

| <b>Safeguarding Procedure</b> |                                   |
|-------------------------------|-----------------------------------|
| <b>Issue date (m/y)</b>       | 08/2011                           |
| <b>Author</b>                 | Laura Cook, Director              |
| <b>Approved by</b>            | Donna Welburn, Operations Manager |
| <b>Last Review</b>            | 08/2017                           |
| <b>Review date (m/y)</b>      | 07/2019                           |

The Learning Support Centre Ltd are committed to implementing its safeguarding policy and procedure in line with Government and Local Authorities Procedures. These are available to view on the website via the staff resources portal and a hard copy is available in the office.

## Definitions of 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, sexual, psychological/emotional, financial/material, 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, 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.

### 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, staff member or other adult tells you they are concerned about a person who is being mistreated.

### 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 Ltd:

### Director responsibilities:

The Managing Director is accountable for ensuring that the safeguarding policy is distributed, reviewed, active and adhered to. This role is supported through The Managers and Support Co-ordinators, who hold delegated responsibility.

### Management and co-ordination team responsibilities:

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- Progress reports and client feedback termly
- Reports and papers regarding any specific issues requiring team approval or decision.
- To take action to identify and prevent abuse from happening.
- Respond appropriately when abuse has or is suspected to have occurred.
- Ensure that the agreed safeguarding procedures are followed at all times.
- Provide support and advice to staff in responding to safeguarding issues.
- Inform staff of any local or national issues relating to safeguarding adults.
- Ensure our staff team is aware of their responsibilities to attend training and to support staff in accessing these events.
- Ensure our staff team has access to appropriate training, support and advice.
- Ensuring that the organisation has a dedicated staff member with an expertise in safeguarding.
- Ensuring staff have access to appropriate consultation and supervision regarding safeguarding.
- Understand how diversity, beliefs and values of people who use services may influence the identification, prevention and response to safeguarding concerns.
- Ensure that information is available for people that use services, family members setting out what to do if they have a concern.
- Become familiar with, and implement and contribute to the implementation of the Leicester, Leicestershire and Rutland Safeguarding Adults Multi-agency Procedures.
- Ensure that all employees who carry out regulated activities have a CRB/DBS check in line with the requirements of the Independent Safeguarding Authority Vetting and Barring Scheme.

## **Responsibilities of all staff:**

- Follow safeguarding policy and procedures at all times, particularly if concerns arise about the safety or welfare of a vulnerable adult or child.
- Participate in safeguarding training and maintain current working knowledge.
- Discuss any concerns about the welfare of a vulnerable adult and children with their line manager.
- Contribute to actions required including information sharing and attending meetings.
- Work collaboratively with other agencies to safeguard and protect the welfare of people who use services.
- Remain alert at all times to the possibility of abuse.
- Recognise the impact that diversity, beliefs and values of people who use services can have.

## **If a vulnerable adult 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

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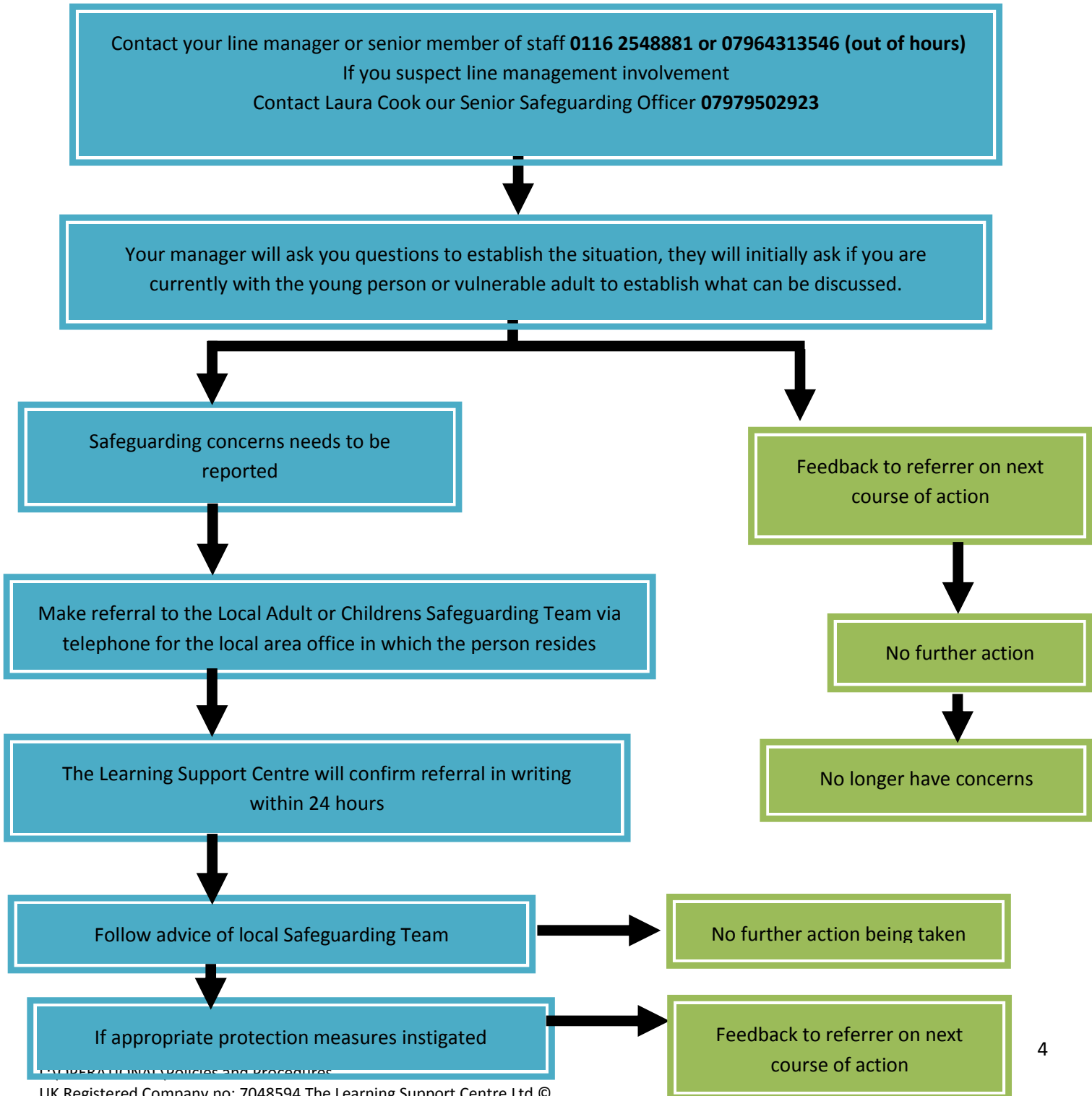
- Record what the person has said, in their own words as far as possible, sign, date it and give it to your line manager or senior member of staff tel:0116 2548881 9-5pm Mon-Fri Out of Hours tel:07964313546

## Reporting Abuse

- It is expected that all staff follow the procedure outlined on page 4.
- If staff suspects a vulnerable adult 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.)
- If at any time staff feel 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 staff have 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. This process is about protecting the adult and prevention of abuse.
- Accurate records of events must be kept using support logs.

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## Process for reporting concern or suspected abuse



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## Alleged abuser and victims who 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, staff 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 vulnerable adults 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

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- The Learning Support Centre has a duty to ensure that safe recruitment processes are complied. Please refer to the safer recruitment of staff policy.

## **Staff Training**

The Learning Support Centre Ltd will enable staff to participate in training on safeguarding and promoting the welfare of vulnerable adults and children. The training will be proportionate and relevant to the roles and responsibilities of each staff member, as identified by their line manager.

## **Service Developments**

In developing or redesigning services, The Learning Support Centre Ltd will take into account the need to safeguard and promote the welfare of vulnerable adults and children at risk of abuse.

## **Safeguarding referral points**

In the first instance contact the Senior Safeguarding Officer Laura Cook on 07979502923, the persons named Social Worker or local access team will then be contacted. If Laura is not contactable call the out of hours number on 07964313546.

If this cannot be done in a timely fashion please, contact the Local Authority Safeguarding Team in which you are working in, please see contact details below, if you are working remotely google will bring up the contact details service the county name and safeguarding.

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### Leicester City Safeguarding Team

|              |  |
|--------------|--|
| Name:        | Safeguarding Adults Unit   |
| Address:     | 1 Grey Friars, Leicester, LE1 5PH (open hours Mon-Fri, 9am-4pm)            |
| Telephone:   | <b>0116 454 1004</b> (Monday to Thursday 8.30am-5pm, Friday 8.30am-4.30pm) |
| Emergencies: | 0116 255 1606 (outside normal office hours, weekends, bank holidays)       |

|                  |  |
|------------------|--|
| Name:            | Leicester City Children and Young People's Service |
| Telephone:       | 0116 454 1004 (line open 24/7)                     |
| Minicom/Textbox: | 0116 454 1012                                      |

### Birmingham City Safeguarding Team

|              |  |
|--------------|--|
| Name:        | Birmingham City Safeguarding Adults Unit |
| Telephone:   | 0121 303 1234                            |
| Emergencies: | Out of hours 0121 675 4806               |

### Bolton Safeguarding Team

|              |                |
|--------------|----------------|
| Name:        | Bolton Council |
| Telephone:   | 01204 337000   |
| Emergencies: | None provided  |

### Newcastle Safeguarding Team

|              |   |
|--------------|---|
| Name:        | Newcastle Safeguarding Adults Unit                          |
| Telephone:   | Community Health and Social Care Direct 0191 278 8377       |
| Emergencies: | The Out of Hours service can be contacted on 0191 278 7878. |

### Nottinghamshire Safeguarding Team

|            |   |
|------------|---|
| Name:      | Nottinghamshire Safeguarding Adults Unit                        |
| Telephone: | 0300 500 80 80 (Monday to Friday 8.00am-8pm Saturday 8am -noon) |

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| Emergencies: | 0300 456 4546. (outside normal office hours, weekends, bank holidays) |
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### York Safeguarding Team

|              |   |
|--------------|---|
| Name:        | York Safeguarding Adults Unit                               |
| Telephone:   | contact adult social care, tel: 01904 555111 (office hours) |
| Emergencies: | out of hours, tel: 01609 534527                             |

Other contacts include:

- **Police** 0116 2222222
- **Crime stoppers** 0800 555 111 (free and confidential)

### Related Documents

- Safeguarding Policy
- [Safeguarding Vulnerable Groups Act 2006](#)
- Safer recruitment Policy
- Health and Safety Policy
- Care Staff handbook
- MCA and DoLS Policy and Procedure
- Manual Handling Policy and Procedure
- LSC Care Advocacy Policy
- LSC Care Financial Transactions Policy and Procedure
- Out of Hours Policy and Procedure
- Equality Policy
- <http://www.lcitylscb.org/home/>
- <http://www.leicester.gov.uk/your-council-services/social-care-health/adults/staying-safe/safeguarding-adults-board/>
- <http://www.sova.org.uk/>