

Live your Best Life with...



SAFEGUARDING ADULTS POLICY AND PROCEDURE

CONTENTS	Section No.	Page No
Introduction	1	2
Definition	2	7
Vulnerable Adults/Adults at Risk	3	9
Raising a Concern	4	11
Responding to Disclosure	5	12
Escalation Procedure	6	13
Procedure for Breaching Confidentiality Outside of normal office hours	7	15
Information Sharing Externally	8	16
Whistleblowing	9	17
Recording Information	10	17
General Guidance	11	17
Managing your own Feelings	12	19
Safeguarding Adult Reviews	13	19
Key Points	14	19
Related Policies	15	20
Other Relevant Areas	16	20
Appendix 1: Adult Safeguarding Contact Detail		21
Appendix 2: People First Independent Advocacy Managers Contact Information		22
Appendix 3: Designated Safeguarding Lead Officer Role Description		23
Appendix 4: Form for Reporting a Safeguarding concern about an Adult		25

1. INTRODUCTION

People working with People First Independent Advocacy (PFIA) will come in to contact with adults who are deemed to be vulnerable or at risk. Volunteers, Board members and paid workers need to be clear about how they and the organisation will respond where there are any concerns about the safety and wellbeing of clients.

1.1 Principles

This policy ensures compliance with legislation, including the Safeguarding Vulnerable Groups Act 2006, Mental Capacity Act 2005, Deprivation of Liberty Safeguards (DoLS) 2009 and The Care Act 2014. It is based on six key principles, highlighted by the Department of Health in May 2011, which meet with local policies and procedures in the areas in which People First Independent Advocacy operates:

- Empowerment: Inclusion and respect for the adult at all times.
- Protection: Support and representation for those in greatest need.
- Prevention: Helping to reduce risks.
- Proportionality: Using the least intrusive response appropriate to the risk presented.
- Partnerships: Working in partnership with other agencies and services.
- Accountability: Being open and transparent with partner agencies¹.

1.2 Safeguarding Vulnerable Groups Act 2006

The purpose of this Act is to restrict contact between children and vulnerable adults and those who might do them harm. The barring aspects of the Act came into force in October 2009. Key principles include: unsuitable persons should be barred from working with children (or vulnerable adults); employers should have a straightforward means of checking that a person is not barred from working with children (or vulnerable adults); suitability checks should not be one-offs: they should be an element of ongoing assessment of suitability to catch those who commit wrongs following a suitability check.

This policy should be read in conjunction with the Child Safeguarding policy.

¹ Safeguarding Adults: The Role of Health Service Practitioners March 2011

1.3 Deprivation of Liberty Safeguards

Any member of staff doing their advocacy work in a care home or hospital who, for example, has a client continually tell them that they “don't want to be here” or “I want to go home”, should speak with the Care Home Manager to find out if a Deprivation of Liberties Safeguards Authorisation is in place for that person. If not, then the staff member should inform the manager that they have a duty to do so and should apply to the Local Authority DoLS team for an assessment. If they refuse to do so, the staff member should inform them that they will contact the DoLS team themselves as a matter of urgency. The staff member should then inform their team manager that they may have to do this.

1.4 Review

It is the intention of PFIA that policies and procedures remain current and ‘fit for purpose’ to reflect changes in legislative, organisational, operational and management arrangements. It is our intention that the Safeguarding Adults Policy and Procedure will be reviewed every 12 months. If an employee has any concerns about this policy or wishes to provide feedback on the process, this can be addressed through the PFIA Staff Wellbeing Group and referred on to the Policy Group. PFIA's Policy Group will review the safeguarding procedures and propose refinements and improvements in line with legislation and good practice.

Every 12 months, the PFIA Designated Safeguarding Lead officer (DSL) will support the Strategic Lead to conduct a formal audit of the appropriateness of the organisation's structure, policies & procedures and preparedness to meet safeguarding requirements, including a review of this Policy and Procedures.

New contracts and partnerships will be assessed under the audit within 6 months to ensure their compliance with PFIA and local safeguarding requirements.

If PFIA's safeguarding practices lead to the raising of concerns or formal complaints, these will be addressed through the formal Complaints Procedure. In doing so, PFIA will use the learning from those complaints to refine and improve its practice and procedures. All complaints are reviewed by the Chief Executive and PFIA's Board of Directors to ensure that both our systems of Operations and Governance are aware of, and play a key role, in improving standards of practice, including the safeguarding of vulnerable adults and children.

Every 6 months, a report is produced, outlining safeguarding alerts and activity by teams. Each report is considered by PFIA's Management Team and Board of Directors.

1.5 PFIA Staff

The Safeguarding Policy must be adhered to by PFIA staff and volunteers. PFIA policies and procedures, including those for Safeguarding, Confidentiality, Whistle-blowing and Lone Working, will be communicated to staff and volunteers as part of their induction process.

To ensure the safety of service users and adults and children at risk, PFIA will ensure robust recruitment procedures for all prospective paid staff and volunteers, which include:

- Completion of application form
- A formal interview
- Enhanced Disclosure and Barring Service (DBS) checks
- At least two references
- Warner Compliance reference check
- Comprehensive induction training
- Probationary period and review of performance
- Regular supervision

All operational PFIA staff and volunteers will receive Safeguarding Adults and Children training, which will be repeated at least once every two years. In addition, team managers and supervising advocates access training provided by their local authority so that they are compliant with the requirements of their local adult and children's safeguarding boards (LSAB and LSCB).

The PFIA Safeguarding Policy and Procedure will be reviewed annually, including a refresher session for each team.

Senior and team managers will receive enhanced Safeguarding training to enable them to provide leadership and advice to staff.

Team managers will be responsible for ensuring compliance with Local Authority Safeguarding policies and procedures within their geographical area.

The Strategic lead for safeguarding within PFIA is Sue Stevenson, Chief Operations Officer. The Designated Safeguarding Lead officer (DSL) is Lindsay Graham, Advocacy Operations Manager.

1.6 Communicating Safeguarding Policies

A key element in an effective safeguarding policy is the communication of attitudes, priorities, rules and procedures to ensure there is a common understanding of the issues, and that information is fed back where there is cause for concern or suggestions on how to improve policies.

All employees and volunteers are required to read the PFIA Safeguarding Policy as part of their first week's induction and to participate in Safeguarding Adults and Children training, refresher courses and updates during team meetings. Managers have responsibility to ensure staff are fully aware and updated about changes in policies and procedures.

PFIA's Staff Wellbeing Group acts as a staff forum for consulting on changes to policies and procedures. Representatives will communicate changes to individual staff members, collate their views and feed these back to management for consideration. The group includes representatives from all parts of the organisation.

Finalised and updated policies are shared and made accessible for all through the PFIA shared z:/ drive.

Safeguarding for Adults and Children is a standing item in all advocacy team meetings and Senior Leadership Team meetings for NHS Health Complaints,

IMHA, IMCA/DoLS and Care Act advocacy. These meeting groups ensure a continuous process of learning from practical cases and actual events.

The PFIA Adult Safeguarding policy is available on our website for customers to access. We notify our customers that they can see this via the website either at initial triage or first appointment. Customers without internet access will be sent a copy of the policy, upon request.

1.7 Risk management

Risk is identified, assessed and managed through PFIA's risk management process. Identification and management of risk in relation to direct advocacy, engagement or research work, lone working, home visits and admittance to establishments such as residential services, secure units and prisons, is the responsibility of team managers in conjunction with staff and volunteers. An assessment of risk and any subsequent risk management plan will include an assessment of likelihood of an event occurring and any impact of that event on a range of stakeholders including customers, PFIA staff, members of the public and service users and colleagues in other services.

All risk will be assessed and managed in conjunction with PFIA's Personal Safety and Lone Working Procedure and Guidelines and The Advocacy Code of Practice.

2. DEFINITION

Safeguarding Adults refers to all work which enables an adult deemed to be at risk to retain independence, wellbeing and choice **and** to realise their human right to live a life that is free from abuse and neglect.

2.1 An adult is a person aged 18 years and older.

2.2 Safeguarding Adult policies and procedures have been shaped by the Care Act (2014). This provides clear guidance about how local agencies with responsibility to investigate adult abuse issues should carry out their responsibilities.

2.3 Adult safeguarding duties apply to any adult who has:

- Care and support needs, and;
- Is experiencing or as at risk of abuse and neglect, and;
- Is unable to protect themselves because of their care and support needs .

The Local Authority **does not have to be** meeting the care and support needs of the adult.

When someone is 18 or over but is still receiving children's services and a safeguarding issue is raised, the matter should be dealt with through the adult safeguarding procedures.

Categories of abuse:

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
- **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, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** – including 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.
- **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, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** – encompasses slavery, human trafficking, 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.
- **Discriminatory abuse** – including forms of harassment, slurs or

similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

- **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 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, policies, processes and practices within an organisation.
- **Neglect and acts of omission** – including ignoring medical, emotional 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.
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

3. VULNERABLE ADULTS / ADULTS AT RISK

The Care Act refers to:

“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, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

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, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances."

Vulnerable adults are people who are 18 years of age and older, and who are receiving, or are eligible to receive social care services, and who are or may be unable to take care of themselves or protect themselves from harm. It is important to remember that people's vulnerability may fluctuate and that harm may include not only ill treatment, but also deterioration of physical or mental health, social or behavioural development. It also includes unlawful conduct that misuses property, rights or interests. Some authorities will refer to 'Adults at Risk' instead of 'Vulnerable Adults'.

This policy refers to all vulnerable adults regardless of gender, ethnicity, disability, sexuality or religion. It is the duty of all PFIA staff and volunteers to follow this policy.

There may be times when you are concerned that there is either a risk of harm, or actual harm being perpetrated on a vulnerable adult who the organisation may be working with, or who is known to someone we are working with.

If you have concerns about the protection of an adult, or if a customer directly discloses a potentially abusive situation that they are in, you must respond in line with legislation. You have a duty to pass on to your manager, or another senior manager within the organisation as described in the escalation procedure:

- information of concern which is disclosed to you, or witnessed by you
- if you believe there may be an abusive situation regarding a vulnerable adult

The vulnerable adult concerned does not have to be a customer of PFIA or any of its services. You should pass on any information of concern immediately.

4. RAISING A CONCERN

If you are either unsure whether there is a safeguarding issue, or if you have any concerns about information which has been disclosed or witnessed, you should discuss the issue with your manager or, if they are unavailable, another senior manager within the organisation as soon as possible.

The decision to breach confidentiality or to disclose a potential Adult Safeguarding alert should never be taken by one staff member alone. It is your responsibility to share information relating to safeguarding concerns with your line manager or another senior manager as described in the escalation procedure, who then has responsibility to decide on the necessary course of action. If the decision is to depart from guidelines, there must be clear reasons for doing so.

Due to the often difficult and sensitive nature of potential safeguarding alerts, information must not be held by one individual. The decision as to how to proceed should be discussed with a manager responsible for ensuring appropriate action is taken, in line with PFIA policy and local Multi-Agency Safeguarding procedures.

Information disclosed to any PFIA member of staff regarding a safeguarding issue should not be held in confidence by one member of staff.

PFIA Staff raise safeguarding decisions themselves with guidance and support from their manager by contacting the relevant local authority safeguarding team after referring to the contact list in Appendix 1 of this procedure.

The staff member must record the concerns they have raised on the PFIA database, in line with Section 10 of this procedure: Recording Information.

Staff should, where possible, utilise the Referral Information form attached at Appendix 4. This is also available on the shared z:/ drive.

All details of the safeguarding referral must be logged on PFIA's database.

If the concern that is raised by, or reported to, a member of staff, volunteer or manager **is of a criminal nature or constitutes an emergency, call the Police via 999**; do not wait for the escalation procedure to take effect.

5. RESPONDING TO DISCLOSURE

If a person has spoken to you about abuse, it may have been very difficult for them to have taken the risk of confiding in you. They may fear that you won't believe them, or they may have been threatened with something bad happening to themselves or someone they love if they tell someone. If the

abuser is a trusted adult, many people feel frightened of what might happen to the abuser, and yet they also want the abuse to stop. They are likely to have complicated and confusing feelings which will heighten their anxiety.

If a potential safeguarding issue is disclosed to you:

5.1 DO

- Listen carefully to the information given
- Reassure the person that they have done the right thing and have a right to be safe
- Tell the person what you are going to do and why – unless by doing so you are increasing the risk of harm to them or others.
- Ask the person if there is anything else they want you to do, or anyone they want to contact
- Be supportive and ensure the person knows how to contact the

- relevant PFI A support or additional support if they wish
- Report to your manager or another senior manager as soon as possible

***If it is an emergency situation or the person is in need of medical help**

immediately, phone the emergency service, then notify your line manager.*

5.2 DO NOT

- Appear frightened, panicked or unable to cope with what the person is telling you
- Make negative comments about the alleged abuser
- Trivialise or minimise any aspect of abusive behaviour
- Speculate, judge, or make assumptions about the information or circumstances
- Make promises you can't keep, such as promising that everything will be alright
- Promise to keep the information a secret
- Ask leading questions or probe for additional information
- Probe for additional information; you are not responsible for investigating the allegation

6. ESCALATION PROCEDURE

On occasions there may be disagreement between PFI A and the Local Authority regarding a Safeguarding Concern raised. Potential areas of disagreement include:

- An alert not considered to meet the threshold for a Safeguarding Adults Enquiry by the Local Authority

- The Local Authority conclude that further information should be sought by the referrer before an alert is progressed
- There is disagreement in relation to timescales for the Local Authority responding to the alert
- The adult themselves is dissatisfied with the response/ process.
- There is a disagreement over the sharing of information and/or provision of services
- There is disagreement over the outcome of any assessment and whether the appropriate action plan is in place to [safeguard and promote the welfare of the adult](#).

At no time must professional disagreement detract from ensuring that the adult is safeguarded. The adult's feelings, wishes, welfare and safety must remain paramount throughout.

6.1 Stage One: Local Resolution

Level 1

Most disagreements can be resolved through discussion and negotiation. The professionals involved should attempt to resolve differences through discussion, but if they are unable to do so, their disagreement must be reported by them to their line managers or equivalent.

Level 2

With respect to most day-to-day issues, the relevant line managers will be able to resolve the disagreement. The purpose of this contact is to review the available information and to resolve the concern. It may be helpful to consider the involvement of the Local Authorities Safeguarding Adults Service Manager at this stage in preference to use of line management.

Level 3

Where it is not possible to resolve the matter at front line management level, the matter should be referred without delay to the relevant service leads should take place; for example, Adults Safeguarding Service Lead, District Leads

The issue will then be considered at service lead level with any action agreed fed back immediately to the relevant managers involved and the detail of the

conflict and agreements reached should be recorded on the adult's database record.

Stage Two: Formal Dispute Procedure

If despite following the Stage One process the disagreement remains, the matter will be referred to an appropriate Executive Manager/Lead, e.g. for Cumbria County Council Children's Services this will be the Assistant Director for Children and families services.

The purpose of escalating the dispute to this level is to reach a position where differing professional opinions have been taken into account and efforts made to explore whether the dispute has arisen through lack of clarity or understanding in the professional dialogue. Ultimately a decision will need to be reached where agencies agree a way forward where the interests of the adult take precedence over a professional stalemate.

Stage Three: Where Disagreements Remain

If agreement cannot be reached then the formal process should be activated. PFIA will write a formal letter of complaint to the Council and to the Chair of Cumbria Safeguarding Adults Board highlighting the concern raised, steps taken to try to resolve the concern, desired outcomes of raising the concern.

All disputes should be escalated in a timely way so that the welfare of the adult remains paramount. In some situations, it may be required to instigate all of the stages within a short period of time or to escalate the process so that the safety of the adult is not compromised.

7. PROCEDURE FOR BREACHING CONFIDENTIALITY OUTSIDE OF NORMAL OFFICE HOURS

Staff should note which manager is on duty for Out of Hours safeguarding alerts at the start of each week. This information can be accessed on the Shared PF Outlook Calendar

Emergency contact numbers for managers can be found on the Safeguarding Policy appendix.

8. INFORMATION SHARING EXTERNALLY

When taking decisions about what information to share, you should consider how much information you need to release. The Data Protection Act 1998 requires you to consider the impact of disclosing information on the information subject and any third parties. Any information shared must be proportionate to the need and level of risk.

Only information that is relevant to the purposes should be shared with those who need it. This allows others to do their job effectively and make sound decisions.

Information should be adequate for its purpose. Information should be of the right quality to ensure that it can be understood and relied upon.

Information should be accurate and up to date and should clearly distinguish between fact and opinion. If the information is historical then this should be explained.

Information should be shared in a timely fashion to reduce the risk of harm. Timeliness is key in emergency situations and it may not be appropriate to seek consent for information sharing if it could cause delays and therefore harm to a vulnerable adult. Practitioners should ensure that sufficient information is shared, as well as consider the urgency with which to share it.

Wherever possible, information should be shared in an appropriate, secure way and in line with PFIA Data Protection and Confidentiality Policies.

Information sharing decisions should be recorded whether or not the decision is taken to share. If the decision is to share, reasons should be cited including what information has been shared and with whom, in line with organisational procedures. If the decision is not to share, it is good practice to record the reasons for this decision and discuss them with the requester. In line with each organisation's own retention policy, the information should not be kept any

longer than is necessary. In some circumstances this may be indefinitely, but if this is the case there should be a review process.

9. WHISTLEBLOWING

A staff member concerned about safeguarding issues should always report to their line manager. If they do not feel that the manager is following correct procedures, or if they feel there are safeguarding concerns within the organisation, then they must refer to the PFIA Whistleblowing Policy.

PFIA staff have a responsibility to raise issues or concerns in relation to PFIA services and services provided by other organisations. All potential alerts should be escalated in line with this policy.

10. RECORDING INFORMATION

- Record the information being given; if this information is recorded in writing initially, you must ensure that the notes are securely stored
- Try to record the information verbatim
- Record the information at the time of the conversation, or as soon as possible afterwards
- Record the information objectively. However, do identify where you have been subjective, or where you have interpreted information, particularly if the person has difficulty communicating clearly
- All information recorded must be entered on to the database, as a soon as possible as a case file note
- All action taken, including escalating to a manager, must also be recorded on to the database.

11. GENERAL GUIDANCE

11.1 Be careful in further discussion that you do not:

- Start to investigate the allegation
- Undertake an 'interview' in relation to the information disclosed
- Lead the service user; 'suggest' how an alleged abuse could have occurred or enter discussion that later could be construed as having contaminated any potential inquiry or investigation.

11.2 If you witness an alleged abuse:

- Ensure the immediate safety of the service user or customer, if it is safe for you to do so. Call for help if needed.
- Talk to the individual. If they do not have the capacity to give consent for you to take this further, talk to your manager or another senior PFIA manager as described in the escalation procedure.
- Make notes of what you have witnessed. If you are not given the person's permission to take the issue further, you will still need to talk to your supervisor or a senior manager as described in the escalation procedure, as there may be the need to breach confidentiality, in line with Safeguarding procedures. This may be particularly so if there is danger of increasing harm to the person, or to others, if a crime may have been committed or if there are capacity concerns.

11.3 Where a person discloses a threat of harm to themselves or others:

- If the abuse is immediately life threatening, phone the emergency services before speaking with your manager
- If there is no immediate threat to life, but the situation could be life- threatening in due course, the person hearing the disclosure should seek guidance and advice from their manager, or another manager in the organisation as soon as possible
- Make a written record of the information being given
- No individual staff member should hold information alone; they should reveal that information as soon as possible to their manager or another senior manager within the organisation as described in the escalation procedure who will consider what action should be taken.

12. MANAGING YOUR OWN FEELINGS

Hearing accounts of abuse can be distressing and difficult to deal with. Even when you have listened supportively and empathically to the person concerned, and have followed all the guidelines in the Safeguarding Policy, you may still be left feeling helpless, anxious or upset.

It is important that you know you can get support for yourself by talking to your manager who will be able to support you in accessing organisations or individuals who could provide support to you if you think that would be helpful.

13. SAFEGUARDING ADULT REVIEWS

Local Safeguarding Adults Boards must arrange a Safeguarding Adult Review when:

An adult in its area dies as a result of abuse and/or neglect whether this abuse is known or suspected

OR

An adult in its area has not died but the safeguarding Adults Board suspects that the adult has experienced abuse and/or neglect

AND

There is a concern that partner agencies could have worked more effectively to protect the adult.

You may come across incidents which meet the above criteria. In these circumstances you must report them to your line manager who will ensure a Safeguarding Adult Review referral is made to the local Authority.

14 KEY POINTS

- You must not keep information to yourself
- You should discuss any concerns with your line manager or another

- senior manager within PFIA, as described in the escalation procedure
- It is not the job of individual staff within PFIA to assess if harm is actually taking place
 - Other agencies have a statutory responsibility to investigate allegations of adult or child abuse
 - Our role may be to provide information, where appropriate, to any criminal or Safeguarding investigation
 - You cannot be wrong by raising a concern

15. RELATED POLICIES:

- Safeguarding Children
- Whistleblowing
- Confidentiality
- Data protection
- Recruitment
- DBS
- Personal Safety and Lone Working Procedure and Guidelines
- Advocates Code of Practice
- Complaints procedure
- ICT Acceptable Use Policy

PFIA has clear procedures for staff on the management of risk associated with using social media and the potential for online abuse.

16. OTHER RELEVANT AREAS:

- Staff training
- Supervision

Queries

Employees should address any enquiries relating to this policy to their line manager. In the event that a Line Manager is unable to resolve a query, a response should be sought from the Chief Operating Officer, Sue Stevenson.

Appendix 1

Adult Safeguarding Contact Details

Local Authority	Office hours	Out of hours
Cumbria County Council	01228 526 690	01228 526 690
Darlington Borough Council	013 254 06111	016 425 24552
Durham County Council	03000 267 979	03000 267 979
Hartlepool Borough Council	01429 523 390	08702 402 994
Liverpool City Council	0151 2333 800	0151 2333 800
Middlesbrough Council	Middlesbrough 0164 2726004 Hartlepool 01429 523 390	Teesside 08702 402 994
Newcastle City Council	0191 278 8377	0191 278 7878
North Tyneside Council	0191 643 2777	0191 643 2777
Redcar & Cleveland Borough Council	01642 771500	0870 24029940
South Tyneside Council	0191 4244049	0191 4562093
Sunderland City Council	0191 525552	0191 525552
The Borough of Gateshead Council	0191 4337033	0191 4337033

Appendix 2

People First Independent Advocacy

Managers Contact Information

Unless otherwise stated, all can be contacted via the main contact number during office hours 01900 607 208

Appendix 3

Designated Safeguarding Lead Officer Role Description.

The Designated Safeguarding Lead (DSL) is an appropriate senior member of staff who has the status and authority within the school to carry out the duties of the post including committing resources and, where appropriate, supporting and directing other staff.

All Safeguarding concerns WILL be reported to the appropriate authority and the DSL is responsible for:

1. Managing referrals

- ♦ Refer all cases of suspected abuse to the local authority adults social care and:
 - The designated officer(s) for Safeguarding concerns (all cases which concern a staff member)
 - Disclosure and Barring Service (cases where a person is dismissed or left due to risk/harm to a child); and/or
 - Police (cases where a crime may have been committed)
- ♦ Liaise with the Strategic Lead to inform him or her of issues and police investigations
- ♦ Act as a source of support, advice and expertise to staff on matters of safety and safeguarding and when deciding whether to make a referral by liaising with relevant agencies

2. Training

The DSL, and cover officers, will receive appropriate training carried out every two years in order to:

- Understand the assessment process for providing early help and intervention, for example through locally agreed common and shared assessment processes such as early help assessments
- Have a working knowledge of how local authorities conduct a case conference and a Safeguarding conference and be able to attend and contribute to these effectively when required to do so
- Ensure each member of staff has access to and understands the Safeguarding policy and procedures, especially new and part time staff

- Be able to keep detailed, accurate, secure written records of concerns and referrals
- Obtain access to resources and attend any relevant or refresher training courses
- Encourage a culture of listening to people and taking account of their wishes and feelings, among all staff, in any measures the People First may put in place to protect them

3. Raising Awareness

- The designated safeguarding lead will ensure People First policies are known and used appropriately:
- Ensure the People First Safeguarding Adults policy is reviewed annually and the procedures and implementation are updated and reviewed regularly, and work with governing bodies or proprietors regarding this
- Ensure the Safeguarding Adults policy is available publicly
- Link with the Local Safeguarding Board to make sure staff are aware of training opportunities and the latest local policies on safeguarding

4. Other Responsibilities

Referrals to the Multi-agency Referral Unit:

- Contacting, by telephone, the relevant Local Authority as a matter of urgency, in order to discuss the safeguarding concerns, being prepared to provide the persons details and follow advice and guidance provided by the person handling the call and as in the guidance referred to above;
- providing a written record of any formal referral by fax/post/e- mail to the relevant Local Authority, on the same day.
- completing, with the Strategic Lead and People First Policy Group, an annual safeguarding audit details any changes to the policy and procedures; training undertaken by the DSL and by all staff and volunteers; number and type of incidents/cases, and the number of referrals made. If this self-assessment highlights any areas for improvement, this will be detailed in an action plan which will be signed off and monitored by the Strategic Lead to ensure these improvements are implemented.
- providing advice and guidance to colleagues, attending inter-agency meetings (or supporting other staff to do so) and contributing to assessments.

APPENDIX 4

Form for Reporting a Safeguarding concern about an Adult

This form is also available separately in the z:/ drive.

Reporting a concern about an Adult

Name of Person		
People First Independent Advocacy reference	Age	Date of Birth
Gender	Language	Additional needs
Next of Kin/ Appropriate Contact person:		

Your Name	Your role	Date and time of incident (if applicable)
-----------	-----------	--

<p>Are you reporting your own concerns or responding to concerns raised by someone else?</p> <p>Reporting own concerns</p> <p>Responding to concerns raised by someone else</p>
<p>If you are responding to concerns raised by someone else, please provide their name and position within the organisation</p>
<p>Please provide details of the incident or concerns you have, including times, dates, description of any injuries, whether information is first hand or the accounts of others, including any other relevant details:</p>
<p>The persons account/perspective:</p>

Version Control:

Version 1.0 June 2017

Approved by: The People First Independent Advocacy Board

Review: Annually (or sooner when there is a change in Legislation or Guidance)

Next Review Due: June 2018