

Policy number	4.01
Subject	Safeguarding
Directorate responsible	Corporate
Date last reviewed/by whom	November 2016 – Rex Richardson
Date to be reviewed	November 2017
Equality Impact Assessed	September 2015



1. Policy

Linkage has a statutory and moral duty to ensure that its services function with a view to safeguarding and promoting the welfare of children, young people and vulnerable adults for which we provide services.

2. Definitions

The term “children” refers to those service users under the age of 18 years. The term “vulnerable adults” are any service users over the age of 18 years for whom we provide a service. Linkage recognises that all those in receipt of services are vulnerable to abuse.

3. Legislation

Linkage will ensure that this policy and procedure adheres to current safeguarding legislation both for children and vulnerable adults. Our policies and procedures follow Government advice and guidance set out in:

- No Secrets multi-agency guidance published in 2000.
- Joint protocol between Association of Directors of Social Services (ADSS), Commission for Social Care Inspection and Association of Chief of Police Officers of December 2003.
- Standards for Better Health 2004.
- Safeguarding Adults’ Standards published by ADSS in October 2005.
- The Care Act 2014.
- Mental Capacity Act (MCA) 2005.
- Children and Families Act 2015.
- SEND 2015.
- Making Safeguarding Personal 2014.
- Prohibition of Female Circumcision Act 1985.

4. Scope

Linkage is committed to ensuring that we:

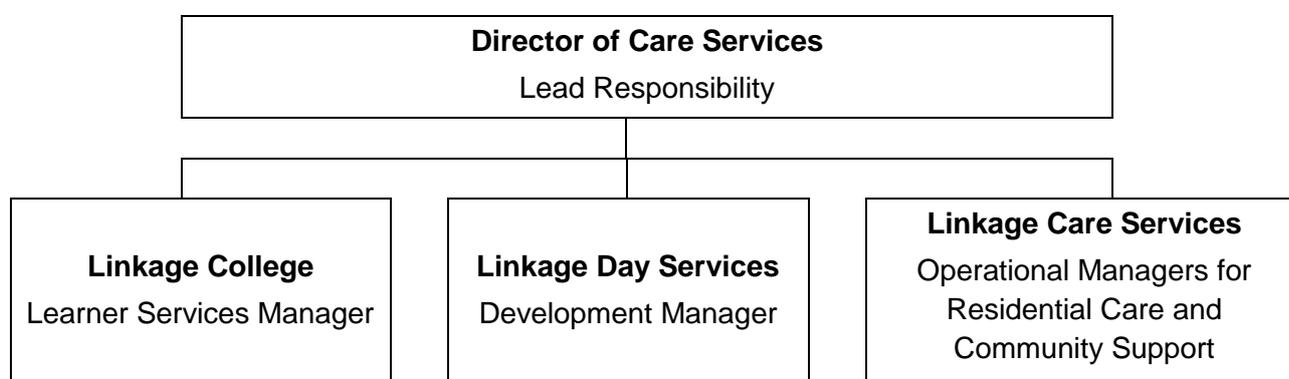
- provide a safe environment for all recipients of our services
- identify individuals who are suffering, or likely to suffer, significant harm and take appropriate action to ensure as far as is possible they are kept safe
- will provide all staff with training and guidelines for recognising and dealing with incidents/reports of abuse
- ensure children, young people and vulnerable adults are listened to, valued and respected
- have in place policies and procedures that ensure a rigorous recruitment process for all staff
- offer advocacy support to all service users as required.

5. Review

In pursuit of these aims, Linkage approves and annually reviews this policy and procedure with the aim of:

- Raising awareness of issues relating to the welfare of children, young people and vulnerable adults and the promotion of a safe environment for all recipients of services we provide
- Aiding the identification of children, young people and vulnerable adults at risk of significant harm, and providing procedures for reporting concerns.
- Establishing procedures for reporting and dealing with allegations of abuse against members of staff.
- The safe recruitment of staff.
- Appropriate referral to Independent Safeguarding Authority.

6. Responsibilities



7. Designated Staff Members

Other designated members of staff with responsibility for service user protection issues are College Progress Coaches, Registered Managers, Day Services Team Leaders or senior “on call” Manager, who form Linkage safeguarding team.

The designated team will liaise with the relevant external agencies. The procedure will be determined by the LSCB (Local Safeguarding Children Board) or the local Safeguarding Adult Team, which then establishes the locally agreed inter-agency procedures (copy available).

Decisions concerning referring concerns regarding staff to Independent Safeguarding Authority are to be determined by Director of Care Services.

**Safeguarding children, young people and vulnerable adults
is the responsibility of everyone**

8. Recognising signs of abuse

It can often be difficult to recognise abuse. The signs listed in this procedure are only indicators and many can have reasonable explanations. Someone can abuse a child, young person or vulnerable adult by actively inflicting harm or by failing to act to prevent harm.

Abuse can take place within a family, in an institutional or community setting, by telephone or on the Internet. Abuse can be carried out by someone known to the person or by a complete stranger.

9. Physical Abuse

Physical abuse can involve hitting, shaking, throwing, poisoning, burning, scalding, drowning and suffocating.

Symptoms that indicate physical abuse include:

- Bruising in or around the mouth, on the back, buttocks or rectal area
- Finger mark bruising or grasp marks on the limbs or chest
- Bites
- Burn and scald marks; small round burns that could be caused by a cigarette
- Fractures to arms, legs or ribs in a small child
- Large numbers of scars of different sizes or ages

10. Emotional Abuse

Emotional abuse happens when a person's need for love, security, praise and recognition is not met. It usually co-exists with other forms of abuse. Emotionally abusive behaviour occurs if someone is consistently hostile, rejecting, threatening or undermining towards the person.

Symptoms that indicate emotional abuse include:

- Excessively clingy or attention-seeking behaviour
- Very low self-esteem or excessive self-criticism
- Excessively withdrawn behaviour or fearfulness; a 'frozen watchfulness'
- Despondency
- Lack of appropriate boundaries with strangers; too eager to please
- Eating disorders

11. Neglect

Neglect is the persistent failure to meet an individual's basic physical and/or psychological needs, causing damage to their health and development. It may include failing to provide adequate food, shelter or clothing, failing to protect the individual from harm or danger, or failing to access appropriate medical care and treatment when necessary. It can exist in isolation or in combination with other forms of abuse.

Symptoms of physical and emotional neglect can include:

- Inadequate supervision; being left alone for long periods of time
- Lack of stimulation, social contact or education
- Inadequate nutrition, leading to ill-health
- Constant hunger; stealing or gorging food
- Failure to seek or to follow medical advice such that a child's life or development is endangered
- Inappropriate clothing for conditions
- Fabricated or Induced Illness

Self-Neglect

Self-neglect is a behavioral condition in which an individual neglects to attend to their basic needs, such as personal hygiene, appropriate clothing, feeding, or tending appropriately to any medical conditions they have.

12. Sexual Abuse

Sexual abuse involves forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, whether or not the person is aware of what is happening. This may include physical contact, both penetrative and non-penetrative, or involve no contact, such as watching sexual activities or looking at pornographic material. Encouraging children, young people or vulnerable adults to act in sexually inappropriate ways is also abusive. Under the Sexual Offences Act 2003, any sexual activity (contact or non-contact) with a child under the age of 13 is a crime.

Symptoms of sexual abuse include:

- Allegations or disclosure
- Genital soreness, injuries or discomfort
- Sexually transmitted diseases; urinary infections
- Excessive preoccupation with sexual matters; inappropriately sexualised play, words or drawing
- A child who is sexually provocative or seductive with adults
- Repeated sleep disturbances through nightmares and/or wetting

Older children and young people may additionally exhibit:

- Depression
- Drug and/or alcohol abuse
- Eating disorders; obsessive behaviours
- Self-mutilation; suicide attempts
- School/peer/relationship problems

Some members of our communities hold beliefs that may be common within particular cultures but which are against the law in England. Linkage does not condone practices that are illegal or harmful to children, young people or vulnerable adults.

Examples of particular practices are:

Forced Marriages - No faith supports the idea of forcing someone to marry without their consent. This should not be confused with arranged marriages between consenting adults.

Under-age Marriages - In England, a young person cannot legally marry or have a sexual relationship until they are 16 years old or above.

Ritualistic Abuse - Some faiths believe that spirits and demons can possess people (including children). What should never be condoned is the use of any physical violence to get rid of the possessing spirit. This is physical abuse and people can be prosecuted even if it was their intention to help the child, young person or vulnerable adult.

Modern slavery - can include victims that have been brought from overseas, and vulnerable people in the UK, being forced to illegally work against their will in many different sectors.

Female Genital Mutilation.

13. Prevent

The aim of 'Prevent' is to stop people becoming or supporting terrorists and to do this by challenging ideologies, protecting vulnerable individuals and supporting institutions, such as schools and colleges. It is part of the National Counter Terrorism Strategy.

14. Dealing with Disclosure of Abuse and Procedure for Reporting Concerns

If a service user tells a member of staff about possible abuse that staff member should:

- Listen carefully and stay calm.
- Do not interview the individual, but question normally and without pressure, in order to be sure that you understand what the learner is telling you.
- Do not put words into the service user’s mouth.
- Reassure them that by telling you, they have done the right thing.
- Inform the service user that you must pass the information on, but that only those that need to know about it will be told. Inform them to whom you will report the matter.
- Note the main points carefully; use their own words.
- Make a detailed note of the date, time, place, what the individual said, did and your questions, etc.
- In the event of the allegations suggesting the likelihood of physical or sexual assault then care must be taken to preserve any potential evidence e.g. clothing, soiling or damage.

Staff **should not investigate** concerns or allegations themselves, but should report them immediately to a Designated Staff Member (see paragraph 6 and 7). In the event of an allegation being made out of office hours, i.e. evening or weekend, the report should be made to the manager on call.

Staff working within Community Support Services may at some point witness behaviours in the persons home that they have concerns about. In these circumstances, they should report their concerns to a Designated Staff Member (see paragraph 6 and 7), or if out of office hours i.e. evenings and weekends the report should be made to the manager on call. The manager “on call” is responsible for ensuring immediate notification of safeguarding issues are made to the relevant Local Safeguarding Children Board or the local Safeguarding Adult Team and then guidance followed. All referrals should be notified as soon as possible to the senior manager on call.

Contact Information:	
North East Lincolnshire Safeguarding Children:	(01472) 325499
North East Lincolnshire Safeguarding Adults:	(01472) 256256
Lincolnshire Safeguarding Children:	(01522) 782111
Lincolnshire Safeguarding Adults:	(01522) 782155

15. Reporting and Dealing with Allegations of Abuse Against Members of Staff

The procedures apply to all staff, whether teaching, administrative, management or support, as well as to volunteers. The word “staff” is used for ease of description.

Linkage recognises that an allegation of abuse made against a member of staff may be made for a variety of reasons and that the facts of the allegation may or may not be true. It is also recognised that hasty or ill-informed decisions in connection with a member of staff can irreparably damage an individual’s reputation, confidence and career. Therefore, those dealing with such allegations at Linkage will do so with sensitivity and will act in a careful, measured way.

Any member of staff who receives an allegation of abuse by another member of staff from anyone should follow the guidelines as laid out above for dealing with disclosure. The allegation should be reported immediately to a Designated staff member, unless this is the person against whom an allegation has been made, in which case the report should be made to the Senior Staff Member (or in their absence to the Director of Care Services). In the event of an allegation being made out of office hours, i.e. evening or weekend, the report should be made to the manager “on call”. If that person is the person whom the allegation is being made against, then the on call manager elsewhere within the organisation should be informed.

Throughout any investigation of an actual or alleged act of abuse, by either service user or staff, the designated staff member will keep close contact with all parties and consideration will be given to the relevance of referring staff members to Independent Safeguarding Authority in consultation with the Director of Care Services. The police will be informed of reports of abuse as will the Local Safeguarding Children Board or Safeguarding Adult Team and, if in a registered property the Care Quality Commission. We will be guided by them with regards to informing parents, carers, home social workers and /or Connexions advisors of such allegations/incidents. Confidentiality is of paramount importance and therefore only those parties that need to know will be informed of details.

This procedure should be read in conjunction with the “Green Card” and the “Safeguarding Children & Vulnerable Adults Handbook”. Copies of the local Authority Safeguarding policy and procedure are also available on request.

16. All referrals regarding safeguarding should be notified to the Director of Care Services using appropriate internal documentation within 2 weeks of the incident arising.

17. Links to other documents

Please also refer to the following:

- Policy 1.2 Compliments and Complaints
- Policy 3.4 Bullying and Harassment
- Policy 3.25 Recruitment and Selection
- Policy 3.34 Whistleblowing
- Policy 4.24 Professional Boundaries/Practice
- Policy 4.30 Service User Anti-bullying
- Appendix 4.1.1 Referral form (Version 5 updated November 2016)
- Appendix 4.1.2 Referral completion form (Version 5 updated November 2016)
- Appendix 4.1.3 Abuse/incident report form

Signed:	
Position:	Chairman
Date:	November 2016