

James' Place

Safeguarding Policy

Adults At Risk & Child Safeguarding Policy

Definitions – for this document

An adult at risk or a vulnerable adult:

Is a person 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 themselves, or unable to protect themselves against significant harm or exploitation.

Vulnerable adults are entitled to: privacy; be treated with dignity; lead an independent life and to be enabled to do so; be able to choose how they lead their lives; the protection of the law; have their rights upheld regardless of ethnic origin, gender, sexuality, impairment or disability, age, religion or cultural background.

Child:

Describes a child aged 0-17 years old.

POLICY STATEMENT

James' Place is concerned with individuals and their circumstances and actively encourages an inclusive environment.

We seek to ensure that all our team members are aware of what is required from them under the vulnerable adult and child protection policy and make sure that it is practised at all times.

It is the responsibility of each one of us to prevent the physical, sexual, or emotional abuse and neglect of vulnerable adults and children.

We commit ourselves to co-operate fully with the appropriate statutory services when they are conducting official investigation into physical, emotional, or sexual abuse and neglect of vulnerable adults, children or young people (by an adult or young person).

This statement is to be brought to the attention of all staff and volunteers when they join, as part of their induction programme. Any amendments will be brought to the attention of all team leaders to be cascaded throughout the staff and volunteer teams.

This policy will be stored in a public area of our website, which will also include information about how to raise concerns, how to raise a whistle blowing concern and how to directly contact our Freedom to Speak Up Guardian.

Implementation

JAMES' PLACE SHALL:

Plan its work so as to minimise situations where the abuse of vulnerable adults and children might occur.

Although the number of people who actively seek to abuse vulnerable adults and children is very small, James' Place can reduce opportunities for abuse in various ways. We will, for instance:

- Ensure that there is adequate supervision for all vulnerable adults and children.
- Ensure that any vulnerable adult or child working with James' Place is aware of who they can talk to if they have concerns.
- Ensure that all staff and volunteers know where the nearest telephone is in case of emergencies and that phones are clearly labelled with directions for how to make external calls.
- Arrange that an adult is not left alone with a child except in an emergency where there is little or no opportunity of the activity being observed by others. This good practice can be of as much benefit to the adult as to the child.
- Make sure the designated person and deputy has correct and up to date training.
- Ensure staff and volunteers supervising vulnerable adults or children are suitably trained.

Designated person and their role

James' Place has a designated person who is responsible for dealing with any concerns about the protection of vulnerable adults or children. There are local deputies in the absence of the designated person.

The designated person for James' Place is Jane Boland.

The deputies are Dan Bracken, Andy Noon and John Younger.

The designated person will be available for vulnerable adults and children to speak with should they feel the need to talk with someone about an incident which has happened whilst working for or receiving assistance from James' Place particularly if they feel they have been physically, sexually, or emotionally abused or neglected by an adult or another young person.

RECORDING

The designated person will make notes and keep confidential records of any disclosure or concerns they or another staff/team member has and seek advice from the Social Services Department or the Police.

Staff and volunteers must ensure that their recording of facts, incidents, assessments, referrals, case discussions are all sufficient, accurate, concise, up-to-date, legible, dated, and factual. Opinions should be kept to a minimum and backed up by factual evidence. Any supporting evidence should be preserved and clearly labelled. These records must be stored in an individual file and stored securely in a manner that safeguards the individual's right to privacy and security. These records are available to individuals on request (not third party information) and may be used as evidence in disciplinary proceedings or in civil or criminal prosecutions.

WHISTLE-BLOWING

Staff and volunteers are encouraged to take action when suspicious that abuse is occurring at work – no matter what the setting, who the perpetrator is or who the victim is. James' Place will respect and not penalise those who stand up for anyone who is suspected of being abused.

Staff have a responsibility to report any occurrences or suspicions of adult abuse. Staff who report abuse are protected by the Public Interest Disclosure Act 1998.

REMEMBER

It is important that everyone in James' Place is aware that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. That is a task for the professional vulnerable adult and child protection agencies following a referral to them of concern about someone.

APPROVED

Additional points

Displaying information

The name of the designated person shall be displayed at all James' Place centres.

All staff, volunteers and centre users should be informed of the name of the designated person and how they might be contacted.

Applying agreed procedures for protecting vulnerable adults and children to all workers

These procedures are set in place to protect vulnerable adults and children should apply to all those in contact with them. This is not the same as treating each person who relates to vulnerable adults and children as being under suspicion, but a matter of taking sensible measures to protect vulnerable adults and children, which are then observed by everyone. This will involve thought and planning within each group to minimise the risk.

If any member of staff or supervising volunteer has concerns please raise them with the designated person. If it is brought to the attention of the designated person and not adequately dealt with the next step is to talk to Social Services/the Police as a private citizen to discuss your concerns.

See appropriate flowcharts at pages 6 and 7.

Disclosure of information

There is a difference between confidentiality and secrecy. All personal and delicate information disclosed to us is confidential but may not always be secret.

Personal and delicate information about staff and volunteers will be:

- Confidential to James' Place and can be shared with staff and volunteers on a 'need to know basis' and
- Can be shared with another agency when:
 - Permission is given by the person about whom the information is held.
 - There is an overriding justification to share information without the person's consent.
 - The law requires it.

Give staff and volunteers clear roles

Volunteer Handbook - Abuse of vulnerable adults and children is most easily concealed where there is confusion among adults about roles and responsibilities. Included therefore in all job and role descriptions, both for employees and volunteers, will be a statement laying down the behaviour and values expected from all who work as part of this team.

Over and above the written word, expected behaviour towards vulnerable adults and children when working with James' Place will be explained to new workers as part of their induction.

It is James' Place policy not to engage in regulated activities (close or personal tasks such as washing, dressing, or accompanying to the lavatory) with vulnerable adults: as at time of writing this policy members of staff and volunteers who work with clients on a 1:1 basis will be asked to complete Enhanced Disclosures. All other staff will be asked to complete DBS checks.

Supervision as a means of protection

Regular staff meetings will be held where the team meets together to raise issues about their area of work and discuss them. When receiving feedback about the work, particular attention should be paid to any

situation or suggestion that a vulnerable adult or child is being either highly favoured or harshly treated, as these are signs of abuse.

Within James' Place, our main area of concern about protecting people lies with the welfare of both our centre users and any vulnerable adult supported volunteers.

In all recruitment decisions concerning volunteers:

- a) A detailed application form should be completed.
- b) 2 references should be taken about the suitability of the applicant for the post being considered.
- c) An informal interview will provide an extended conversation to allow an opportunity to explore in more detail the applicant's experience and motivation for volunteering.

Criminal convictions

All staff and volunteers must complete a volunteer application form before commencing work at James' Place. Details of criminal convictions (except those 'spent' under the Rehabilitation of Offenders Act 1974) must be provided so an adequate risk assessment can be undertaken. (James' Place Trustee Board reserves the right to dismiss a member of staff / volunteer if information about criminal convictions is not disclosed and later comes to light.)

Training

Training in the prevention of abuse and the action to take if abuse occurs should be included as part of the Training and Induction Programme for all staff and volunteers.

All workers will be informed of this policy and procedures at induction and with any updates required by law.

Policy Review

This policy and its implementation will be reviewed at least annually and whenever there are any legislative changes or amendments to guidance issued by relevant statutory bodies.

Signature of Chair of Trustees

Date Policy Adopted _____

Safeguarding Children's Flow Chart

Staff or Volunteer is made aware of safeguarding concern through disclosure or observation.

Staff member or volunteer discusses concerns with the Designated Person within a timely manner to decide the appropriate actions to undertake.

Designated Person is **Jane Boland**

or in their absence **Andy Noon** (for Liverpool), **Dan Bracken** (for London), or **John Younger** (for Newcastle) who will provide guidance on action that needs to be taken.

Staff member or volunteer must also complete one of the relevant electronic forms: [Safeguarding Incident Reporting Form](#) or [Clinical & Adverse Incident Reporting Form](#).

Not a Child Protection Concern

- Concerns may still need to be logged and monitored
- A CAF* may be required

Child Protection Concern

Staff member or Volunteer believes concern should be acted upon but Designated Person does not agree. Staff/Volunteer has the right to refer concern straight to social services. Staff/Volunteer should inform Designated Person of their intentions.

If a child discloses abuse it must not be investigated further by any staff or volunteers of James' Place:

- If it is thought a child has suffered sexual abuse the police must be contacted immediately
- If it is thought a child has suffered severe harm (e.g. physical assault) the police must be contacted immediately – if medical attention is required this must take priority over any other action
- If it is thought a child may be in need of protection to prevent significant harm from occurring, they must refer the matter to the Social Care team relevant to the borough the child lives in

A verbal referral should be made within a timely manner by telephone to the Social Care team relevant to the borough the child lives in by either the staff/volunteer or Designated Person and followed up in writing.

Safeguarding Concern dealt with via Social Care Team or advice given on what actions to follow.

If Social Care assesses that concerns meet their referral threshold criteria and an assessment / intervention is co-ordinated, Social Care may not always be able to share all information regarding individual cases referred to them due to data protection and sensitive information. However, it is good practice to follow up that support is being appropriately provided and to continue to advocate for support if there are continuing concerns.

If Social Care does not see the case as appropriately meeting their threshold for referral it may be that there is a multi-agency response required to support the child/family via a *CAF (Common Assessment Frame Work) arrangement which the organisation may have continued involvement within.

Safeguarding Adults At Risk Flow Chart

Staff member or volunteer discusses concerns with the Designated Person within a timely manner to decide the appropriate actions to undertake.

Designated Person is **Jane Boland**
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Staff member or volunteer must also complete one of the relevant electronic forms: [Safeguarding Incident Reporting Form](#) or [Clinical & Adverse Incident Reporting Form](#).

Staff member or Volunteer believes concern should be acted upon but Designated Person does not agree.

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Staff/Volunteer should inform Designated person of their intentions.

If an adult discloses abuse it must not be investigated further by any staff or volunteers of James' Place:

- If it is thought an adult has suffered sexual abuse the police must be contacted immediately
- If it is thought an adult has suffered severe harm (e.g. physical assault) the police must be contacted immediately – if medical attention is required this must take priority over any other action
- If it is thought an adult may be in need of protection to prevent significant harm from occurring, they must refer the matter to the Adult Social Care team relevant to the borough the adult lives in

A verbal referral should be made by telephone to the Adult Social Care team relevant to the borough the adult lives in.

This should be followed up in writing in a timely manner. A call back will be made to follow up the referral from the Social Care Customer Access Team.

Safeguarding Concern dealt with via the relevant Adult Social Care team.

Investigations are carried out by nominated officers within individual Social Care Teams.