

<b>Issue date (m/y)</b>	08/2011
<b>Author</b>	Laura Cook, Managing Director
<b>Approved by</b>	Donna Welburn, Operations Director
<b>Last Review</b>	08/2021
<b>Review date (m/y)</b>	08/2022

## Safeguarding Policy and Procedure

### Scope of the Policy

The Learning Support Centre (LSC) believe in a client led approach. Some of our clients may be unable to uphold their rights and protect themselves from harm and abuse. They may have greatest dependency and yet be unable to hold services to account for the quality of care they receive. In such cases LSC have responsibilities to ensure that those clients receive high quality care and that their rights are upheld, including their right to be safe. Safeguarding young people and adults at risk is at the centre of this policy.

LSC's policy and procedures are implemented in line with the Care Act 2014 principles as fundamental requirements:

- To promote the **Prevention** of abuse through a positive atmosphere, and through the high-quality support we provide to young people and adults at risk.
- To **Protect** young people and adults at risk by ensuring employees are trained and supported to respond appropriately and sensitively to child protection and vulnerable adult concerns.
- To **Empower** and support clients, children and adults at risk who may have been abused.
- To work in **Partnership** with colleges, universities, parents, medical professionals and police where appropriate, to ensure communications and actions are undertaken.
- To ensure **Proportionality** to find the least intrusive response appropriate to the risk presented.

This policy is mandatory and applies to all employees and subcontractors. LSC recognise that the protection of adults at risk and children is the responsibility of all its employees. LSC ensure that all other working partners are aware of our [safeguarding policy and procedure](#) by stating it on our website, displaying appropriate information and by raising

### Policy Statement

- In March 2000, the Department of Health published 'No Secrets' requiring statutory, voluntary and independent sector agencies to work together to produce policy, guidance and training about working with adults in need of safeguarding.
- A adult at risk or an adult deemed to be at risk of abuse is considered to be any person aged eighteen or over who is or may be in need of community care services by reason of mental or other disability, age or illness, or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.
- To enable compliance, all employees within LSC taking part in regulated activities will be required to attend mandatory safeguarding training at commencement of employment and then as a refresher every 3 years.
- LSC have appropriate monitoring arrangements in place to ensure providers and commissioners on behalf of LSC are meeting their contractual responsibilities in ensuring they are safeguarding young people and adults at risk.

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## Definitions of Abuse

The following definitions constitute abuse:

- Behaviour towards a person that either deliberately or unknowingly, causes him or her harm or endangers their life or their human or civil rights.
- The violation of an individual's human or civil rights by any person or persons.
- Abuse includes physical, domestic violence or abuse, sexual, psychological/emotional, financial/material, organisational or institutional, discriminatory abuse and acts of neglect and omission, self-neglect, and modern slavery. An individual, a group or an organisation (may perpetrate abuse. It includes domestic violence and institutional abuse. Abuse can be passive or active; it can be an isolated incident or repeated. It may occur as a result of a failure to undertake action or appropriate care tasks.
- Some instances of abuse involving adults in need of safeguarding may also constitute domestic violence (physical, psychological, emotional, sexual, financial and/or neglect). Domestic violence is abuse perpetrated by partners, ex partners or family members.
- Sometimes as in the case of domestic violence, a person can be vulnerable to violence because of their circumstances.

### Abuse can be obvious and sudden, such as:

- An injury.
- A person tells you they have been ill-treated.
- A person shows concern about the way an adult is behaving towards them.
- A person, employee or other adult tells you they are concerned about a person who is being mistreated.

### Abuse can be part of a bigger picture over a longer period, such as:

- A person who is regularly hungry, dirty or unsuitably clothed.
- A person who is showing unusual signs of behaviour. Deterioration in work or lack of interest.
- A person who is isolated, distressed or angry.

## Responsibilities of The Learning Support Centre

### Director responsibilities:

The managing director takes account for ensuring that the safeguarding policy and procedure is distributed, reviewed, active and adhered to. This role is supported by the Operations Director and Support Co-ordinators, who hold delegated responsibility.

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## Management and co-ordination team responsibilities:

Managers and Support Coordinators are responsible

- The production of progress reports and quarterly client feedback.
- Reports and papers regarding any specific issues requiring team approval or decision.
- Taking action to identify and prevent abuse from happening.
- Responding appropriately when abuse has or is suspected to have occurred.
- Ensuring that the agreed safeguarding procedures are always followed.
- Providing support and advice to employees in responding to safeguarding issues.
- Informing employees of any local or national issues relating to safeguarding.
- Ensuring they are trained and that our staff team is aware of their responsibilities to attend training and to support all staff in accessing these events.
- Ensure our staff team has access to appropriate training, support and advice.
- Ensuring that the organisation has a dedicated employee with an expertise in safeguarding.
- Ensuring all employees has access to appropriate consultation and supervision regarding safeguarding.
- Understanding how diversity, beliefs and values of people who use services may influence the identification, prevention and response to safeguarding concerns.
- Ensuring that information is available to all clients, their families and others using LSC services, advising on what to do if they have a concern or complaint.
- Ensuring they are familiar with, implement and contribute to the implementation of the multi-agency procedures for the area in which support is coordinated.
- Ensuring that all employees who carry out regulated activities have a DBS check in line with the requirements of the Independent Safeguarding Authority Vetting and Barring Scheme and actively encourage all employees to register with the update service.

## All Employees Responsibilities

All employees are responsible for:

- Always following safeguarding policy and procedures, particularly if concerns arise about the safety or welfare of a adult at risk or child.
- Participating in safeguarding training and maintain current working knowledge.
- Discussing any concerns about the welfare of a vulnerable adult and children with their line manager.
- Contributing to actions required including information sharing and attending meetings.
- Working collaboratively with other agencies to safeguard and protect the welfare of people who use services.
- Always remaining alert to the possibility of abuse.
- Recognising the impact of diversity, beliefs and values of people who use services.

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## Prevent Duty

Educational Institutions are required to implement a Prevent Agenda as part of the Prevent Duty, Section 26 of the Counter Terrorism and Security Act 2015.

LSC take due regard to the need to prevent people from being drawn into terrorism. In line with safeguarding LSC aim to reduce the threat to the UK from all forms of terrorism by working with institutions to support their Prevent Agenda.

### If a adult at risk or child tells you about abuse:

- Treat what they tell you seriously.
- Reassure the person they have done the right thing by telling you.
- Do not question the person or put words in their mouth.
- Do not promise to keep what they have said a secret.
- Tell the person you will have to pass on what they have said.
- Do not speak to anyone implicated in the abuse.
- Immediately report the information to your line manager or senior member of staff.
- Record what the person has said, in their own words as far as possible, sign, date it and give it to your line manager or senior member of staff.

**Contact telephone: 0116 2548881 9-5pm Monday-Friday**

**Out of Hours telephone: 07979502923**

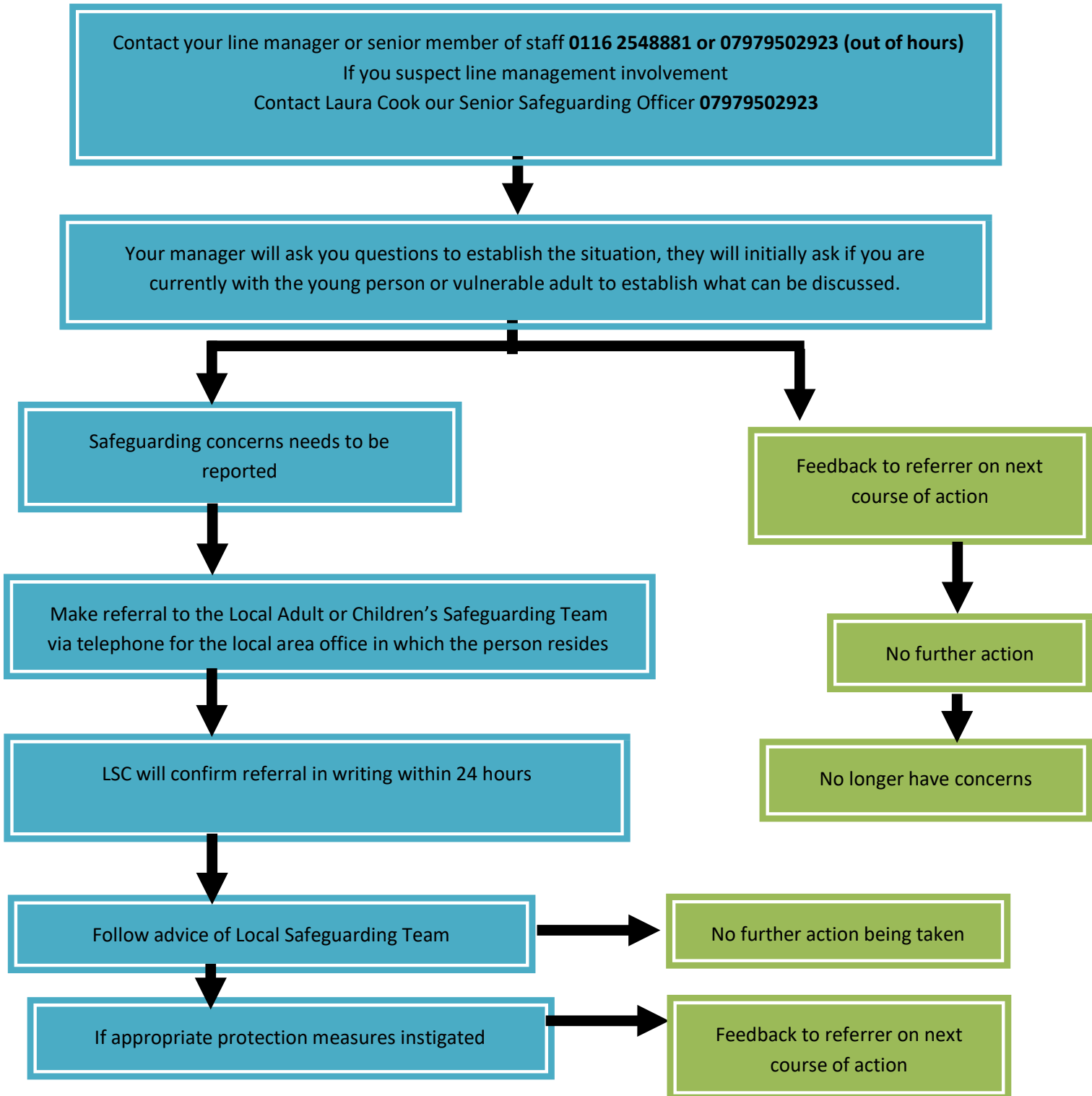
## Reporting Abuse

It is expected that all employees follow the procedure outlined on page 5:

- If an employee suspects that an adult at risk or child is being abused or is at risk of abuse, they are expected to report concerns to a line manager, unless they suspect that the line manager is implicated, in such circumstances the whistle blowing policy should be followed which can be found in the Employee Handbook.
- If at any time an employee feels that the person needs urgent medical assistance, they have a duty to call for an ambulance or arrange for a doctor to see the person at the earliest opportunity.
- If at the time an employee has reason to believe the vulnerable person is in immediate and serious risk of harm or that a crime has been committed the police must be called.
- All persons need to be safe. Throughout the process the person remains paramount and their wishes should be sought. This process is about protecting the adult and prevention of abuse.
- Accurate records of events must be kept.

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## Process for reporting concern or suspected abuse



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## Where alleged abuser and alleged victim are both service users:

- It is important that consideration be given to a co-ordinated approach and partnership working, where it is identified that both the alleged abuser and alleged victim are service users.
- Where both parties are receiving a service, employees should discuss cases and work together, however meetings with both the alleged abuser and alleged victim in attendance, are not considered appropriate.

## Allegation of abusive staff member

Employees should be aware that abuse is a serious matter that can lead to a criminal conviction. Where applicable the organisations disciplinary policy should be implemented.

## Information Governance

Confidentiality and information sharing 'No Secrets' [DH 2000] states that the government expects organisations to share information about individuals who may be at risk from abuse. This is also stressed by 'Safeguarding Adults' [ADSS 2005] the framework for good practice. It is important to identify an abusive situation as early as possible so that the individual can be protected. Withholding information may lead to abuse not being dealt with in a timely manner. **Confidentiality must never be confused with secrecy.** Staff have a duty to share information relating to suspected abuse with the local authority and where necessary the police. Information will be shared on a case by case basis taking into account legal requirements to maintain confidentiality of the data, notably the Data Protection Act, Article 8 of the Human Rights Act and the Common Law duty of confidentiality.

If sharing of information is required explicit consent from the person is required

Information may be shared without consent if:

- A serious crime has been committed.
- Where the alleged perpetrator may go on to abuse other adults or children.
- Other adults at risk or children are at risk in some way.
- The vulnerable adult or child is deemed to be in serious risk.
- The public interest overrides the interest of the individual.
- When a member of staff of a statutory service, a private or voluntary service or a volunteer is the person accused of abuse, malpractice or poor professional standards.
- If a worker has any doubt about the legality of sharing information, they must in the first instance consult their manager.

## Recruitment and Personal Processes

LSC has a duty to ensure that safe recruitment processes are complied. Please refer to the Recruitment Procedure.

## Staff Training

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LSC ensures all employees participate in accredited safeguarding training to promote the welfare of adults at risk and children. The training will be proportionate and relevant to the roles and responsibilities of each employee, as identified by their line manager.

## Service Developments

In developing or redesigning services, LSC will take into account the need to safeguard and promote the welfare of adults at risk and children at risk of abuse.

## Safeguarding Referral Point

In the first instance contact the Senior Safeguarding Officer Laura Cook on 07979502923, the person's named social worker or local access team will then be contacted.

If this cannot be done in a timely fashion, please, contact the Local Authority Safeguarding Team for the area in which you are working, please see contact details below, if you are working remotely google will bring up the contact

## Review and Maintenance of Policy

This policy and procedure will be subject to a routine annual review and will also be subject to alteration if required through the creation of additional national or local legislation, policy, and guidance, and if revised, all stakeholders will be alerted to the new version. The review will be conducted by the registered manager and other relevant personnel.

## Monitoring of policy

Implementation of the policy will be monitored via the quarterly quality meetings with the support of the LSC Coordination Team

### Leicester City Safeguarding Team

Name:	Safeguarding Adults Unit
Website info	<a href="https://www.leicester.gov.uk/health-and-social-care/adult-social-care/what-support-do-you-need/staying-safe-and-avoiding-harm/">https://www.leicester.gov.uk/health-and-social-care/adult-social-care/what-support-do-you-need/staying-safe-and-avoiding-harm/</a>

Name:	Leicester City Children and Young People's Service
Website info	<a href="http://www.lcitylscb.org/what-to-do-if-you-are-concerned-about-a-child/">http://www.lcitylscb.org/what-to-do-if-you-are-concerned-about-a-child/</a>

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### Birmingham City Safeguarding Team

Name:	Birmingham City Safeguarding Adults Unit
Website info	<a href="https://www.birmingham.gov.uk/info/20018/adult_social_care_and_health/111/report_possible_abuse_or_neglect_of_an_adult_with_care_and_support_needs">https://www.birmingham.gov.uk/info/20018/adult_social_care_and_health/111/report_possible_abuse_or_neglect_of_an_adult_with_care_and_support_needs</a>

### Newcastle Safeguarding Team

Name:	Newcastle Safeguarding Adults Unit
Website Info	<a href="https://www.newcastle.gov.uk/services/care-and-support/information-and-support-adults/report-suspected-adult-abuse-and-neglect">https://www.newcastle.gov.uk/services/care-and-support/information-and-support-adults/report-suspected-adult-abuse-and-neglect</a>

### Nottinghamshire Safeguarding Team

Name:	Nottinghamshire Safeguarding Adults Unit
Website Info	<a href="https://www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse-professionals">https://www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse-professionals</a>

### York Safeguarding Team

Name:	York Safeguarding Adults Unit
Website Info	<a href="https://www.york.gov.uk/ReportAdultAbuseInYork">https://www.york.gov.uk/ReportAdultAbuseInYork</a>

Other contacts include:

- **Police** in area where client is based
- **Crime stoppers** 0800 555 111 (free and confidential)
- <https://www.changegrowlive.org/what-we-do/sova>

## Related Policy and Supporting Documents

- [Safeguarding Vulnerable Groups Act 2006](#)
- Communications and Engagement Policy and Procedure
- [Care Act 2014 Act](#)
- Health and Safety Policy Care Staff Handbook Employee
- MCA and DoLS Policy and Procedure
- Manual Handling Policy and Procedure LSC Care Advocacy Policy
- LSC Care Financial Transactions Policy and Procedure



