

## **SAFEGUARDING CHILDREN POLICY**

***Date approved by staff: 22/03/2016***

***Approved by Governance Committee: 19/04/2016***

***Date approved by BoT: 10/05/2016***

***Date for review: April 2017***

Yorkshire MESMAC Group of Services is fully committed to safeguarding and promoting the welfare of all children, young people and adults. It recognises its responsibility to take all reasonable steps to promote safe practice and to protect children, young people and adults from harm, abuse and exploitation. Yorkshire MESMAC Group of Services acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

Paid staff and volunteers (hereafter referred to as 'workers') will endeavour to work together to encourage the development of an ethos which embraces difference and diversity and respects the rights of children, young people and adults.

### Safeguarding Children

A child is defined as anyone who has not yet reached their 18th birthday.

Safeguarding and promoting the welfare of children is defined as:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes.

### Key principles of safeguarding

Safeguarding is everyone's responsibility and for services to be effective they should be based on a clear understanding of the needs and views of children adopting a child-centred approach.

### Implementation

In implementing this safeguarding children and young people policy, Yorkshire MESMAC Group of Services (YM) will:

- Ensure that all workers understand their roles and responsibilities in respect of safeguarding to protect children and young people from harm, abuse and exploitation;
- Promote and prioritise the safety and wellbeing of children and young people
- Ensure that all workers understand their responsibility to work to the standards that are detailed in the organisation's Child Protection Procedures and work at all times towards maintaining high standards of practice;
- Ensure that all workers are aware of Local Safeguarding Children's Board (LSCB) interagency safeguarding procedures and are confident in how to work within these guidelines.
- Ensure that all workers understand their duty to report concerns that arise about a child or young person, or a worker's conduct towards a child/young person, to the organisation's Named Person for child protection and that support is provided to the individual/s who raise or disclose the concern;
- Ensure that the Named Person understands his/her responsibility to refer any child protection concerns to the statutory child protection agencies (i.e. Police and/or Children and Young People's Social Care, formerly Department of Social Services);
- Ensure that any procedures relating to the conduct of workers are implemented in a consistent and equitable manner;
- Provide appropriate learning opportunities for all workers to develop their skills and knowledge, to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people
- Ensure that children and young people are enabled to express their ideas and views on a wide range of issues and will have access to the organisation's Complaints Procedure;
- Ensure that parents/carers are encouraged to be involved in the work of the organisation where appropriate and, when requested, have access to all guidelines and procedures;
- Endeavour to keep up-to-date with national developments relating to the welfare and protection of children and young people.

## **Introduction**

These procedures have been designed to ensure the welfare and protection of any children – defined as anyone who has not yet reached their 18th birthday – who accesses Yorkshire MESMAC services. The procedures recognise that child protection can be an emotive subject and understand that some workers may find it a challenging area. However, it is important that staff and volunteers respond appropriately to child protection incidents and are aware of their responsibilities. YM is committed to the belief that protecting children and young people is everybody's responsibility and that these guidelines will enable all workers and volunteers to act appropriately to any concerns that arise in respect of a child/young person.

YM is committed to Equal Opportunities (see Section 1).

YM is committed to safer recruitment procedures (see Section 13).

## **Recognising the Signs and Symptoms of Abuse**

Abuse is defined as a form of maltreatment of a child. The forms of abuse are defined under the umbrella headings of Physical Abuse, Emotional Abuse, Sexual Abuse and Neglect. An additional appendix of the full revised definitions as outlined in Working Together to Safeguard Children (2015) is outlined in Appendix 3. YM requires all staff and volunteers to familiarise themselves with these definitions and symptoms.

YM will ensure that all staff members whether paid or unpaid, undertake training to gain a basic awareness of the signs and symptoms of child abuse and of the LSCB's interagency safeguarding procedures.

Staff should be aware of and be able to respond appropriately to any:

- significant changes in children's behaviour;
- deterioration in their general well-being;
- unexplained bruising, marks or signs of possible abuse;
- signs of neglect;
- comments children make which give cause for concern.

## **Concerns for a child/young person's safety**

Concerns for a child/young person's safety may come to light in one of the following ways:

- a child or young person alleges that abuse has taken place or that they feel unsafe;
- a third party or anonymous allegation is received;

- a child or young person’s appearance, behaviour, play, drawing or statements cause suspicion of abuse and/or neglect;
- a child or young person reports an incident(s) of alleged abuse which occurred some time ago;
- a report is made regarding the serious misconduct of a worker towards a child or young person.

**Named Person(s) for Child Protection**

YM has an appointed individual who is responsible for dealing with any child protection concerns. In their absence, a deputy will be available for workers to consult with wherever possible. The Named Persons for Child Protection within YM are:

<b>Named Person for Child Protection:</b> Tom Doyle	
	Work telephone number: 0113 244 4209
	Mobile number: 07771 931 421
	Emergency contact no: as above
<b>Deputies</b>	<b>Name of contact person:</b> Ellen Hill
	Work telephone number: 0113 244 4209
	Mobile number: 07738 489 893
	Emergency contact no: 07956 021 783
	<b>Name of contact person:</b> Paul Storey
	Work telephone number: 01482 227883
	Mobile number: 07468 883084
	Emergency contact no: 07415 534456

The role and responsibilities of the Named Person(s) are:

- To ensure that all staff and volunteers are aware of what they should do and who they should go to if they are concerned that a child/young person may be subject to abuse or neglect.
- Ensure that any concerns about a child/young person are acted on, clearly recorded, referred on where necessary and followed up to ensure the issues are addressed.
- The Named Person(s) will record any reported incidents in relation to a child/young person or breach of safeguarding children and young people policies and procedures using the Child Protection Incident Reporting Form (**Appendix 1**). This will be kept in a secure place and its contents will be confidential.

- The Named Person will refer on as necessary any incidents in relation to a child/young person or breach of safeguarding children and young people policies and procedures to the appropriate safeguarding board or multiagency partnership as appropriate for the region the safeguarding incident occurred in.

## **Stages to Follow if you are Worried about a Child**

YM recognises that it has a duty to act on reports or suspicions of abuse and believes that the safety of the child should override any doubts, hesitations, or other considerations (such as the potential to have a negative impact on professional relationships with a family). When worrying changes are observed in a child's or young person's behaviour, physical condition or appearance, staff will:

### ***Stage 1***

- Initially talk to a child/young person about what you are observing. It is okay to ask questions, for example: "I've noticed that you don't appear yourself today, is everything okay? Never use leading questions.
- Listen carefully to what the young person has to say and take it seriously.
- Never investigate or take sole responsibility for a situation where a child/young person talks about matters that may be indicative of abuse.
- Always explain to children and young people that any information they have given will have to be shared with others, if this indicates they and/or other children are at risk of harm;
- Notify the organisation's Named Person for Child Protection. If you are concerned about a child's immediate wellbeing and are unable to reach the designated safeguarding leads then you should contact the local Duty and Advice team.
- Record what was said immediately or at maximum three working days after any disclosure. The person who receives the allegation or has the concern should complete the Child Protection Incident Reporting Form and ensure it is signed and dated.
- Respect confidentiality and file documents securely.

### ***Stage 2***

- The Named Person(s) will take immediate action if there is a suspicion that a child has been abused or likely to be abused. In this situation the Named Person will contact the Police and/or Children and Young People's Social Care.
- If a referral is made direct to Children and Young People's Social Care this must be followed up in writing within 24 hrs.
- NB Parents / carers will need to be informed about any referral to Children & Young people's Social Care unless to do so would place the child at an increased risk of harm.
- The Named Person can also seek advice and clarity about a situation that is beginning to raise concern through the NSPCC National Child Protection Helpline on 0808 800 5000.

### **Managing Allegations made against a member of staff or volunteer**

An allegation may relate to a person who works with children who has:

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

YM will ensure that any allegations made against a worker(s) will be dealt with swiftly and in accordance with these procedures:

- The worker must ensure that that the child is safe and away from the person against whom the allegation is made.
- The Named Person for child protection should be informed immediately. In the case of an allegation involving the Named Person, alternative arrangements should be sought to ensure that the matter is dealt with by an independent person (ordinarily, the Chair of the Board of Trustees).
- The Named Person should contact the Local Authority's designated officer or team of officers for the management and oversight of allegations for advice on how to proceed with the immediate situation. Outside of working hours, the Emergency Duty Team can give advice and/or in the event of an emergency situation arising, the Police should be contacted.
- The individual who first received/witnessed the concern should make a full written record of what was seen, heard and/or told

immediately or at maximum three working days after observing the incident/receiving the report. It is important that the report is an accurate description. The Named Person (if appropriate) can support the worker during this process but must not complete the report for the worker. This report must be made available on request from the Police and/or Children and Young People's Social Care.

Regardless of whether a Police and/or Children and Young People's Social Care investigation follows, YM will ensure that an internal investigation takes place and consideration is given to the operation of disciplinary procedures. This may involve an immediate suspension and/or ultimate dismissal dependant on the nature of the incident. No front-line work will be undertaken by a staff member if they are under investigation.

### **Management and supervision of staff / volunteers**

YM is committed to the appropriate management and supervision of staff and/or volunteers working with children and or young people to ensure that appropriate lines of accountability are in place with respect to work with children and young people.

Staff will receive regular supervision meetings in line with YM's supervision policy. These will be recorded and the notes agreed by both parties.

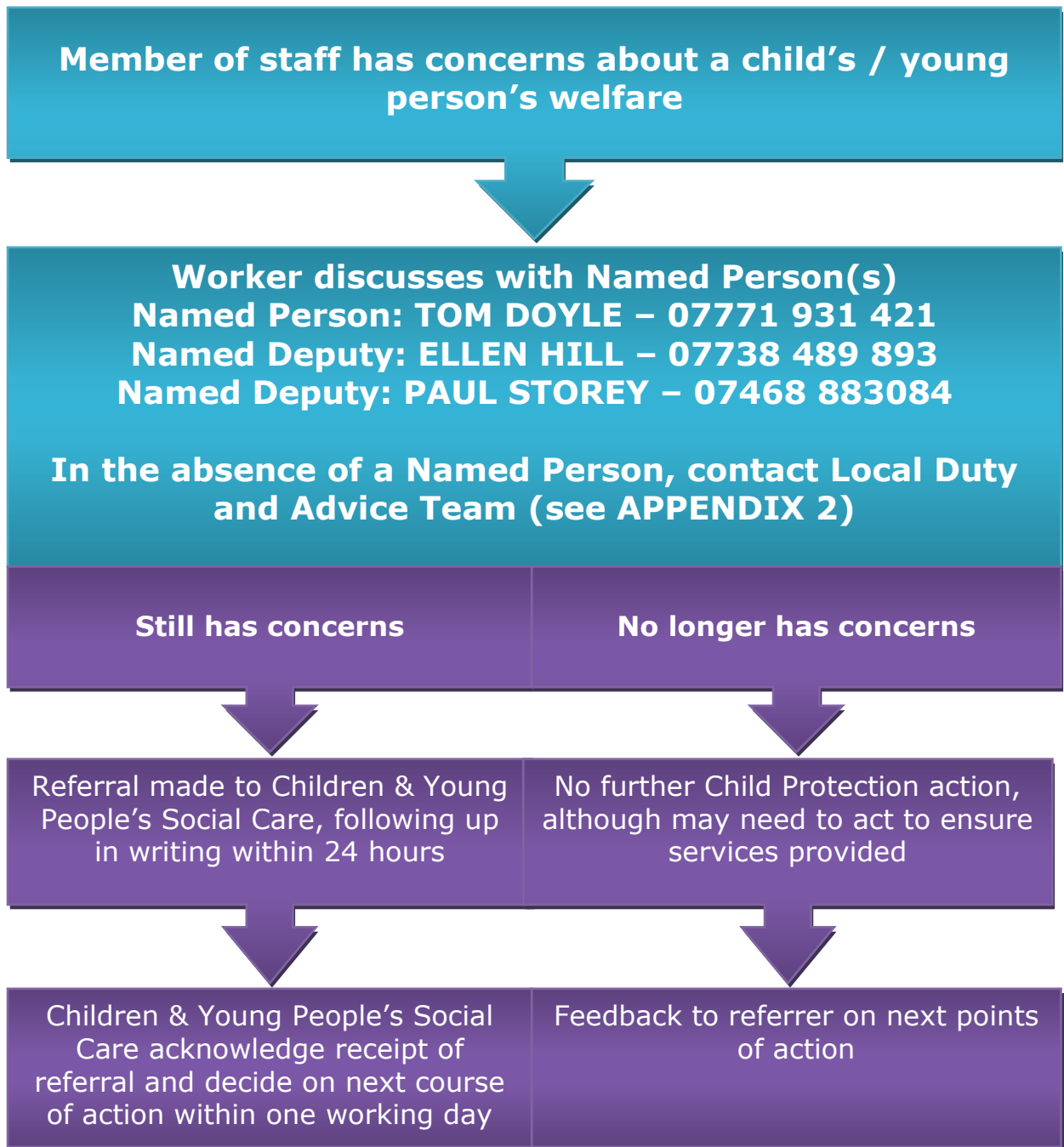
When a member of staff is involved in a child protection incident, this will be reviewed within supervision i.e. recordings, assessments, monitoring arrangements etc. and decisions relating to the level of involvement will be taken by the appropriate officer/member within YM.

When a member of staff is a member of a child protection core group, working with a child who is subject to a child protection plan, supervision will occur at a minimum of monthly intervals and discussion of the case will be a standing agenda item.

Supervisors will ensure that information about children is appropriately shared with other organisations and that they will be informed if work ceases with a child when other organisations are involved.

The Named Person dealing with the incident will speak with the worker who raised the concern within one week and discuss any support they may need.

## Flow Chart



### ***Child Protection Incident Reporting Form***

See APPENDIX 1.

For Useful Contacts/Support Organisations re Child Protection, see APPENDIX 2.



# **APPENDIX 1 – CHILD PROTECTION INCIDENT REPORTING FORM**

## **YORKSHIRE MESMAC CHILD PROTECTION INCIDENT REPORTING FORM**

**1. Date of Incident:**

2. Person completing the Report Form:

3. Job Title:

4. Name and address of person reporting poor practice or potential abuse (If different from No. 2 above)

5. Details of Incident: (Be specific, include times, dates, location, details of any witnesses etc.)

6. Date incident reported to DESIGNATED REPORTING OFFICER

7. Brief notes of discussion with DESIGNATED REPORTING OFFICER including any action/instructions agreed:

8. Action/Instructions Agreed: (Please include any details and contact numbers where appropriate).

**• NB: Please attach any other information that you feel is relevant to this form**

## **APPENDIX 2**

### ***Useful Contacts/Support Organisations***

If you have concern that a child is being harmed as a result of abuse or neglect, you must not keep these concerns to yourself. Keeping children safe is everyone's responsibility.

You need to ensure that you speak to the appropriate organisations who can listen to and record your concern, and take appropriate action.

Following are useful numbers for making a referral and/or getting help deciding whether a referral is necessary.

If ever you believe anyone is at immediate risk of harm you can always ring the Police as an emergency on 999.

If a crime has occurred, advice needed or non emergencies, call the Police on 101

Preserve any evidence

Accurately record the information ensuring you date, time and sign it

## **In Leeds**

### **Children & young people (under 18 years old)**

Report a child protection concern if you work with children or young people:

Call the Duty & Advice team on 0113 376 0336 between 8am to 6pm.

Emergency Duty Team:

0113 240 9536

On weekends, Bank Holidays and all other times

## **In Bradford**

### **Children & young people (under 18 years old)**

To make a referral and/or get advice about whether to make a referral for children and young people:

During office hours call Children's Social Care Initial Contact Point - 01274 437500 - (8.30am - 5.00pm Monday to Thursday, 4.30pm on Friday)

At all other times, Social Services Emergency Duty Team - 01274 431010

General enquiries, please contact Children's Specialist Services  
01274 435600

<http://www.bradford-scb.org.uk/>

## **Wakefield**

### Social Care Direct

To make a referral and/or get advice about whether to make a referral for both children: Social Care Direct is a free and confidential phone line, open 24 hours a day 7 days a week

Tel:

0845 8503 503

Minicom: (Type Talk calls welcome)

01924 303 450

Email:

[social\\_care\\_direct@wakefield.gov.uk](mailto:social_care_direct@wakefield.gov.uk)

For all other Safeguarding Children's Board contacts: arranging meetings, enquiring about the appropriate procedure to follow, training requests etc. use the following contact details:

WDSCB  
Civic Centre  
Ferrybridge Road  
Castleford  
WF10 4JH

Tel: 01977 722047

Fax: 01977 722400

Email: [wdsqb@wakefield.gov.uk](mailto:wdsqb@wakefield.gov.uk)

Web:

<http://www.wakefield.gov.uk/HealthAndSocialCare/ChildrenAndYoungPeople/SafeguardChildren/contactus.htm>

## **North Yorkshire**

To make a referral and/or get advice about whether to make a referral for children:

During Office Hours

By Phone: 01609 780780

Email: [Children&families@northyorks.gov.uk](mailto:Children&families@northyorks.gov.uk)

Outside Office Hours

Emergency Duty Team (for evenings, weekends and bank holidays):  
01609 780780

For all other Safeguarding Children contacts: arranging meetings, enquiring about the appropriate procedure to follow, training requests etc. use the following contact details:

North Yorkshire Safeguarding  
Children Board  
South Block,  
NYCC, County Hall,  
Racecourse Lane,  
Northallerton.  
DL7 8AE

Jesmond House  
31/33 Victoria Avenue  
Harrogate  
HG1 5QE

Customer services centre (social care enquiries)

Full contact details for the customer services centre, including how to call in personally, can be found below.

social.care@northyorks.gov.uk

Tel: 0845 034 9410

Fax: 01609 532009

Full details for Customer services centre (social care enquiries)

Emergency duty team

edt@northyorks.gov.uk

Tel: 0845 034 9417

Fax: 01347 824648 (out of hours only). For all other faxes, please ring in advance to obtain the fax number to ensure people's confidentiality is maintained.

Full details for Emergency duty team

<http://www.northyorks.gov.uk/index.aspx?articleid=3193#>



## **York**

### **Children's Services Advice, Assessment & Early Intervention Team**

To make a referral and/or get advice about whether to make a referral for children:

Call Centre (8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm Friday)

01904 551900

fax: (01904) 555150

email: [childrensfrontdoor@york.gov.uk](mailto:childrensfrontdoor@york.gov.uk)

Out of Hours Emergency duty team

0845 034 9417

fax: 01609 532009

email: [edt@northyorks.gov.uk](mailto:edt@northyorks.gov.uk)

For all other Safeguarding Children contacts: arranging meetings, enquiring about the appropriate procedure to follow, training requests etc. use the following contact details:

Children's Services Advice, Assessment & Early Intervention Team  
10-12 George Hudson Street,  
York  
YO1 6LP

## **Hull**

### **Hull Safeguarding Children Board**

Midmere Centre  
Dorchester Road  
Hull  
HU7 6BD

Main office Tel: 01482 379 090

Young Witness Service (direct line) Tel: 01482 379 091

Email: [hscb@hullcc.gov.uk](mailto:hscb@hullcc.gov.uk)

## **East Riding**

### **East Riding Safeguarding Children's Board**

County Hall  
Cross Street  
Beverley  
North Humberside  
HU17 9BA

Tel: (01482) 396999

Email: [erscb.enquiries@eastriding.gov.uk](mailto:erscb.enquiries@eastriding.gov.uk)

## **Other useful contacts**

### **NSPCC Child Protection Helpline**

The NSPCC Child Protection Helpline is a free 24-hour service that provides counselling, information and advice to anyone concerned about a child at risk of abuse.

Telephone: 0808 800 5000

Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

Web: [www.nspcc.org.uk/reportconcern](http://www.nspcc.org.uk/reportconcern)

Text: 88858

Textphone / Webcam (for deaf or hard-of-hearing): 18001 0808  
800 5000 / SignVideo

### **ChildLine**

If you are a child or young person, for confidential advice and support from someone you can trust,

Telephone: 0800 1111

Web: [www.childline.org.uk](http://www.childline.org.uk)

## **APPENDIX 3 – DEFINITIONS OF ABUSE**

Definitions of Abuse as cited in: Working Together to Safeguard Children (HM Government 2015, P: 92-93)

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

### **Emotional Abuse**

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.

It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate.

It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction

It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### **Physical Abuse**

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

### **Sexual Abuse**

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet).

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

### **Neglect**

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

# **Safeguarding Adults Policy**

***Agreed by staff: 22.03.16***

***Agreed by Governance Committee: 19.04.16***

***Agreed by BOT: 10.05.16***

***Date for review: April 2017***

The safeguarding duties apply to an adult (defined as those over 18 years old) who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

This replaces 'No Secrets (2000)' definition of 'Vulnerable Adult' and also includes Carers. When the duties apply, the adult may be described as an "Adult at Risk" in some safeguarding contexts. If the Adult is receiving children's services, the matter should be dealt with through adult safeguarding arrangements.

Care and Support Needs is defined as:

"The adult's needs arise from or are related to a physical or mental impairment or illness. Local authorities must consider at this stage if the adult has a condition as a result of either physical, mental, sensory, learning or cognitive disabilities or illnesses, substance misuse or brain injury...a formal diagnosis of the condition should not be required"

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

Central to our safeguarding support is the need to ensure the adult at risk is leading any decision making about their own welfare. In the event that a person lacks mental capacity to make these decisions, then the decisions must be made in their best interests with due regard to their wishes, feelings, beliefs and values and in accordance with the Mental Capacity Act 2005.

Key principles of safeguarding

Empowerment – people being supported and encouraged to make their own decisions and informed consent  
Prevention – better to take action before harm occurs  
Proportionality – the least intrusive response appropriate to the risk presented  
Protection – support and representation for those in greatest need  
Partnership – local solutions through services working with their communities  
Accountability – accountability and transparency in delivering safeguarding

## Implementation

In implementing this Adult Safeguarding policy, Yorkshire MESMAC Group of Services (YM) will:

- Ensure that all workers understand their roles and responsibilities in respect of safeguarding to protect adults from harm, abuse and exploitation and to achieve desired outcomes;
- Promote and prioritise the safety and wellbeing of adults at risk and, when the adult has capacity to make their own decisions, aim for any action to be taken in line with their wishes as far as appropriate;
- Ensure that all workers are aware of the local Safeguarding Adults Board (SAB) safeguarding framework for safeguarding adults with care and support needs from abuse and neglect and are confident in how to work within these guidelines; [see Appendix 2 for links to current SABs]
- Ensure that all workers understand their duty to report concerns that arise about an adult, or a worker's conduct towards an adult, to the organisation's Named Person for child adult safeguarding and that support is provided to the individual/s who raise or disclose the concern;
- Ensure that the Named Person understands his/her responsibility to refer any adult safeguarding concerns to the adult safeguarding services;
- Ensure that any procedures relating to the conduct of workers are implemented in a consistent and equitable manner;
- Provide appropriate learning opportunities for all workers to develop their skills and knowledge, to recognise, identify and

respond to signs of abuse, neglect and other safeguarding concerns relating to adults

- Ensure that the views and consent of the adult or representative should be sought at the start of the process and will have access to the organisation's Complaints Procedure;
- Endeavour to keep up-to-date with national developments relating to the welfare and protection of adults.

## Recognising the Signs and Symptoms of Abuse

Abuse is a violation of an individual's human and civil rights by any other person or persons. It can take many forms, including physical, sexual, emotional/psychological, financial, neglect, discriminatory, organisational abuse. It may also include domestic violence, domestic abuse, modern slavery and self-neglect.

Incidents of abuse may be one-off or multiple, and affect one person or more.

Professionals and others should look beyond single incidents or individuals to identify patterns of harm.

Patterns of abuse vary and include:

- serial abusing in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse;
- long-term abuse in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse; or
- opportunistic abuse such as theft occurring because money or jewellery has been left lying around.

## **Definitions of Abuse**

Definitions of Abuse as cited in: Care Act (HM Government 2014, Sections 42-46, Safeguarding P: 233-234)

- 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;
- Domestic abuse - including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence;



Female Genital Mutilation; forced marriage. Incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality. Age range extended down to 16;

- 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 on-going 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; and/or
- 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.

**Instances of abuse may constitute a criminal offence and will be dealt with accordingly. Other forms of abuse may result from poor professional practice.**

The circumstances surrounding any actual or suspected case of abuse or neglect will inform the response. For example, it is important to recognise that abuse or neglect may be unintentional and may arise because a carer is struggling to care for another person. This makes the need to take action no less important, but in such circumstances, an appropriate response could be a support package for the carer and monitoring. However, the primary focus must still be how to safeguard the adult. In other circumstances where the safeguarding concerns arise from abuse or neglect deliberately intended to cause harm, then it would not only be necessary to immediately consider what steps are needed to protect the adult but also whether to refer the matter to the police to consider whether a criminal investigation would be required or appropriate.

Any assessment of risk needs to consider the:

- Vulnerability of the individual.
- Nature and extent of the abuse.
- Length of time it has been occurring.
- Its impact on the individual.
- Risk of repeated or increasingly serious acts.

All staff and volunteers are responsible for identifying, investigating and responding to allegations of abuse. DESIGNATED REPORTING OFFICERS should be made aware of incidents and/or allegations immediately. In the absence of the designated reporting officer, or if the incident involves the Designated Reporting Officer, a senior member of staff i.e. the Operations Manager, or a member of the Board of Trustees, preferably the Chair, must be informed of the matter.

**The DESIGNATED REPORTING OFFICER at YM is:**

**Tom Doyle - Chief Executive**

DESIGNATED REPORTING OFFICERS are responsible for ensuring that all appropriate agencies are involved in the investigation, the provision of support, that all safeguarding incidents are recorded appropriately and to ensure that good standards of practice are maintained.

**Reporting Procedures**

If you are concerned that an adult might be subject to abuse or poor practice by another person, the following steps should be taken;

- Where possible, FIRST talk to the adult at risk to establish facts, ask for their view and wishes which will often determine what steps to take next and desired outcomes with consent; or if it is not possible to talk to the adult at risk as they lack capacity but it is in their best interests to escalate then;
- Report the incident to the DESIGNATED REPORTING OFFICER. If this is not appropriate or possible, the incident should be reported to another senior member of staff, i.e. Operation Manager or a member of the Board of Trustees.
- Complete an YM Protection of Adults at Risk Report Form (see Appendix 1). Copies are available at each office as well as on the server. This should be sealed in an envelope and given or emailed (with a read receipt request) to the DESIGNATED REPORTING OFFICER who will store it in a folder kept for this purpose at YM's head office, 22/23 Blayds Yard, Leeds, LS1 4AD. If this is not appropriate or possible, the report should be given to an Operations Manager or a member of the Board of Trustees who will do likewise.
- Due to the sensitive and confidential nature of these incidents you should not discuss the matter with members of the public or any other third party.
- The DESIGNATED REPORTING OFFICER must:
  - Consider the safeguarding situation and decide what actions must be taken internally by signposting to another agency or to break confidentiality and make a referral based on the risk of harm and its immediacy. The decision making process should be recorded on the YM Protection of Adults at Risk Report Form and ensure a record of their signature is noted on the Report Form where indicated.
  - inform Social Services or any other relevant authority in the YM region from which the safeguarding issue arose, in the first instance e.g. the Police if a criminal act has taken place or Office of the Public Guardian and Department of Work and Pensions if financial abuse has taken place or is suspected;
  - Co-operate with the authorities much as possible and;
  - Record details of what was discussed and outcomes within all telephone conversations, visits, meetings and interviews.
- All records and information will be kept, securely, only as long as is required.
- Members of the Board will be kept informed of the progress and outcome of any investigation. Personal details of the

investigation and any persons relevant will only be disclosed where appropriate and relevant.

An organisation that provides care and support to adults at risk has responsibilities to safeguarding adults at risk in line with the local Safeguarding Adults Board's procedures (see Appendix 2).

This involves:

- actively developing service provision so as to minimise the risk of abuse occurring
- working with partner agencies to support adults at risk who have experienced abuse
- working with partner agencies to end any abuse that is occurring

### **Managing Allegations made against a member of staff or volunteer**

An allegation may relate to staff or volunteer who has:

- behaved in a way that has or may have harmed a adult;
- possibly committed a criminal offence against or related to an adult; or
- behaved towards an adult in a way that indicates they may pose a risk of harm to adults.

YM will ensure that any allegations made against a worker(s) will be dealt with swiftly and in accordance with these procedures:

- The worker must ensure that that the adult at risk is safe and away from the person against whom the allegation is made.
- The Designated Reporting Officer (DRO) should be informed immediately. In the case of an allegation involving the DRO, alternative arrangements should be sought to ensure that the matter is dealt with by an independent person (ordinarily, the Chair of the Board of Trustees).
- The Designated Reporting Officer should contact the Local Authority's designated officer or team of officers for the management and oversight of allegations for advice on how to proceed with the immediate situation. Outside of working hours, the Emergency Duty Team can give advice and/or in the event of an emergency situation arising, the Police should be contacted.
- The individual who first received/witnessed the concern should make a full written record of what was seen, heard

and/or told immediately or at maximum three working days after observing the incident/receiving the report. It is important that the report is an accurate description. The Designated Reporting Officer (if appropriate) can support the worker during this process but must not complete the report for the worker. This report must be made available on request from the referred Reporting Body and Local Authority.

Regardless of whether a Safeguarding Adults investigation follows, YM will ensure that an internal investigation takes place and consideration is given to the operation of disciplinary procedures. This may involve an immediate suspension and/or ultimate dismissal dependant on the nature of the incident. No front-line work will be undertaken by a staff member if they are under investigation.

### **Management and supervision of staff / volunteers**

YM is committed to the appropriate management and supervision of staff and/or volunteers working with adults to ensure that appropriate lines of accountability are in place with respect to work with adults at risk.

Staff will receive regular supervision meetings in line with YM's supervision policy. These will be recorded and the notes agreed by both parties.

When a member of staff is involved in an Adult Safeguarding incident, this will be reviewed within monthly supervision i.e. recordings, assessments, monitoring arrangements etc. and decisions relating to the level of involvement will be taken by the appropriate officer/member within YM.

Supervisors will ensure that information about adults is appropriately shared with other organisations.

### ***Protection of Vulnerable Adults from Abuse Report Form***

See APPENDIX 1.

## **APPENDIX 1 – PROTECTION OF VULNERABLE ADULTS FROM ABUSE FORM**

- **YORKSHIRE MESMAC VULNERABLE ADULTS PROTECTION**
  - **INCIDENT REPORTING FORM**

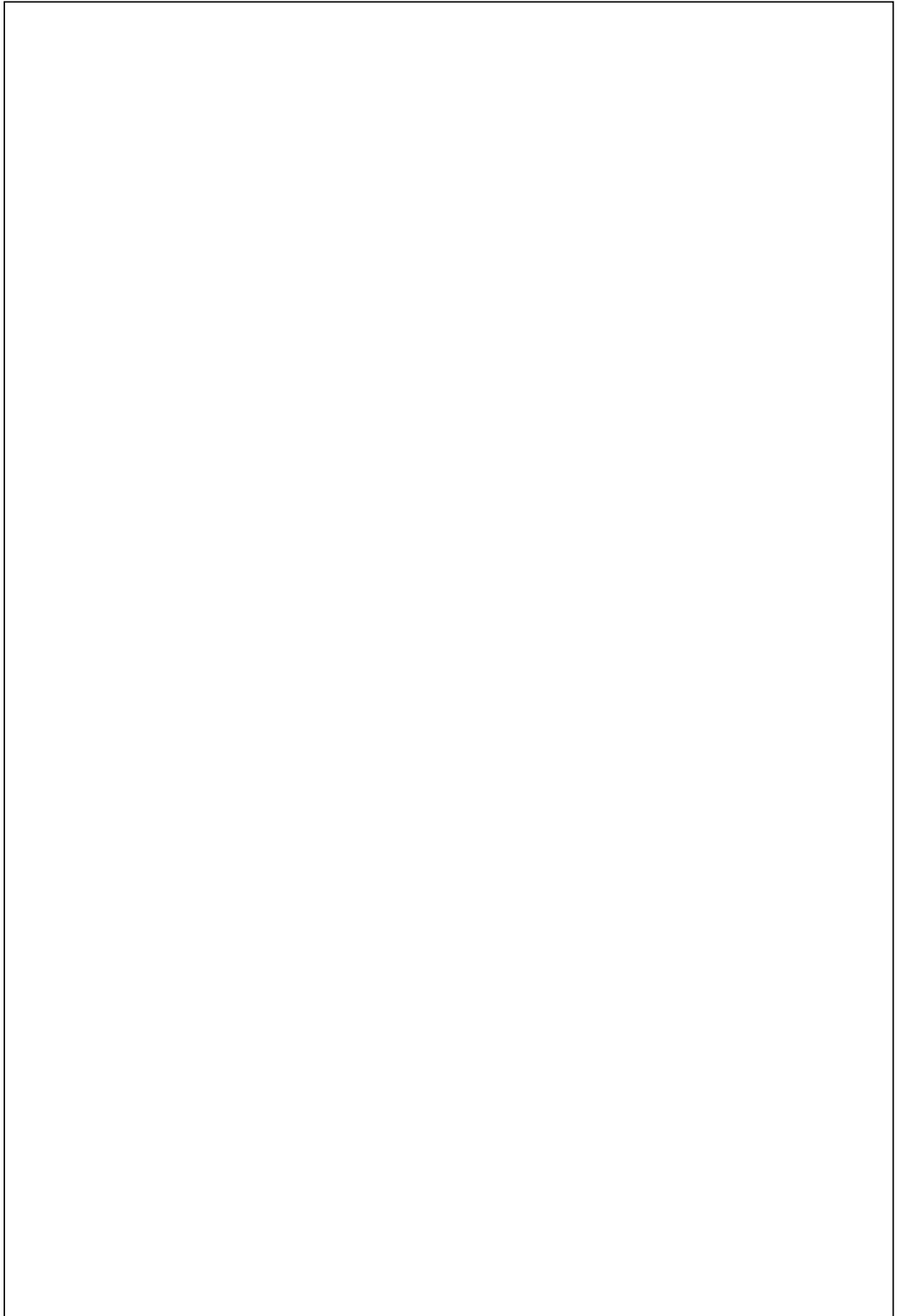
**1. Date of Incident:**

2. Person completing the Report Form:

3. Job Title:

4. Name and address of person reporting poor practice or potential abuse (If different from No. 2 above)

5. Details of Incident: (Be specific, include times, dates, location, details of any witnesses etc. Has Consent been given?)



6. Date incident reported to DESIGNATED REPORTING OFFICER

7. Brief notes of discussion with DESIGNATED REPORTING OFFICER including any action/instructions agreed:

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8. Action/Instructions Agreed: (Please include any details and contact numbers where appropriate).

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- ***NB:Please attach any other information that you feel is relevant to this form***

## **APPENDIX 2 – LOCAL ADULT SAFEGUARDING BOARDS**

In West and North Yorkshire & York, local SABs have joined together to form the Safeguarding Adults Multi-Agency Policy and Procedure for West and North Yorkshire and York:

<http://www.wakefield.gov.uk/Documents/health-care-advice/adult-services/safeguarding/safeguarding-adults-from-abuse/safeguarding-adults-board-policy-procedure.pdf>

Bradford

[http://www.bradford.gov.uk/bmdc/health\\_well-being\\_and\\_care/adult\\_care/adult\\_abuse](http://www.bradford.gov.uk/bmdc/health_well-being_and_care/adult_care/adult_abuse)

Calderdale

<http://www.calderdale.gov.uk/socialcare/safeguardingadults/>

Kirklees

<https://www.kirklees.gov.uk/community/careInKirklees/safeguardingAdultsBoard.aspx>

Leeds

[www.leedssafeguardingadults.org.uk](http://www.leedssafeguardingadults.org.uk)

North Yorkshire

<http://www.northyorks.gov.uk/article/24309/Safeguarding-vulnerable-adults>

Wakefield

<http://www.wakefield.gov.uk/residents/health-care-and-advice/adults-and-older-people-services/safeguarding/safeguarding>

York

[www.safeguardingadultsyork.org.uk](http://www.safeguardingadultsyork.org.uk)

Hull

<http://www.safeguardingadultshull.com/>

East Riding

<http://www.ersab.org.uk/>

## ***Useful Contacts/Support Organisations re Child Protection and Vulnerable Adults***

If you have concern that a child is being harmed as a result of abuse or neglect, you must not keep these concerns to yourself. Keeping children safe is everyone's responsibility.

You need to ensure that you speak to the appropriate organisations who can listen to and record your concern, and take appropriate action.

Following are useful numbers for making a referral and/or getting help deciding whether a referral is necessary.

If ever you believe anyone is at immediate risk of harm you can always ring the Police as an emergency on 999.

If a crime has occurred, advice needed or non emergencies, call the Police on 101

Preserve any evidence

Accurately record the information ensuring you date, time and sign it

## **In Leeds**

Contact Adult Social Care:  
0113 222 4401

Out of hours:  
0113 240 9536

For Advice Only  
0113 224 3511  
Monday - Friday, Office Hours:

<http://www.leedssafeguardingadults.org.uk/>

## **In Bradford**

If you think an adult is at risk of abuse or you are worried that someone might be abused raise your concern at:

[www.bradford.gov.uk/makeanalert](http://www.bradford.gov.uk/makeanalert)

If you are unable to complete the online form call the Adult Protection Unit on 01274 431077

Monday to Thursday: 8.30am to 4.30pm  
Friday: 8.30am to 4pm

Out of Hours Emergency Duty Team  
Telephone 01274 431010 (outside office hours)

Monday to Thursday: 5pm to 7.30am  
Friday to Monday: 4.30pm to 7.30am

[http://www.bradford.gov.uk/bmdc/health\\_well-being\\_and\\_care/adult\\_care/adult\\_abuse](http://www.bradford.gov.uk/bmdc/health_well-being_and_care/adult_care/adult_abuse)

## **Wakefield**

### Social Care Direct

To make a referral and/or get advice about whether to make a referral for adults at risk: Social Care Direct is a free and confidential phone line, open 24 hours a day 7 days a week

Tel:

0845 8503 503

Minicom: (Type Talk calls welcome)

01924 303 450

Email:

[social\\_care\\_direct@wakefield.gov.uk](mailto:social_care_direct@wakefield.gov.uk)

For all other Safeguarding Adults contacts: arranging meetings, enquiring about the appropriate procedure to follow, training requests etc. use the following contact details:

Adult Protection Manager

Family Services

Civic Centre

Ferrybridge Road

Castleford

WF10 4JH

Phone: 01977 722052

Web:

<http://www.wakefield.gov.uk/HealthAndSocialCare/AdultsAndOlderPeople/SafeguardingAdults/Contactusadultprotect.htm>

## **North Yorkshire**

To make a referral and/or get advice about whether to make a referral for adults:

**01609 534527**

This includes outside of office hours. The Minicom number is 0845 603 6391.

## **York**

To make a referral and/or get advice about whether to make a referral for adults:

Call Centre (8.30 am to 5.00 pm, Monday to Friday)  
01904 555111  
Fax: 01904 554055

Out of Hours Emergency duty team  
01609 534527  
fax: 01609 532009  
email: [edt@northyorks.gov.uk](mailto:edt@northyorks.gov.uk)

For all other Safeguarding adult contacts: arranging meetings, enquiring about the appropriate procedure to follow, training requests etc. use the following contact details:

Safeguarding and DOLS Team  
Adults, Children and Education  
City of York Council  
10-12 George Hudson Street  
York YO1 6LP

Tel: 01904 555111  
Fax: 01904 554055  
Web: <http://www.safeguardingadultsyork.org.uk/>

Email: [adult.socialsupport@york.gov.uk](mailto:adult.socialsupport@york.gov.uk)



## **Hull**

### **Safeguarding Adults Partnership Board**

Midmere Centre

Dorchester Road

Hull

HU7 6BD

Tel: 01482 379 092

Tel: 01482 247 111 after 5pm or at weekends

Twitter: @boardmanager

Or email: [sab@hullcc.gov.uk](mailto:sab@hullcc.gov.uk)

## **East Riding**

### **East Riding Safeguarding Adults Board**

County Hall

Cross Street

Beverley

North Humberside

HU17 9BA

Tel: (01482) 396940

Email: [safeguardingadultsteam@eastriding.gcsx.gov.uk](mailto:safeguardingadultsteam@eastriding.gcsx.gov.uk)

## **Other useful contacts**

### **National domestic violence helpline**

Domestic violence can happen to anyone. If you or someone you know is affected you can use the following number; this is the Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge.

Telephone: 0808 2000 247