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1. PURPOSE

1.1 The Adventure Service Ltd is committed to the wellbeing and safeguarding of children and vulnerable adults, and is determined to ensure all necessary steps are taken to protect children and vulnerable adults from harm. This policy and the accompanying procedure outlines the principles and values of the company and is designed to ensure that Directors, staff and volunteers understand their responsibilities in protecting children and vulnerable adults and those requiring protection from harm and neglect. It also identifies the steps staff should take if abuse of a child or an adult occurs or is suspected.

2. SCOPE

The policy applies to all employees of The Adventure Service Ltd, and volunteers who may come into contact with children from unborn up to 18 years of age and vulnerable adults. It also applies to other children and vulnerable adults in the wider community that come to the attention of The Adventure Service Ltd staff and or representatives during their work or duties.

3. ROLES & RESPONSIBILITIES

Safeguarding children and vulnerable adults is everyone's responsibility and all staff and representatives should have a basic understanding of their role in protecting vulnerable adults.

3.1 THE DIRECTORS

The Adventure Service Ltd Directors have overall responsibility for ensuring children and vulnerable adults who come into contact with the company's services are protected from abuse and appropriate action is taken if abuse is alleged or suspected. The Directors will monitor performance on an annual basis.

3.2 THE DEVELOPMENT TEAM

The Development Team is responsible for ensuring action is taken to prevent and or respond to allegations of abuse in accordance with this policy and the associated Safeguarding Adult and Children Procedure. They are also responsible for ensuring this policy is discharged effectively across their divisions and communicated to all staff, and their responsibilities are carried out under this policy.

They will make certain that robust, safe recruitment, selection and vetting procedures are implemented.

They will ensure that all staff and volunteers have a basic understanding of their roles and responsibilities in protecting children and vulnerable adults.

They will ensure training is made available to all key personnel and the training provided will respect diversity in relation to culture, race and disability and promote equality.

They will raise the awareness of abuse and Safeguarding children and vulnerable adults and ensure information is provided for clients, residents, carers and the public.

3.3 MANAGERS

All Managers will ensure their teams are carrying out their responsibilities in accordance with this policy and the associated procedure and that training is attended by key personnel. The level of training required for each staff member is dependent on their degree of contact with children and vulnerable adults.

- Any Safeguarding issues should be monitored and discussed at team meetings.
- Safeguarding must be a standing agenda item on all staff meetings
- All Managers will ensure all concerns and allegations of abuse are taken seriously and responded to appropriately.
- Provide advice and information relating to safeguarding concerns.
- Receive and record information from employees, volunteers, parents and carers who have safeguarding concerns.
- Where appropriate assessing the information promptly and carefully, clarifying or obtaining more information about the matter as appropriate.
- Where appropriate, consulting initially with Children Services and Adult Services about the concerns as soon as possible, and in emergencies the Police.
- Where appropriate, making a formal referral to a statutory agency or the police without delay and ensure the proper transfer of information.
- Providing training at the level identified as appropriate for all posts within the organisation and in particular ensuring that all staff who work with or have contact with vulnerable adults and children are appropriately trained.

Managers will ensure Adventurers, carers and the public are provided with information in a range of accessible formats including meetings with Adventurers and their families and carers, individually and as groups.

THE TRAINED DESIGNATED SAFEGUARDING LEADS

1 Terry Harris-Ellis

2 Helen Harris-Ellis

WILL:

- have their roles explicitly defined in their job descriptions.
- be given sufficient time, funding, supervision and support to fulfil their safeguarding responsibilities effectively.
- undergo updated child and vulnerable adults safeguarding training every year.
- Liaise with relevant agencies in accordance with the Multi Agency Safeguarding Hub procedures when referring an individual where there are concerns about possible abuse or harm
- where there are concerns about a member of staff's suitability to work with children, contact the Designated Officer (LADO)
- be able to access the contents of the Multi Agency Safeguarding Hub procedures and Personnel procedures and make these accessible to all staff
- ensure all staff and visiting professionals working with Adventurers and volunteers are informed of the names and contact details of the designated leads and the service's procedures for safeguarding children and vulnerable adults
- support staff who attend strategy meetings, looked after reviews and/or case conferences
- support staff and volunteers who may find safeguarding issues upsetting or stressful by enabling them to talk through their anxieties and to seek further support from the service leadership group or others as appropriate
- ensure involvement of other designated leads e.g. where there are concerns about an adult or young person is who is 'looked after'

ENSURE THAT:

- written records of concerns are kept, even if there is no immediate need for referral; and monitored using the Common Assessment Framework (CAF)
- all protection records are marked as such and kept securely locked, and if these are stored electronically, that they are differently password protected from the Adventurers' other files, and accessible only by the directors/designated leads
- Adventurer records are kept separately, and marked as appropriate to indicate other confidential records are being held elsewhere
- phone calls about absences are logged and dated
- records are monitored for patterns of what when taking in isolation would appear to be low level concerns and appropriate action is taken

3.4 **THE STAFF**

All staff, volunteers and others working at The Adventure Service Ltd need to:

- Be aware that to safeguard children and vulnerable adults, they have a duty to share information with the designated leads, and through the designated lead, with other agencies.
- be aware that despite the requirement to share information with designated leads they can make their own referral to MASH, e.g. in urgent situations.
- be alert to signs and symptoms of harm and abuse.
- know how to respond to their duty when they have concerns or when an Adventurer discloses to them and to act.
- know how to record concerns and what additional information may be required.
- undergo safeguarding training which is updated regularly in line with advice from the Multi Agency Safeguarding Hub, (whole staff training every year).
- maintain an attitude of 'it could happen here'.

REPORTING CONCERNS TO THE DESIGNATED LEADS

Any concern should be discussed in the first instance with *one of the designated leads or in their absence the Day Service Managers*, as soon as possible. **If at any point, there is a risk of immediate serious harm to a child or vulnerable adult, a referral should be made to Multi Agency Safeguarding Hub or the police immediately. Anybody can make such a referral.**

IMMEDIATE RESPONSE TO AN ADVENTUTRER

It is vital that our actions do not harm the Adventurer further or prejudice further enquiries, for example:

- listen to the Adventurer, if you are shocked by what is being said, try not to show it
- it is OK to observe bruises but not to ask a Adventurer to remove their clothing to observe them
- if a disclosure is made,
  - accept what the Adventurer says
  - stay calm, the pace should be dictated by the Adventurer without them being pressed for detail by asking leading questions such as "what did s/he do next?" It is your role to listen - not to investigate
  - use open questions such as "is there anything else you want to tell me?" or "yes?" or "and?"
  - be careful not to burden the Adventurer with guilt by asking questions like "why didn't you tell me before?"
  - acknowledge how hard it was for the Adventurer to tell you
  - do not criticise the perpetrator, the Adventurer might have a relationship with them
  - do not promise confidentiality, reassure the Adventurer that they have done the right thing, explain whom you will have to tell (the designated lead) and

why; and, what the next stage will be. It is important that you avoid making promises that you cannot keep such as “I’ll stay with you all the time” or “it will be all right now”.

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4 POLICY STATEMENT

4.1 Definition of vulnerable adults

The term “vulnerable adult” is defined by the Law Commission as: "Someone of 16 years or over who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation". *"Making Decisions" Lord Chancellor's Department 1999”*

N.B.
Although the above definition refers to those aged over 16 years, allegations of abuse of 16 and 17-year olds would be dealt with under the Safeguarding Children Procedure and existing Child Care legislation.

4.2 Definition of abuse

Abuse is defined as… “a violation of an individual’s human and civil rights by any other person or persons.” *(Department of Health 2000)*

Abuse of a person at risk may consist of a single act or repeated acts. It may be an act of neglect or omission to act, it may occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which they do not or cannot consent. Abuse can occur in any relationship and any setting and may result in significant harm to, or exploitation of the individual. In many cases it may be a criminal offence.

4.3 Definition of Child abuse

Child abuse – **mistreatment of child:** severe mistreatment of a child by a parent, guardian, or other adult responsible for his or her welfare, e.g. physical violence, neglect, sexual assult, or emotional cruelty and covers children from unborn through to 18 years of age.

4.4 Safeguarding Children and Vulnerable Adults includes the following

- Prevention of abuse or neglect

- Recognition of vulnerable people at risk of, or suffering from abuse or neglect.
- Enquiry
- Assessment, planning and review
- Monitoring

4.5 **When does Self Neglect meet Eligibility for a Safeguarding Response?**

4.5.1 The adult safeguarding procedures will apply where a person at risk has been identified as experiencing serious self-neglect which could result in significant harm to themselves or others and:

- There are concerns about the person's capacity to make the relevant decisions.
- They have refused essential services, without which their health and safety needs cannot be met.
- The person has terminated services which had been arranged as a result of an assessment of health or social care needs.
- The care management process/care programme approach has not been able to mitigate the risk of this 'serious self-neglect which could result in imminent significant harm.'

4.5.2 In these circumstances, all agencies must consider a response under the Multi-agency safeguarding Adults Policy and Procedures. Every attempt must be made to include the person at risk in this process and to apply the Principles set out in Appendix 1.

4.6 **Context in which adult abuse might take place**

▶ Abuse can take many forms, what follow are 10 types of abuse and neglect that cause harm identified in the Care Act 2014.

4.6.1 **Physical abuse** is an individual's body being injured or hurt due, for example, to assault, hitting, slapping or pushing. It can also be the wrong use of restrictive practices.

4.6.2 **Domestic violence is any incident** of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality. It includes psychological, physical, sexual, financial and emotional abuse, and so-called 'honour-based' violence.

4.6.3 **Modern slavery – this encompasses** slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

4.6.4 **Financial or material abuse is the** use of a person's funds and belongings without their permission. This could be theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection to wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

4.6.5 **Sexual abuse is when a person** becomes involved in sexual relationships or activities that they do not want to be involved in. They may have said that they do not want to be involved or they may be unable to give consent. Sexual abuse includes rape, indecent exposure, sexual harassment, inappropriate looking or 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 to.

4.6.6 **Neglect is also known as the 'omission** to act' or 'failure to act'. It is a failure to meet the basic needs of the individual. It includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services and the withholding of the necessities of life, such as medication, adequate nutrition and heating.

4.6.7 **Self-neglect is the term used to refer** to those who fail or refuse to take care of their own basic needs. Neglecting to care for one's personal hygiene, health or surroundings can include a wide range of behaviours such as hoarding.

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4.6.8 **Psychological abuse results in a person** feeling worthless, unloved or uncared for. It includes emotional abuse, 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.

4.6.9 **Organisational abuse happens where** services provided are focused on the needs of the organisation. For example, not providing choice over meal times or when someone can go to bed because this is easier for the organisation. It includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor

professional practice as a result of the structure, processes, policies and practices of the organisation.

4.6.10 **Discriminatory abuse** refers to an individual or group being treated unequally because of characteristics identified in the Equality Act 2010. It involves ignoring a person's values, beliefs and culture and includes forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

4.7 Legislation and Best Practice

We are committed to complying with the requirements of the law and good practice in this area. This policy has been produced in accordance with this guidance, Department of Health Guidance "No Secrets" which will remain as statutory guidance until at least 2013. and has taken into account the implementation of the Mental Capacity Act 2005 National Framework 'Safeguarding Adults' and the Public Interest Disclosure Act 1998.
Department of Health Statement of Government Policy on Adult Safeguarding.

The Children Act 1989 established the paramountcy principle – The welfare of the child is paramount. The Children Act 2004 establishes the need for collaboration and partnership working as key in securing successful outcomes for children and families. A multi disciplinary approach to identification, planning and review should be the norm for all families where intervention is considered necessary.

4.8 Partnership

We have effective local information-sharing and multi-agency partnership arrangements in place and understand these.

We foster a "one" team approach that places the welfare of individuals above 0rgantional boundaries.

The Vulnerable Adult is confident that information will be appropriately shared in a way that takes into account its personal and sensitive nature.
They should be confident that agencies will work together to find the most effective responses to their own situation.

4.9 Reporting and Monitoring

In accordance with legislation and best practice The Adventure Service Ltd will establish and maintain effective quality assurance systems for monitoring and

reporting Children and Adult safeguarding issues and will share all relevant child protection or adult protection information across agencies.

4.10 **Regulations referrals and recruitment** (Staff working alongside children or vulnerable adults)

4.10.1 Recruitment

All recruitment will follow the Safer Recruitment Policy

4.10.2 MASH Referrals

Where allegations of abuse have been substantiated against a member of staff a referral will be made to the MASH, and to the Care Quality Commission (CQC) if the individual has been working in a Care Services environment.

4.11 **Non Compliance**

Non-compliance with this policy will be dealt with as a performance issue and if appropriate it may be considered as gross misconduct

5 SERVICE STANDARDS

The Adventure Service Ltd Directors will ensure that all services comply with The Adventure Services standards

6 FEEDBACK PROCESS

The Adventure Service Ltd welcomes feedback, good or bad. Any one receiving or affected by our services can complain, offer suggestions or give praise. All feedback is treated in confidence.

The Adventure Service Ltd appreciate positive comments when things go well, and also recognise that sometimes things go wrong or that we may not meet our services standards. If they do, we will apologise and aim to put things right promptly and fairly at an early stage. No-one will receive any different treatment because of feedback.

We will learn from managing and resolving complaints to ensure we make real improvements to our services, and appreciate customer feedback to let us know what is working well, whether we can make further improvements, and ideas or suggestions about how to better deliver services to our customers.

If you would like to make a compliment, suggest an improvement or complain about any service received from us please click here to complete and submit a short online form.

7. LINKS WITH OTHER POLICIES

Staff Code of Conduct
Confidentiality Policy
Staff Disciplinary Procedure
Equality & Diversity Strategy
Health & Safety Policy
Data Protection Policies
Adults and Children Safeguarding Procedure
Whistleblowing Policy
Safer Recruitment Policy
The Adventure Service Ltd– Mission, Visions & Values

8. MONITOR AND REVIEW PROCESS

The Adventure Service Ltd Development Team are responsible for reviewing this policy and procedure annually or more frequently if required in line with changes in legislation and good practice. To ensure the review is comprehensive the Development Team will liaise with colleagues, Adventurers, Social Services and other groups as appropriate.

The Directors will oversee the monitoring of all reports of suspected or alleged abuse.

9. SUPPORT FOR CORPORATE POLICIES AND PROCEDURE

The Policy supports The Adventure Service Ltd.'s Mission and Values statements and Equality and Diversity Scheme.

10. COMMUNICATION PROCESS

Directors and Service Managers will ensure this policy and associated procedure is provided for all managers and their teams. A copy is available on the intranet in the central index of policies and procedures.

All staff and volunteers will be provided with information about the policy and procedure during their induction.

Directors and Service Managers will ensure training is provided for all staff, and volunteers.

11. RECORDS

- Make some brief notes at the time or immediately afterwards; record the date, time, place and context of disclosure or concern, facts and not assumption or interpretation. Your name and role should be included.
- If it is observation of bruising or an injury try to record detail, e.g. "right arm above elbow". Do not take photographs.
- Note the non-verbal behaviour and the key words in the language used by the Adventurer (try not to translate into 'proper terms').
- It is important to keep these original notes and pass them on to the designated member of staff who may ask you to write a referral.

SUPPORTING ADVENTURERE

- The staff and Management team recognise that a child or Vulnerable adult who is abused or witnesses violence may find it difficult to develop and maintain a sense of self-worth. We recognise that in these circumstances Adventurers might feel helpless and humiliated, and that they might feel self-blame.
- We recognise that this service might provide the only stability in the lives of Adventurers who have been abused or who are at risk of harm.
- We accept that research shows that the behaviour of an Adventurer in these circumstances might range from that which is perceived to be normal to aggressive or withdrawn.
- The service will support all Adventurers by: discussing child/adult protection cases with due regard to safeguarding the Adventurer and his or her family; supporting individuals who are or thought to be in need or at risk in line with MASH procedures, encouraging self-esteem and self-assertiveness, challenging and not condoning aggression, bullying or discriminatory behaviour, promoting a caring, safe and positive environment.

CONFIDENTIALITY

- The personal information about all Adventurers' families is regarded by those who work in this service as confidential. All staff and volunteers need to be aware of the confidential nature of personal information and will aim to maintain this confidentiality
  - Staff understand that they need know only enough to prepare them to act with sensitivity to an Adventurer and to refer concerns appropriately. The designated leads and directors will disclose information about an Adventurer to other members of staff on a need to know basis only. It is inappropriate to

provide all staff with detailed information about the Adventurer, incidents, the family and the consequent actions.

STAFF MUST BE AWARE THAT:

- they cannot promise a Adventurer complete confidentiality – instead they must explain that they may need to pass information to other professionals to help keep the Adventurer or other Adventurers safe
- Where there are concerns about an Adventurer's welfare relevant agencies need to be involved at an early stage. If a member of staff or a volunteer has concerns about a Adventurer's welfare, or if a Adventurer discloses that s/he is suffering abuse or reveals information that gives grounds for concern, the member of staff should speak to their designated person with a view to passing on the information.

WORKING WITH PARENT/CARERS

- Parents and carers play an important role in protecting individuals from harm.
  - In most cases, the service will discuss concerns about an Adventurer with the family.
  - The Adventurer's views will be considered in deciding whether to inform the family, particularly where the Adventurer is sufficiently mature to make informed judgments about the issues, and about consenting to that.

12. PROCEDURE

Concerns

If you have a suspicion or an allegation of abuse has been made by:
A child or vulnerable adult, an observation, a report by another person, anonymous communication.
If an allegation is made by a vulnerable adult/child please make it known that this information will need to be passed on to the relevant safeguarding person. This information should not be open to discussion except for with the relevant safeguarding person. Do not ask leading questions, allow the Adventurer to speak about their concerns.
Make a record, sign and date.

Consult

The Adventure Service have policies for vulnerable adult and child protection.
In the first instance speak to the nominated safeguarding person: Mala Ramsamooj at Mansfield Woodhouse, Sarah Francis at Top Valley or Helen Harris-Ellis for Education concerns. Contact Terry Harris-Ellis if none of the other nominated persons are available. If the allegation is against the safeguarding person(s) please contact the Multi Agency Safeguarding Hub (MASH) Phone:
0300 500 8090
Make a record, sign and date.

Action to be taken by safeguarding referrer

DO NOT INVESTIGATE
Refer to MASH and or the Police, you or your safeguarding person should make the referral. Parents and carers should be advised that you are doing this unless this might put the vulnerable adult/child at risk or cause and delay in referring.
Make a record, sign and date.

Confirm

DO NOT INVESTIGATE
Verbal referrals made by staff of The Adventure Service, must be followed up with a written referral within 24 hours.
Make a record, sign and date.

Commitment

You may be required to provide other information as required.
Make a record, sign and date.

APPENDIX 1
The Principles

The Department of Health sets out the Government's statement of principles for use by Local Authority Social Services, Health, Police and other Agencies.

Principle 1: Empowerment

- Give individuals relevant information about recognising abuse and the choices available to them to ensure their safety. We will give clear information about how to report abuse and crime and any necessary support in doing so.
- We will consult the Vulnerable Adult before we take any action and ensure that they are consulted about the outcomes they want from the safeguarding process to the extent that they might want or are able.
- Where someone lacks capacity to make a decision, we will always act in his or her best interests. See Mental Capacity Act and Procedure.
- Publicise 'Safeguarding Adults' and provide information that is easily understood to our clients, carers and the public.

Principle 2: Protection

- Our local complaints, reporting and arrangements for abuse and suspected criminal offences and risk assessments work effectively.
- Our governance arrangements are open and transparent and communicated to our customers.
- The Vulnerable Adult is provided with help and support to report abuse. They are supported to take part in the safeguarding process to the extent to which they want and are able.

Principle 3: Prevention

- We can effectively identify and appropriately respond to signs of abuse and suspected criminal offences. We make all staff volunteers and tenant representatives aware, through provision of appropriate training and guidance, of how to recognise signs and take any appropriate action to prevent abuse occurring.
- In our work, we consider how to make communities safer.
- We will use rigorous recruitment practices for staff and volunteers.

- Vulnerable Adults are provided with easily understood information about what abuse is, how to recognise the signs and what they can do to seek help.

Principle 4: Proportionality

- We discuss with the individual and where appropriate with partner agencies the proportionality of possible responses to the risk of significant harm before we take a decision.
- Our arrangements support the use of professional judgement and the management of risk.
- The Vulnerable Adult should be confident that the responses to risk will take into account their preferred outcomes or best interests.

Principle 5: Partnership

- We have effective local information-sharing and multi-agency partnership arrangements in place and understand these.
- We foster a "one" team approach that places the welfare of individuals above organisational boundaries.
- The Vulnerable Adult is confident that information will be appropriately shared in a way that takes into account its personal and sensitive nature.
- They should be confident that agencies will work together to find the most effective responses to their own situation.

Principle 6: Accountability

- The roles of all agencies are clear, together with the lines of accountability.
- Staff understand what is expected of them and others.
- Agencies recognise their responsibilities to each other, act upon them and accept collective responsibility for safeguarding arrangements.
- The Vulnerable Adult should be clear about the roles and responsibilities of those involved in the solution of the problem.
- Commission safe services and monitor contracts

Principle 7: Children

The Adventure Service Ltd has a commitment to deliver services to children in a non-discriminatory manner. Children should be safeguarded and protected whatever their:

- Race, religion, first language or ethnicity

- Gender or sexuality
- Age
- Health or disability
- Location or placement
- Political or immigration status
- Criminal behaviour

14. SAFEGUARDING FORM

Initial cause for concern form which must be discussed with Line Manager/ Safeguarding Lead or Member of the Senior Management Team within 24 – 48 hours. If out of hours – Inform on-call manager who will in turn inform member of senior management team.

Date

Time

Name of individual cause for concern is about

Age (if known)

Address (if known)

Describe your concern and action taken

Observations to support cause for concern

Description and location of any visible marks, bruising etc

Name of alleged abuser, relationship with child (if known)

Name of person completing form:

Signature: **Date:**

Name of Line Manager:

Signature: **Date:**

Name of Safeguarding lead or Senior Manager

Signature: **Date:**

15. VERSION CONTROL

Amendment	Name	Date
CREATED	TERRY HARRIS-ELLIS	10TH NOVEMBER 2017