and know the names and contact details of relevant local and national professionals and organisations.

In addition, Board members will be required to undertake safeguarding training at least biennially (every two years) and volunteers and students should participate in basic safeguarding adults training where possible.

13. MANAGEMENT AND SUPERVISION

Line Managers are responsible for clarifying with staff and volunteers their roles and responsibilities regarding their relationship and safeguarding with children and vulnerable

adults. Regular supervision for staff and volunteers will monitor their work and offer the opportunity to raise any concerns.

14. WHISTLE BLOWING

14.1 Safeguarding whistle blowing

This covers concerns that staff have about the conduct of individuals in a position of trust within the organisation, which could be detrimental to the safety or wellbeing of adults and children and where staff, for whatever reason, feel unable to raise them under the organisation's standard complaints procedures. It includes issues about:

- Unprofessional behaviour
- Bullying by staff
- Any form of abuse (physical, sexual, emotional or neglect)
- Name calling
- Personal contact with adults, children and young people which is contrary to the organisation's policies and codes of conduct
- Any form of racial abuse
- Inappropriate sexualised behaviour
- Knowledge about an individual's personal circumstances which may indicate they could be a risk to adults and/or children
- Persistent and enduring rumours including un-investigated historical rumours. See Staff Handbook.

15. ROLES AND RESPONSIBILITIES

NAME	ROLE/RESPONSIBILITIES	TELEPHONE
Tim Houghton	Lead Children's/Adults Safeguarding Manager	07467 941018
Becka Jarvis	Lead Children's/Adults Safeguarding Manager	07508 702874

Appendix 1

KEY CONTACTS

Adult Services

During office hours:

- Becka Jarvis - 07508702874
- Tim Houghton – 07467 941018
- Hants Direct Adult Services – 0300 555 1386
- Adult Services Advice Line – 01962 847214
- The Action Elder Abuse Confidential Free phone help Line - 0808 808 8141 - 9am-5pm

Out of office hours:

- Tim Houghton, Lead Safeguarding Children's/Adults Safeguarding Manager, 07467 941018
- Hants Direct Adult Services – 0300 555 1373

Children's Services

During office hours:

- NSPCC Child Protection Helpline - 0808 800 5000
- Hants Direct Children's Services - 0300 555 1384
- ChildLine - 0800 1111
- NSPCC 24/7 Helpline - 0808 800 500 or help@nspcc.org

Out of office hours:

- Tim Houghton , Lead Safeguarding Children's/Adults Safeguarding Manager 07467 941018
- Hants Direct Children's Services - 0300 555 1373

If you think a crime has taken place

- Local police - 101 non urgent
- Hampshire Police Constabulary - 0845 045 45 45

If someone is injured or in imminent danger, call 999

Care Quality Commission

Helpline Tel: 03000 616161

Disclosure and Barring Service

PO Box 181, Darlington, DL1 9FA

03000 200 190

customerservices@crb.gsi.gov.uk

Appendix 2

SAFEGUARDING CONCERN REFERRAL FORM

(Confidential when complete)

Section A - Details of the person you are concerned about:					
Name:		Age / Date of Birth:			
Home Address:					
Post Code:					
Which gender does the person identify with? Please ✓ a box					
Male	Female	M2Ftrans	F2Mtrans	Unknown	Other
Telephone / Mobile:			Ethnicity		
Current location (if different from above)					
GP Name:			GP Address:		
GP Telephone:					
Has a referral been made to any other organisation; e.g. Police, CQC. Please specify					
Client Group (This data is required for legal recording purposes and the terminology provided by the DH) tick all that apply: Please ✓ a box					
Child		Physical Disability		Frailty	
Dementia/Learning Disability		Mental Health		Substance Misuse	
Sensory Impairment		Unknown			
Other – detail:					

ADULTS ONLY
Mental Capacity

Does the person subject of the referral appear to have capacity to agree to the referral?

Please ✓ a box

Yes (Person to sign below)
 No (Person referring to explain & sign below)

Consent of person being referred

I agree that the information detailed below can be shared with the local authority, police and partner agencies in order to help with this safeguarding enquiry.

Signed (Service User):

Printed Name:

Date:

Reasons for not seeking consent

Please give reasons for any decisions to refer without the persons written or verbal consent, *for example; other people are at risk of abuse, a person's mental capacity is questionable, this should also be documented in the service user's notes.*

Signed (Referrer):

Printed Name:

Date:

Type of Abuse tick all that apply: Please ✓ a box

Physical	<input type="checkbox"/>	Sexual	<input type="checkbox"/>	Financial	<input type="checkbox"/>
Neglect	<input type="checkbox"/>	Psychological	<input type="checkbox"/>	Institutional	<input type="checkbox"/>
Discriminatory	<input type="checkbox"/>				

Other - detail:

Section B - Details of Concern/ Suspected Abuse

Please describe as fully as possible: include how it came to your attention, time(s), dates(s) and location(s) of alleged incident(s) and names of witnesses (if known). Detail any injuries and complete a body map.

<p>(If necessary continue on a separate sheet of paper and include with fax/email) Additional Sheets Yes/No</p>
<p>Action taken to protect the victim; details of any measures taken to secure the victim's immediate safety for example, increase in home care visits, admitted to hospital or respite care etc.</p>

Section C - Details of person suspected or alleged to have caused/allowed the abuse (if known)			
Name:	Age / Date of Birth:		
Home Address:	Male	<input type="checkbox"/>	Female
	Ethnicity:		
	Police Log and Date:		
Post code:	Social Services Identification No:		
Telephone / Mobile:			
Current Location if different from above:			
Relationship of person alleged to have caused the abuse to the person at Risk you are concerned about: Please ✓ a box			
Husband/Partner/Wife	<input type="checkbox"/>	Son/Daughter	<input type="checkbox"/>
Friend	<input type="checkbox"/>	Neighbour	<input type="checkbox"/>
Volunteer	<input type="checkbox"/>	Other Resident	<input type="checkbox"/>
		Stranger	<input type="checkbox"/>
		Health Care Practitioner	<input type="checkbox"/>
		Social Care Practitioner	<input type="checkbox"/>

Other - detail:
<p>Are you concerned about other Adults or Children at risk from the person suspected of causing or allowing the abuse? Please ✓ a box</p> <p> <input type="checkbox"/> No <input type="checkbox"/> Yes (Please provide details) </p>
<p>Does the person suspected of causing the abuse provide care to the victim or any other person Please ✓ a box</p> <p> <input type="checkbox"/> No <input type="checkbox"/> Yes (Please provide details) <input type="checkbox"/> Don't Know? <input type="checkbox"/> </p>
<p>Is the person suspected of causing the abuse aware of the allegation? Please ✓ a box</p> <p> <input type="checkbox"/> No <input type="checkbox"/> Yes (Please provide details) <input type="checkbox"/> Don't Know? <input type="checkbox"/> </p>
<p>Is the person suspected of causing the abuse at risk? Please ✓ a box</p> <p> <input type="checkbox"/> No <input type="checkbox"/> Yes (Please provide details) <input type="checkbox"/> Don't Know? <input type="checkbox"/> </p> <p>Detail:</p>

Section D - Details of person raising the concern	
Name:	Job Title:
Address:	Telephone / Mobile:
Post code:	Email:
Signature:	Date:
	Time: