



Safeguarding Policy & Procedures Including the Prevent Duty

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1. Statement of Intent

Airco Centre of Excellence recognises that safeguarding adults is a shared responsibility, which depends upon effective joint working between agencies and professionals. Safeguarding means protecting an adult's right to live in safety 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. Safeguarding adults and those at greatest risk of social exclusion will need coordinated help from health and social care services. The voluntary sector and other agencies also have an important role in protecting and promoting the adult's wellbeing in their safeguarding arrangements. '**Wellbeing**' is a broad concept and is present throughout the **Care Act 2014** and is described as relating to the following areas in particular:

- Personal dignity
- Participation in work, education, training or recreation
- Physical, economical, mental, emotional and social well being
- Domestic, family and personal
- Suitability of living condition
- The individuals contribution to society

Airco Centre of Excellence ensure we have appropriate policies and procedures in place to promote good practice in relation to Safeguarding Adults. Airco Centre of Excellence will:

- Provide a designated Safeguarding Coordinator, whereby advice and a clear course of action can be offered in relation to any safeguarding concern. Any such advice will be in consultation with the Local Authority Designated Officer (LADO) where the organisation offers services. The LADO only deals with allegations against children, not adults. In the event of the Airco Centre of Excellence designated Safeguarding Coordinator not being available at the time an issue arises, a second designated person will deputise in this role for advice and guidance. If both are unavailable, and the situation warrants a swift response, the matter will be referred to the Multi Agency Safeguarding Hub based at Brunswick House Telephone number 01482 616092 Local Authority Designated Officer where the person resides
- Carefully select and vet Airco Centre of Excellence staff using safer recruitment processes, including Disclosure and Barring Service (DBS) checks for those staff with unsupervised access to vulnerable adults.
- Regularly train and update staff and volunteers in relation to safeguarding.
- Ensure staff receive information, guidance and training from their Local Safeguarding Adults Board.

- Have a Safeguarding Policy which is clearly understood, in order for any member of staff and volunteers, to have an appreciation of the appropriate advice and courses of action if a member of staff or volunteer raises a concern.
- Review our Safeguarding Policy and Procedure annually in order to ensure it is in line with national and local policy
- Consider Airco Centre of Excellence staff's training needs within 6 weekly supervision. Safeguarding training will be promoted to all staff and volunteers to aid their understanding of issues which may arise.
- Airco Centre of Excellence will have policies and practices to ensure staff and volunteers know how to report their concerns about a vulnerable adult, staff member or volunteer.

Airco Centre of Excellence encourage staff and volunteers to consult with the Multi Agency Safeguarding Hub Local Authority Designated Officer / Local Safeguarding Adults Board and access their website where relevant and in order to keep up to date with changes to policy and procedures.

Airco Centre of Excellence promotes and provides staff development opportunities as part of their Continuous Practice and Development (CPD). Airco Centre of Excellence is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved will be treated with dignity and respect.

These procedures should be read in conjunction with the following policies and procedures:

- Recruitment and Selection
- Health and Safety
- Induction
- Complaints Procedure
- Equality and Diversity
- Data Protection

2. Definition of Safeguarding Adults

On the 1st April 2015 a new law, the **Care Act 2014**, made lots of changes to Adult Social Care including safeguarding adults at risk of abuse or neglect. There are no changes to how or who to report abuse or neglect. These remain exactly the same as under the old procedures.

The Care Act statutory safeguarding guidance, chapter 14 is issued by the Department of Health and Airco Centre of Excellence new procedures are based around the national guidance.

Adult safeguarding needs to be empowering. It is vital that people have as much control and choice as possible, that their preferred outcomes are addressed and that

the pace, meetings and protection plans are guided by their needs and circumstances.

The Care Act now places a statutory duty on all local authorities to safeguard any adult who has needs for care and support (whether or not the local authority is meeting any of those needs) and:

- is experiencing, or at risk of, abuse or neglect
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

An adult with care and support needs may be:

- An older person
- A person with a physical or learning disability or a sensory impairment
- Someone with mental health needs, including dementia or a personality disorder
- A person with a long-term health condition
- Someone who misuses substances or alcohol to the extent that it affects their ability to manage day-to-day living
- A carer, providing unpaid care to a family member or friend

Previously an **alert** and now called a **Section 42 Enquiry**, if the local authority becomes aware of a situation that meets the above criteria, then it must make an enquiry. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.

There are now **six** key national principles which should underpin all adult safeguarding work:

Empowerment – People being supported and encouraged to make their own decisions and informed consent

Prevention – It is better to take action before harm occurs

Proportionality – The least intrusive response appropriate to the risk presented

Protection – Support and representation for those in greatest need

Partnership –local solutions through services with their communities

Accountability – and transparency in delivering safeguarding

3. Safeguarding Children and vulnerable Adults

Safeguarding is the action that is taken to promote the welfare of children and protect them from harm. Safeguarding means: protecting children from abuse and

maltreatment. preventing harm to children's health or development. ensuring children grow up with the provision of safe and effective care.

Defined for the purposes of this guidance as:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best life chances.

Children

Anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change his/her status or entitlements to services or protection

4. Preventing and Minimising Abuse

Airco Centre of Excellence is committed to safer recruitment policies and safeguarding practices for staff and volunteers. Where appropriate this includes DBS and enhanced DBS disclosures for staff and volunteers, ensuring references are taken up and training on Adult Safeguarding is provided for staff and volunteers.

Airco Centre of Excellence will work within the current legal framework for reporting staff that are abusers.

All staff and volunteers will be provided with mandatory training and information to enable them to develop the awareness, skills and abilities appropriate to their role within the organisation and responsibilities regarding Safeguarding.

All staff and volunteers will be provided with information regarding the organisation's safeguarding policies and procedures during their induction period.

Staff will be provided with opportunity to discuss Safeguarding issues during their supervision monthly sessions.

Making Safeguarding Personal

Making safeguarding personal (MSP) is about having the right conversations with people about how they might respond in a safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

It is about seeing people as the expert in their own lives and working alongside them with the aim of enabling them to reach a better resolution of their circumstances and recovery. The shift is from a process to support a conversation to a series of conversations that support a process..

5. Prevent Duty

From July 1st 2015 and as part of the Safeguarding and Prevent Duty all staff have a duty to demonstrate and help develop values which underpin an awareness of social and moral responsibility in modern Britain.

The **Prevent Strategy** published by the Government in 2011, as part of the overall counter-terrorism strategy, **CONTEST**, places a duty on certain bodies to give “due regard to reduce the threat to the UK by preventing people from being drawn into terrorism”.

The Prevent Strategy has three specific objectives:

Respond to the ideological challenge of terrorism

Prevent people from being drawn into terrorism by ensuring they are given appropriate advice and support; and

Work in partnership where there are risks of radicalisation and extremism that needs to be addressed

The inclusion of sector-specific guidance sets out three themes:

Leadership – ensure staff implement the duty effectively

Working in partnership- prevent depends of effective collaboration of all concerned parties to demonstrate effective compliance

Capabilities- ensure staff are provided with appropriate training for the implementation of the duty to exemplify British values in their general behaviours, supporting opportunities to learn, educate and challenge extremist ideas

Airco aims to raise awareness among all employees to prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support. We have resources in place to help identify and provide support for people at risk of radicalisation, along with information to tackle the challenge of radicalisation on the internet.

The threats we are seeing take many forms, not only the high profile incidents of those travelling to countries such as Syria and Iraq to fight, but on a much broader perspective also. The internet, in particular social media, is being used as a channel, not only to promote and engage, but as a command structure. Often this promotion

glorifies violence, attracting and influencing many people including children and in the extreme cases, radicalising them.

Research concludes that young people can be trusting. They do not necessarily appreciate bias that can lead to them being drawn into groups and adopt extremist views.

This threat is not just from groups, such as Islamic State, but from 'far right' groups also.

The 'grooming' process used by extremist groups is similar to that used in other forms of child abuse and exploits the same vulnerabilities.

Definitions:

What is extremism?

Extremism is defined as "vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs."

It is more than simply stubbornness in one person's views or general intolerance of others. It involves holding views which are considered by equals, peers and society as being beyond collective norms and at odds with core beliefs of the whole. Extremism can relate to a number of different subjects from gender relations to politics, and does not necessarily result in violence.

Violent extremism -is related to terrorism, which is 'at the extreme end of an extreme position, using fear and violence to achieve political ends. It describes the attitudes, beliefs and actions that condone violence as a means of political end. This includes views that:

- Foment, justify or glorify terrorist violence in furtherance of particular beliefs
- Seek to provoke others to terrorist acts
- Foment other serious criminal activity or seek to provoke others to serious criminal acts
- Foster hatred intended to cause violence between communities in the UK.

Radicalisation - is the process by which people adopt an extreme position in terms of politics and religion; a violent extremist ideology; or move to violent action in support of their beliefs. The radicalisation process does not follow a single process or pathway and there are no specific stages or steps involved. Radicalisation is often a social process involving interaction with others, however, there are reported cases of individuals self-radicalising. The rate at which a person becomes radicalised can vary greatly. People may become radicalised rapidly, while for others it is a more gradual process. Some may start to become radicalised only to 'stop' at a certain point or continue to become radicalised later. Radicalisation doesn't necessarily

British values – therefore are defined as “democracy” and refer to everyone being expected to encourage respect to other people, taking particular regard to the protected characteristics set out in the Equality Act 2010.

Possible signs of vulnerability to radicalisation:

There is no catch-all description, or fool proof signs that tutors/trainers can look out for. However there are factors which mean a young person may be more vulnerable to those seeking to radicalise them, including;

- A conviction that their religion or culture is under threat and treated unjustly.
- A tendency to look for conspiracy theories and distrust of mainstream media.
- The need for identity and belonging.
- The need for more excitement and adventure.
- Being susceptible to influence by their peers/friends.

Possible behaviour changes:

There are certain behaviour changes that parents/carers or training staff are best placed to notice which indicate that a young person may have fallen under the influence of an extremist group and may be at risk of acting upon their new beliefs;

- Have they become more argumentative or domineering?
- Are they quick to condemn those who don't agree, and do they ignore viewpoints which contradict their own?
- Do they express themselves in a divisive 'them and us' manner about others who do not share their religion or beliefs?
- Has their language changed? Have they asked inappropriate questions, or expressed themselves in a way that sounds scripted? Have they used derogatory terms such as 'kaffir' or 'rafidi', or terms such as 'dawlah' or 'khilafah'?
- Has their circle of friends changed, including on social media, and are they distancing themselves from friends they were previously close to?
- Do their friends express radical or extremist views?
- Have they lost interest in activities they used to enjoy?
- Are they spending increasing amounts of time online, and are they overly secretive about what they are doing?
- Have they changed their style of dress or personal appearance to fit with newfound ideas?
- Have they expressed sympathy with violent extremist groups such as ISIS, condoning their actions and ideology?
- Have they expressed sympathy or understanding for other young British people who have joined these groups?

Please note; the above lists are not in any way exclusive or exhaustive.

If you have any concerns about a young person on our provision you should record this on the Incident record form (APPENDIX B) and the Safeguarding Champion can then refer you to a trained expert who can help you gain access to support and advice.

The government programme 'Channel' is aimed at preventing people from being drawn to terrorism. They work on a case-by-case basis to support people at risk of radicalisation through education, mentoring and support.

The Prevent Strategy & CONTEST

The percentage of people who are prepared to support violent extremism in this country is very small. It is significantly greater amongst young people.

These strategies also work alongside the multi-agency 'Channel' programme, which identifies and provides support for people at risk of radicalisation.

Channel is a key element of the Prevent Strategy. It is a process for safeguarding individuals by assessing their vulnerability to being drawn into any terrorist related activity. It is about early intervention to protect and divert people away from the risks they may face.

CONTEST is the Government's Counter Terrorism Strategy, published in July 2006 and refreshed in March 2009. The aim of the strategy is 'to reduce the risk from international terrorism, so that people can go about their lives freely and with confidence.'

CONTEST has four strands, often known as the four Ps. The aims of the 4 Ps are:

- **PREVENT** - to stop people becoming terrorists or supporting violent extremism.
- **PURSUE** - to stop terrorist attacks through disruption, investigation and detection.
- **PREPARE** - where an attack cannot be stopped, to mitigate its impact.
- **PROTECT** - to strengthen against terrorist attack, including borders, utilities, Transport infrastructure and crowded places.

Prevent is the counter-terrorist programme which aims to stop people being drawn into terrorist-related activity. Prevent is one of the key elements of CONTEST, the Government's counter- terrorism strategy

- Prevent is about stopping people becoming terrorists or supporting violent extremism.
- It is about tackling the factors that can cause people to become drawn into violent extremism and empowering individuals and communities to stand up to violent extremists.
- Prevent is not about singling out a particular group. It is about addressing the real threat to the security of this country
- Prevent is delivered in partnership by a wide range of organisations including the police service.
- Violent extremists are motivated by an ideology, which wrongly uses religion to justify violence. Working closely with other organisations, our aim is to

support local communities and institutions to challenge and reject the message of extremism.

Risk Assessment

Robust policies and procedures to identify risk must be in place to ensure that all staff are made aware of the Prevent Duty and are not inadvertently funding extremist organisations.

Further details can be found at:

<http://www.gov.uk/government/publications/prevent-duty-guidance>

Prevent support for Education & Training providers can also be found at:

<http://preventforfeandtraining.org.uk/home/support-staff/>

6. “Channel” and the Referral Guidance

Compliance with the duty requires all the concerned parties to undertake Prevent awareness training and any other training to be able to recognise vulnerability of those being potentially drawn into terrorism, and be aware of what action to take in response. This will include an understanding of when to make referrals to the “Channel” programme and where to access additional advice and support.

Details can be found at:

<https://www.gov.uk/government/publications/channel-guidance>

[Humberside Channel Information](#)

[Humberside Channel Referral Form](#)

7. Recognising the signs and symptoms of abuse

Abuse may be carried out deliberately or unknowingly.

Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, teachers, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Types / Indicators of abuse

There are **eight forms** of abuse that should be used to describe the experience of adults at risk. These are listed below alongside possible indicators for each type of abuse.

Indicators are the suspicious signs and symptoms which draw attention to the fact that something is wrong. The presence of one or more indicators does not confirm abuse. However, a cluster of several indicators may indicate possible abuse and a need for further assessment. The lists of indicators are not exhaustive.

Any or all of these types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

Physical abuse - including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

Possible signs and symptoms include:

- Any injury not fully explained by the history given
- Injuries inconsistent with the lifestyle of the adult at risk
- Bruises and/or welts on face, lips, mouth, torso, arms, back, buttocks, thighs
- Clusters of injuries forming regular patterns or reflecting the shape of an article
- Burns, especially on soles, palms or back; from immersion in hot water, friction burns, rope or electric appliance burns
- Multiple fractures, lacerations or abrasions to mouth, lips, gums, eyes, external genitalia
- Marks on body, including slap marks, finger marks
- Injuries at different stages of healing
- Misuse of medication
- Forced marriage
- Unauthorised deprivation of liberty

Sexual abuse - including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.

Possible signs and symptoms include:

- Significant change in sexual behaviour or attitude
- Pregnancy in a woman who is unable to consent to sexual intercourse
- Poor concentration
- The adult at risk appears withdrawn, depressed, stressed

- Unusual difficulty or sensitivity in walking or sitting
- Torn, stained or bloody underclothing
- Bruises, bleeding, pain or itching in genital area
- Bruising to thighs or upper arms
- Self-harming behaviour
- Sexually transmitted diseases, urinary tract or vaginal infection, 'love bites'

Psychological abuse - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Possible signs and symptoms include:

- Change in appetite
- Low self-esteem, deference, passivity, and resignation
- Unexplained fear, defensiveness, ambivalence
- Emotional withdrawal
- Sleep disturbance
- Self-harming behaviour
- Forced marriage
- Unauthorised deprivation of liberty

Financial abuse - including theft, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. This abuse can occur in isolation, but where there are other forms of abuse there is likely to be financial abuse occurring too.

Possible signs and symptoms include:

- Sudden unexplained inability to pay bills or maintain lifestyle
- Unusual or inappropriate bank account activity
- Lasting power of attorney or enduring power of attorney obtained when the adult at risk lacks the mental capacity to give consent
- Carer withholding money
- Recent change of deeds or title of property
- Unusual interest shown by family or others in the adult at risk's assets
- Evasiveness from the person managing financial affairs

Neglect and acts of omission - including ignoring medical or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Possible signs and symptoms include:

- Physical condition of the adult at risk, for example, bedsores, unwashed, ulcers
- Clothing in poor condition, for example, unclean, wet, ragged
- Inadequate physical environment
- Inadequate diet
- Untreated injuries or medical problems
- Inconsistent or reluctant contact with health or social care agencies
- Failure to engage in social interaction
- Malnutrition when not living alone
- Inadequate heating
- Failure to give prescribed medication
- Poor personal hygiene
- Failure to respond to an identified risk of harm

Discriminatory Abuse - including abuse based on a person's race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.

Possible signs and symptoms include:

- Lack of respect shown to an individual
- Signs of a sub-standard service offered to an individual
- Repeated exclusion from rights afforded to citizens such as health, education, employment, criminal justice and civic status
- Failure to follow the agreed care plans for discriminatory reasons, which can result in the person being placed at risk

Organisational Abuse –including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided on one's own home. This may range from one off incidents to on-going ill –treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within the organisation.

The indicators for other forms of abuse will be relevant. However the service provision context of organisational abuse leads to additional signs and symptoms such as:

- Inappropriate or poor care
- Misuse or inappropriate use of medication
- Neglect of service user(s)
- Misuse of restraint or inappropriate restraint methods
- Sensory deprivation e.g. denial of use of spectacles, hearing aid etc.
- Lack of respect shown to personal dignity

- Restricted access to toilet or bathing facilities
- Restricted access to appropriate medical or social care
- Lack of flexibility and choice, for example, mealtimes and bedtimes
- Lack of personal clothing or possessions
- Denial of visitors or phone calls
- Lack of privacy
- Lack of adequate procedures e.g. for medication, financial management
- Controlling relationships between staff and service users
- Poor professional practice
- High number of complaints, accidents or incidents
- An unauthorised Deprivation of Liberty
- Non-adherence to the Mental Capacity Act

Self-neglect – this covers a wide range of behaviour, from neglecting to care for one's personal hygiene, health or surroundings.

Possible signs include:

- Little or no personal care: poor grooming, dirty or ragged clothes, unclean skin and fingernails
- Refusing medication or refusing to stay on medication schedule, unwilling to accept medical care
- Disoriented or incoherent: unable to focus, carry on normal conversation or answer basic questions about date, place, and time
- Unsafe living conditions: Lack of food or basic utilities in the home, unclean living quarters, rodents or other vermin
- Hoarding animals or trash, inability to get rid of unneeded items
- Inability to manage finances and property: not paying bills, repeatedly borrows money, gives money or property away
- Isolation: Little contact with family or friends, no social support

The **Act** also acknowledges and makes links with other types of abuse:

- Female genital mutilation (FGM)
- Domestic violence
- Modern Slavery
- Honour based violence
- Forced marriage

Increased attention to Internet Abuse and abuse through the wide range of Social Media Platforms – eg Facebook, Instagram, Viber.

Airco Centre of Excellence acknowledges the raised concerns surrounding the use of internet technologies, as social media platforms have been identified as one of the most likely arenas for abuse.

- Cyber bullying is a term used when someone is bullied through the use of interactive and digital technology such as mobile phones or computers. Different methods involved in the abuse include: text messaging, picture/videoing, phone call, email, chat room, instant messaging and through websites and blogs. This modern form of abuse can make the victim feel like there is no escape because it is not always confined to the classroom. When dealing with adults, children and young people always ensure safe learning practices are adhered to, making sure they follow clear internet safety procedures at all times.

Patterns of abuse

Patterns of abuse vary and reflect very different dynamics. These include:

- Serial abuse in which the perpetrator seeks out and 'grooms' vulnerable individuals (sexual abuse usually falls into this pattern as do some forms of financial abuse);
- Long term abuse – may occur in the context of an on-going family relationship such as domestic violence between spouses or generations;
- Opportunistic abuse - such as theft occurring because money has been left around;
- Situational abuse - arises because pressures have built up and/or because of difficult or challenging behaviour;
- Neglect of a person's needs because those around him or her are not able to be responsible for their care, for example if the carer has difficulties attributable to such issues as debt, alcohol or mental health problems;
- Institutional abuse which features poor care standards, lack of positive responses to complex needs, rigid routines, inadequate staffing and an insufficient knowledge base within the service;
- Unacceptable 'treatments' or programmes which include sanctions or punishment such as withholding of food and drink, seclusion, unnecessary and unauthorised use of control and restraint or over-medication;
- Failure of agencies to ensure staff receive appropriate guidance on anti-racist and anti-discriminatory practice;
- Failure to access key services such as health care, dentistry, prostheses;
- Misappropriation of benefits and/or use of the person's money by other members of the household;
- Fraud or intimidation in connection with a will or property or other assets.

Abuse can take place in any context. It may occur when an adult at risk lives alone or with a relative; it may also occur within nursing, residential or day care settings, within hospitals or other places previously assumed safe, or in public places.

8. Airco Centre of Excellence designated person for safeguarding adults

Airco Centre of Excellence has an appointed individual who is responsible for dealing with any Safeguarding concerns. In their absence, a deputy will be available for staff and where required delivery partners to consult with.

The designated persons for Safeguarding Adults within **Airco Centre of Excellence** are:

Karl White (designated Lead)

Tel no: 01482 426920

Mobile: 07714246379

Julie Shave (deputy designated person)

Tel no: 01482 426920

The roles and responsibilities of the designated person(s) are:

- To ensure that all staff and volunteers are aware of what they should do and who they should go to if they have concerns that someone may be experiencing, or has experienced abuse or neglect.
- To ensure that concerns are acted on, clearly recorded and referred to Adult Social Care or the Police, or the out of hours team, using the contact details in the Safeguarding Adults Multi-agency Policy and Procedure for their area where necessary.
- To follow up any concerns and ensure the issues raised have been addressed and evidenced in the Safeguarding Log
- To reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security.
- To co-operate with safeguarding investigations carried out under the Hull & East Riding Safeguarding Adults Multi-agency Policy and Procedure.
- To ensure that disciplinary procedures are co-ordinated with any other enquiries taking place as part of the ongoing management of any allegation against Airco Centre of Excellence staff.

9. Responding to people who have experienced / experiencing abuse

Airco Centre of Excellence recognises that it has a duty to act on reports, or suspicions of abuse or neglect. Anyone who has contact with adults and hears

disclosures or allegations or has concerns about potential abuse or neglect has a duty to pass them on appropriately.

How to respond if you receive a concern:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't promise to keep it a secret
- Don't start to investigate or ask detailed or probing questions
- Don't confront the alleged abuser
- **Inform the designated person**

If you witness abuse, or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff and learners safe
- **To inform the designated person**

All situations of abuse or alleged abuse will be discussed with the designated person. The alleged victim will be told that this will happen.

This stage is called **The Enquiry**

The designated person can then take advice from the:

- Hull Safeguarding Children Board Telephone number: 01482 379090
- Multi Agency Safeguarding Hub on Telephone number 01482 616092 Adult Safeguarding Team.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a concern can be made to the Hull safeguarding Board or the Multi Agency Safeguarding Hub, referral to Adult Social Care will be made, using the Safeguarding Adults Multi-agency Referral process for their area where necessary.

If the individual experiencing abuse does not have the mental capacity to understand what is happening to them, a concern referral will be made without that person's consent.

10. Raising a concern

- Once you have established that you believe there is an allegation of abuse, the **designated person** has a duty to make a concern to the appropriate organisation.
- Hull Safeguarding Children Board, Midmere Centre, Dorchester Road, Hull, HU7 6BD, Main office Tel: (01482) 379 090. Young Witness Service (direct line) Tel: (01482) 379 09, Email: hscb@hullcc.gov.uk
- Prior to raising a concern, you will need to gather as much information as you can about the allegation, and complete as much of the **Inter-agency Safeguarding Adults Alert/Referral Form (SA_A)** as possible (See Appendix Four)
- **Lack of access to the necessary information should NOT delay the referral.**

HULL SAFEGUARDING BOARD

Report a concern

Anyone who has concerns about the welfare of a child or young person (for example if a child you know is being abused or neglected, bullied or is a victim of crime) has a responsibility to stop it from happening.

Emergency

If urgent action is needed because you think a child is in immediate danger, contact the police on **999**.

Non-emergency

If you want to discuss your concerns or need advice (for example if you are not sure if your concerns are justified) please contact us on any of the following telephone numbers

Make a referral to **Hull City Council** Multi Agency Safeguarding Hub, Adult Social Care by contacting:

Tel: **01482 616092**

Out of hours: **Tel 01482 300304**

EAST RIDING COUNCIL

Make a referral to **East Riding Council** Adult Safeguarding Board

Tel: **(01482) 396940**

Out of hours enquiries, contact the emergency duty team

Tel: **(01377) 241273**.

11. Managing allegations made against member of staff or volunteer

Airco Centre of Excellence will ensure that any allegations made against a member or members of staff or volunteer will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

Where the allegation involves alleged abuse of a vulnerable adult, a referral should be made using the referral form for each area. An example of a copy of the one for Hull and East Riding is attached at the end of this document

The safety of the individual(s) concerned is paramount and it should be ensured that they are safe and away from the person(s) who are the alleged perpetrators.

The designated person will liaise with the relevant Senior Manager to discuss the best course of action and to ensure that the **Airco Centre of Excellence** Disciplinary Procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

12. Managing Disclosures of Abuse

If Adults disclose abuse has occurred or might happen, it is important that Airco Centre of Excellence manage such a disclosure following the correct procedures.

13. Code of Practice for Airco Centre of Excellence Staff

Airco Centre of Excellence staff should always:

- Immediately notify the Designated Person (or Deputy Designated Person) when a query, concern, or allegation relating to the safeguarding of adults is raised.

The Designated / Deputy Designated Person will then:

- Inform the referrer that it is important to take suspicions or concerns about abuse that an adult makes seriously and follow the Airco Centre of Excellence procedures
- Work respectfully and professionally with any staff or volunteers reporting concerns

1.4 Recruitment and Selection of Staff and Volunteers

It is important when recruiting paid staff and volunteers, to adhere to Airco Centre of Excellence recruitment policy.

It will be important that we are robust in emphasising appropriate safeguarding measures when screening potential staff and volunteers to work with adults

These will include:

- New staff working with adults will undertake Safeguarding Training
- All staff to read and understand the Safeguarding Adults Policy and for this to be reviewed to ensure up-to-date knowledge is acquired.
- Application forms for employment and for volunteer work to include details of previous employment, any convictions for criminal offences (including spent convictions), agreement for enhanced DBS checks, permission to contact two referees, including their current or most recent employer (which should be taken up.)
- The potential staff member/volunteer will be interviewed for their suitability for any vacant post
- Staff and volunteers will have a period of induction where they will complete the induction process and any training needs are highlighted and implemented as part of their CPD plan.

15. Staff and volunteer self-protection

Adherence to guidelines on self-protection for staff and volunteers working with adults can avoid vulnerable situations where false allegations can be made.

Airco Centre of Excellence will ensure that:

- In the event of an injury to an adult, accidental or not ensure that medical attention is sought and that the event is recorded and witnessed by another adult in the organisation's accident book
- Written records are kept of any allegations an adult makes against staff and volunteers and these are reported in line with the Safeguarding Adults Policy
- If an adult touches a staff member or volunteer inappropriately, record what happened immediately and inform the designated person
- Adhere to the Airco Centre of Excellence policy on behaviour management

16. Recording and managing confidential information

Airco Centre of Excellence is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know.

All allegations/disclosures/concerns should be recorded in writing. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

15. Disseminating/Reviewing policy and procedures

Airco Centre of Excellence will ensure that the Safeguarding Adults Policy and Procedures are reviewed annually by the Training and Development Manager. The designated person for Safeguarding Adults will be involved in this process and can recommend any changes.

The designated person will also ensure that any changes are clearly communicated to staff, volunteers and learners.

Name:

Signature:

Date:

Name:

Signature:

Date:

Hull & East Riding of Yorkshire Safeguarding Adults Boards

MULTI AGENCY 'ADULT AT RISK' CONCERN FORM

(Confidential when complete)

Section A-Details of the person you are concerned about: (Mandatory)			
Name		Age / Date of Birth:	
Home Address:		Male	Female
		Ethnicity:	
Post code:		Telephone/ Mobile:	
Current location of person if different from above.		NHS Identification No:	
GP Name.		GP Address.	
Has the concern been raised to any other organisation; e.g. Police, CQC. If yes, please specify or state no.			
<p>The Care Act 2014 (S.42) mandates the Local Authority to make safeguarding enquiries if the following three conditions are met.</p> <p>a) Is the adult in need of care and support (whether or not the authority is meeting any of those needs)?</p> <p>Yes No</p> <p>b) Is the adult experiencing, or at risk of abuse or neglect?</p> <p>Yes No</p> <p>c)</p> <p>Yes No</p>			

Mental Capacity. (Mandatory section)

Does the person you are concerned about give their consent to the referral?

Yes. (see a) below) No. (see b) below)

a) If yes, person to sign below:

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:

b) If the person is not able or not required to give their consent to this form please state reasons below.

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

Signed (person raising concern):

Printed Name:

Date:

Type of Abuse tick all that apply: ✓

Physical Sexual Financial Neglect Self neglect
Organisational

Discriminatory Psychological Domestic Abuse Other – please detail

Modern day slavery

Section B- Details of Concern/ Suspected Abuse. (Mandatory)

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 if necessary.

(If necessary continue on a separate sheet of paper and include with fax/email) **Additional Sheets**
Yes/ No

Action taken to protect the victim; details of any measures taken to secure the victim's immediate safety for example, enhanced protection plan, admitted to hospital or respite care etc.

Has the risk management framework been applied to the concern?

Yes Please state the risk score
No.....

Section C-Details of person suspected or alleged to have caused/allowed the abuse (if known)

Name:	Age / Date of Birth:		
Home Address:	Male		Female
Postcode:	Ethnicity:		
Telephone/ Mobile:	NHS ID		
Current Location if different from above:			
Relationship of person alleged to have caused the abuse to the Adult at Risk you are concerned about: ✓			

<input type="checkbox"/> Husband/Wife/Partner <input type="checkbox"/> Son/Daughter <input type="checkbox"/> Friend/Neighbour <input type="checkbox"/> Other Resident <input type="checkbox"/> Stranger <input type="checkbox"/> Professional/ paid care <input type="checkbox"/> Volunteer <input type="checkbox"/> Carer <input type="checkbox"/> Other - detail:
Are you concerned that other adults or children are at risk from the person suspected of causing or allowing the abuse? <input type="checkbox"/> Yes (give reasons) <input type="checkbox"/> No <input type="checkbox"/> Don't Know
Does the person suspected of causing the abuse provide care to the victim or any other person? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
Is the person suspected of causing the abuse aware of the allegation? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know

Section D- Your Details – ie the person raising this concern (Mandatory)	
Name:	Job Title:
Address:	Telephone / Mobile:
Post code:	Email:
Signature	Date:
Agency/area you work for ✓ <input type="checkbox"/> LA Adult Services <input type="checkbox"/> LA Emergency Duty Team <input type="checkbox"/> LA Single Intake Duty Team <input type="checkbox"/> Police <input type="checkbox"/> CQC <input type="checkbox"/> Health CCG <input type="checkbox"/> Health – Acute <input type="checkbox"/> Health – MHT <input type="checkbox"/> Independent Provider <input type="checkbox"/> Housing <input type="checkbox"/> Voluntary Sector <input type="checkbox"/> Family/friend <input type="checkbox"/> Other	
Service (please specify).....	