

SAFEGUARDING VULNERABLE PEOPLE (WHICH INCLUDES CHILDREN, YOUNG PEOPLE AND ADULTS)

	<p>Directorate Responsibility</p>	<p>Operations Directorate.</p>
	<p>Summary of this policy</p>	<p>This policy gives an overview of Autism Together’s approach to ensure vulnerable people are safeguarded.</p>
	<p>Other policies which should be read in conjunction with this policy</p>	<ul style="list-style-type: none"> • Statement of Purpose for the Organisation and the Service. • Absence without Authority/Missing Service User Policy. • Personal Relationships and Sexuality Policy. • Risks, Opportunities and Decision Making Policy. • Policy on Use of Alcohol by Service Users. • Managing Risk Behaviour Policy. • Reduction of Restraints Policy. • Dignity in Care Policy
	<p>Date of last review of Policy</p>	<p>10.04.18</p>
	<p>Were changes made to the policy? Briefly describe.</p>	<p>Changes were made to bring the policy in-line with the new format and to include the changes to the ALADO process.</p>
	<p>Relevant legislation</p>	<p>The Care Act - http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted CQC – Essential Standards of Quality and Safety http://www.cqc.org.uk/guidance-providers/regulations-enforcement/about-guidance Safeguarding children https://www.gov.uk/government/publications/safeguarding-children-and-young-people/safeguarding-children-and-young-people</p>

Links to Key Lines of Enquiry (KLOE)

Key Question	Key Lines of Enquiry (KLOE)
Safe	<ul style="list-style-type: none"> • <i>S1 How do systems, processes and practices safeguard people from abuse?</i> • <i>S2 How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?</i> • <i>S3 How does the service make sure that there are sufficient numbers or suitable staff to support people to stay safe and meet their needs?</i> • <i>S4 How does the provider ensure the proper and safe use of medicines?</i> • <i>S6 Are lessons learnt and improvements made when things go wrong?</i>
Effective	<ul style="list-style-type: none"> • <i>E1 Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes</i> • <i>E2 How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?</i> • <i>E4 How well do staff, teams and services within and across organisations work together to deliver effective care, support & treatment?</i>
Caring	<ul style="list-style-type: none"> • <i>C1 How does the service ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?</i> • <i>C2 How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?</i> • <i>C3 How are people's privacy, dignity and independence respected and promoted?</i>
Responsive	<ul style="list-style-type: none"> • <i>R1 How do people receive personalised care that is responsive to their needs?</i> • <i>R2 How are people's concerns and complaints listened and responded to and used to improve the quality of care?</i>

Well Led	<ul style="list-style-type: none"> • <i>W1 Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is open, inclusive and empowering, which achieves good outcomes for people?</i> • <i>W2 Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?</i> • <i>W3 How well are people who use the service, the public and staff engaged and involved?</i> • <i>W4 How does the service continually learn, improve, innovate and ensure sustainability?</i> • <i>W5 How does the service work in partnership with other agencies?</i>
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1. Purpose

- 1.1. This policy describes how Autism Together ensure that people we support are safeguarded in every service we offer.
- 1.2. Autism Together values every person we support and works towards safeguarding every service user. The details within this policy show how Autism Together meets its statutory obligations in safeguarding vulnerable people, but moreover details the organisation's culture regarding ensuring everything we do to support people is done within a framework of safeguarding vulnerable people.
- 1.3. The organisation's core values are:
 - We promote positive communication
 - Everything we do is person-centred
 - We are an organisation that promotes learning
 - We are respectful
- 1.4. There are many links embedded within this document, which give the reader further sources of information.

2. Scope

- 2.1. As an organisation we support children, young people and adults who are all vulnerable and as such, it is incumbent on us all to protect and safeguard them against assault, abuse or neglect.
- 2.2. This policy relates to the staff in all departments across the organisation.
- 2.3. This policy describes the responsibility of all staff in making sure that we safeguard vulnerable people.
- 2.4. This policy has been developed to include children, young people and adults so that all staff and volunteers working within Autism Together understand their legal and moral obligations regarding safeguarding to everyone who receives support from our organisation.

3. Policy Statement

- 3.1. It is Autism Together's policy that trustees and staff are committed to ensuring that children, young adults and adults who access any of the services offered, are kept safe at all times.
- 3.2. It is the responsibility of every individual working across the organisation, regardless of what role they are employed in, to ensure that any concerns are responded to immediately, and that a consistent approach is adopted where there are incidents of abuse or suspected abuse.
- 3.3. Managers are required to work in partnership with local authorities, and other statutory bodies, in responding to reports of abuse or suspected abuse and it is important that they comply with all statutory requirements and procedures.
- 3.4. Autism Together provides a range of services to adults, young adults and children on the autistic spectrum, and as such, many are vulnerable and potentially at risk.
- 3.5. Autism Together has a legal duty to care for each individual and reasonable steps must be taken to both protect and promote the welfare of all young adults, children or adults.

- 3.6. This policy cannot be specific as to how this is met, as each person is unique and has different requirements but, at the heart of the care and support provided, the duty is to act reasonably and in the best interests of every child and adult.
- 3.7. We work closely with the local authority and Care Quality Commission to ensure people are safeguarded. The following documents have further information about working together with other agencies.

- Information about working together to safeguard children:



<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

- General information about what to do if you are worried about someone

<https://www.wirral safeguarding.co.uk/>

<http://www.childreninwales.org.uk/our-work/safeguarding/wales-child-protection-procedures-review-group/>



<http://www.northwalessafeguardingboard.wales/all-wales-interim-adult-protection-procedures/>

- The Care Quality Commission's Safeguarding Protocol



http://www.cqc.org.uk/sites/default/files/documents/20130123_800693_v2_00_cqc_safeguarding_protocol.pdf

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- Care Inspectorate Wales' protocol

www.careinspectorate.wales / www.arolygiaethgofal.cymru



3.8. Preventative measures we take

Much of this document describes what to do when you suspect abuse may have taken place. We use a number of strategies to ensure that we have preventative measures in place when supporting vulnerable people. The key preventative strategies we employ are as follows:

- Throughout the staff recruitment process, we have a robust recruitment procedure, which includes ensuring staff have accurate information about the position they are applying for, taking up full employment history details, taking a minimum of 2 references, and every staff member has an enhanced DBS check (Disclosure and Barring Service).
- All staff receive a classroom-based two-week induction training session, which includes information about the values of the organisation, information about autism, safeguarding training, management of actual and potential aggression, information about giving medication and supporting people with other co-morbidities. Staff then receive on the job training, and a further week-long course, with training running along the care certificate standards.
- Staff have 6 months to complete their induction period, during which they receive monthly supervision from their line manager before being confirmed into a part time/full time position as a satisfactory worker.

- All the people we support have undergone an assessment of needs with regards to their health, social and financial support. Each service user has a person-centred support plan, detailing how staff can support them to achieve positive outcomes and ensure their safety. Each service user has a personal risk assessment plan, which details the risk pertaining to that individual when they are doing their activities.
- Managers perform a number of quality audit assessments within each service to ensure that the service people receive is of a high quality. Managers visit services out of hours to ensure the service runs smoothly, and safely, even when they are not present.
- We have an in-house Estates and Facilities team, which ensures that properties are regularly checked regarding Health & Safety standards. Our in-house maintenance team can respond quickly to any potential emergency.
- We have a named safeguarding lead within the organisation, Jane Carolan, Deputy CEO and Director of Operations. The trustees have a named trustee and receive training in safeguarding vulnerable people.
- All safeguarding referrals are monitored for patterns, trends and reflective practice learning.

3.9. Considerations

Autism Together's Safeguarding Adults, Young People and Children Policy will ensure that where a child or an adult's wellbeing and safety is at risk, every staff member will be obliged and able to respond appropriately. The main considerations of the policy are as follows:

- Both adults and children, regardless of their age, culture, disability, gender, language, racial origin, religious beliefs or sexual identity, have the right to protection from abuse.
- Everyone who hears an allegation or disclosure of abuse is enabled, empowered and encouraged to give an appropriate response knowing that they will be believed and supported.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately by following the relevant procedures in this policy.
- Social care and the police will be notified in accordance to the safeguarding threshold.
- For adults and children, the police will be called in response to advice from the safeguarding team, or where there is evidence that a crime may have been committed.
- For both adults and children, the relevant safeguarding teams will always be contacted.
- Provide a policy and guidance framework in which workers can seek to protect children and vulnerable people who may be experiencing abuse.
- All staff should be aware of the need to alert to the signs of abuse and know what to do with their concerns.
- All staff, both paid and unpaid, will be subject to rigorous recruitment procedures.
- All staff will be given appropriate support and training and have access to refresher courses.

All staff and managers will receive safeguarding training and be given information regarding this policy. Those working directly with children and adults will receive this training, which will take place during the induction programme and be followed by an e-learning refresher course.

3.10. Are you supporting an adult or a child?

There are different procedures to follow depending on the age of the person you are supporting

If you are working with adults

Staff supporting adults must follow the policy of the Local Authority they work for:

[https://www.cheshirewestandchester.gov.uk/residents/health-and-social-](https://www.cheshirewestandchester.gov.uk/residents/health-and-social-care/health-and-social-care.aspx)

[care/health-and-social-care.aspx](https://www.cheshirewestandchester.gov.uk/residents/health-and-social-care/health-and-social-care.aspx)

<http://gov.wales/topics/health/?lang=en>

<http://www.cqc.org.uk/content/safeguarding-people>



There is also further information available from the Government's No Secrets website. Further information can be found here:

[https://www.gov.uk/government/publications/no-secrets-guidance-on-protecting-](https://www.gov.uk/government/publications/no-secrets-guidance-on-protecting-vulnerable-adults-in-care)

[vulnerable-adults-in-care](https://www.gov.uk/government/publications/no-secrets-guidance-on-protecting-vulnerable-adults-in-care)



For Adults follow the flowchart in Appendix D.

If you are working with Children and Young People

Staff supporting children and young people must follow the Wirral Safeguarding Children Board Procedures.

Further information regarding Safeguarding Children can be found here and also on the local authority's website:

<https://www.wirralsafeguarding.co.uk/procedures/>



<https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2>



Statutory Multi Agency Standards

Working Together Statutory Guidance

Working together to Safeguard Children (2015) is the statutory guidance for safeguarding and promoting the welfare of children and young people. The guidance includes the safeguarding responsibilities of all organisations who directly, or indirectly, deliver services to children and young people. The document can be downloaded below:

<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>



Guide to Integrated Working

This sets out local guidance for multi-agency working in Wirral. It is also the WSCB's Threshold Document and contains descriptors for each of the 4 levels of need.

Professionals working with children and young people in Wirral must be familiar with the thresholds and the continuum of need.

Information – Wirral Safeguarding Children Board – Guide to integrated learning



<https://www.wirralsafeguarding.co.uk/procedures/>



Information Sharing Advice for practitioners providing safeguarding services to children, young people, parents and carers

<https://www.wirralsafeguarding.co.uk/>

- 3.11.** The role of the lead person on safeguarding within Autism Together
- Within any organisation there is a requirement for there to be a senior person employed to take on the role of the lead in safeguarding matters on behalf of the organisation. Jane Carolan, Deputy CEO and Director of Operations, is the nominated Lead Person for Safeguarding and has overriding responsibility for all direct care services (e.g. children, adults in Supported Living, Residential and Community Vocational Services) and therefore, all safeguarding incidents must be reported to Jane Carolan via the electronic recording system/email.

The lead person has the responsibility for ensuring the following:

- Autism Together complies with the local authority policies and procedures.
- Ensures that Autism Together have their own up to date policies and procedures.
- Can work with local authorities to resolve any issues that may arise between agencies.
- Can work where required with the Local Authority Designated Officer (LADO) in relation to the allegations.

The responsibility of the lead is to also ensure the following are adhered to:

- Ensure that Autism Together is following policy and procedures and standards that local authorities lay down.
- Ensure that the organisation's policies and procedures for investigating safeguarding issues are followed and are reviewed regularly.
- Ensure that staff employed within the organisation understand their role and responsibilities in relation to safeguarding and that their training is provided and undertaken by staff.
- Ensure that there are systems in place to reflect on practice, and improve and change practice or training as required.
- Ensure that accurate reports are maintained on behalf of the organisation.
- Liaise with any agencies or local authorities as and when required.

Reporting safeguarding to the lead person

For any person who has submitted a safeguarding referral, the Lead Person, Jane Carolan must be notified. This should be done on the earliest working day and in her absence, the Quality & Development Managers for Supported Living, Residential and CVS and Head of Service for Children's Services must be notified,

if not already done. This can be done by email but, if urgent and serious, this can be preceded by a telephone conversation.

When sending the Director of Operations an email the following should be included:

- The name of the person and the role (if any) of the individual making the referral.
- The name of the child, young person or adult the concern relates to.
- The name of the person or other people involved.
- The nature of the concern, including any relevant dates and times (if known).
- Any actions taken to date.

Once the case has been closed by the safeguarding team, send a further email to The Director of Operations

3.12. Definitions/Types of Abuse

It is important that all staff are familiar with generally agreed definitions of types of abuse so that appropriate decisions are made about whether information received constitutes abuse.

No Secrets defines abuse in the following terms:

“Abuse is a violation of an individual’s human and civil rights by other person or persons. Abuse may consist of single or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm, or exploitation of, the person subjected to it.”

Further guidance is available here at the Government’s No Secrets website:



<https://www.gov.uk/government/publications/no-secrets-guidance-on-protecting-vulnerable-adults-in-care>

3.13. Types of Abuse

Physical abuse

Physical abuse can involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, slapping, pushing, kicking, and the miss use of medication, restraint, or inappropriate sanctions.

Things to look out for include:

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

Emotional and Psychological abuse

Emotional abuse happens when a person’s need for love, security, praise and recognition is not met. It usually co-exists with other forms of abuse.

Emotionally abusive behaviour occurs if a parent, carer or authority figure is consistently hostile, rejecting, threatening or undermining. It may involve seeing or hearing the ill-treatment of someone else.

It can include psychological abuse, emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks, including friendships.

Things to look out for include:

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

There is also further information available from Wirral Safeguarding website. Further information can be found here:



<https://www.wirralsafeguarding.co.uk/professionals/what-is-domestic-abuse/>
<https://www.wirralsafeguarding.co.uk/toxic-trio/>

Neglect

Neglect is the persistent failure to meet a person’s basic physical and/or psychological needs, causing damage to their health and development.

It may involve a parent or carer failing to provide adequate food, shelter or clothing, failing to protect a person from harm or danger, or failing to access appropriate medical care and treatment when necessary.

It can exist in isolation or in combination with other forms of abuse and can include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Things to look out for include:

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

There is also further information available from Wirral Safeguarding website. Further information can be found here:



Thresholds of need

<https://www.wirralsafeguarding.co.uk/multi-agency-thresholds/>

Sexual abuse

Sexual abuse involves forcing or enticing a person to take part in sexual activities, whether or not the person is aware of what is happening.

This may include physical contact, both penetrative and non-penetrative, or involve no contact, such as watching sexual activities or looking at pornographic material.

Encouraging people to act in sexually inappropriate ways is also abusive.

Things to look out for include:

- Allegations or disclosure.
- Genital soreness, injuries or discomfort.
- Sexually transmitted diseases; urinary infections.
- Excessive preoccupation with sexual matters; inappropriately sexualised play, words or drawing.
- Repeated sleep disturbances through nightmares and/or wetting.
- Depression.
- Drug and/or alcohol abuse.
- Eating disorders; obsessive behaviours.
- Self-harm; suicide attempts.

There is also further information available from Wirral Safeguarding website. Further information can be found here:

Child sexual exploitation

<https://www.wirralsafeguarding.co.uk/professionals/child-sexual-exploitation/>



PANTS link: <https://www.wirralsafeguarding.co.uk/lets-talk-pants-campaign/>

Seen and Heard: <https://www.wirralsafeguarding.co.uk/seen-heard-campaign/>

Disrespect NoBody: <https://www.wirralsafeguarding.co.uk/disrespect-nobody-campaign/>

Financial or material abuse (not necessarily applicable to children)

Financial abuse can include theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Discriminatory abuse (not necessarily applicable to children)

Discriminatory abuse can include racist or sexist comments. It can also include harassment based on a person's disability and other forms of harassment, slurs or similar treatment.

Further information about reporting discriminatory abuse can be found here:



<http://www.autismtogether.co.uk/mate-crime-in-merseyside/>
<https://www.gov.uk/report-hate-crime/>
<https://www.police.uk/information-and-advice/reporting-crime/>

Institutional abuse

Institutional abuse may take the form of repeated incidents of poor or unsatisfactory professional practice, at one end of the spectrum, through to widespread and persistent ill treatment or gross misconduct at the other. There may be a variety of underlying factors in relation to poor care standards, which could include, for example, inadequate staffing, an insufficient knowledge base within the service, lack of essential equipment, rigid routines or a controlling management regime.

Physical Interventions

Children



Physical interventions (including restraint), which are not carried out in accordance with the local authority's Physical Intervention Policy, Procedure and Guidance have the potential to be regarded as abuse.

<https://www.wirral safeguarding.co.uk/child-abuse-campaign/>

Adults



Physical interventions (including restraint), which are not carried out in accordance with the CQC's Deprivation of Liberty Safeguards 2012/13

http://www.cqc.org.uk/sites/default/files/documents/dols_2014.pdf

Cultural Differences regarding Abuse

Some members of our communities hold beliefs that may be common within particular cultures but which are against the law in England. Autism Together does not condone practices that are illegal or harmful to children. Examples of particular practices are:

Forced marriages

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



<https://www.wirral safeguarding.co.uk/wp-content/uploads/2016/10/Forced-Marriage-and-FGM-Protection-Orders-7-Minute-Briefing.pdf>



<https://www.wirral safeguarding.co.uk/procedures/6-22-wirral-honour-based-violence-forced-marriage-protocol/>

Under-age marriages

In England, a young person cannot legally marry or have a sexual relationship until they are 16 years old or more.

Female circumcision

This is against the law, yet we know that for some in our communities it is considered a religious act, and a cultural requirement. It is also illegal for someone to arrange for a child to go abroad with the intention of having her circumcised.



<https://www.wirralsafeguarding.co.uk/procedures/6-21-female-genital-mutilation/>

Ritualistic abuse

Some faiths believe that spirits and demons can possess people (including children). What should never be condoned is the use of any physical violence to get rid of the possessing spirit. This is physical abuse and people can be prosecuted for this.



<https://www.wirralsafeguarding.co.uk/procedures/6-1-safeguarding-children-abuse-linked-belief-spirit-possession/>

Radicalisation and cults

Radicalisation is about vulnerable people or groups who may be coerced and or persuaded into terrorism or terrorist acts, cults, or acts of criminality.

<https://www.wirralsafeguarding.co.uk/radicalisation-and-extremism/>

Abuse can take place within a family, in an institutional or community setting, by telephone or on the Internet.

It can be difficult to recognise abusive situations due to the complexities associated with autism and autistic spectrum conditions. As such, staff should always work on the principle of disclosure first and understanding second.

Modern slavery

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.



<https://www.wirralsafeguarding.co.uk/modern-slavery-trafficking/>

Self-neglect

Self-neglect can be a result of a conscious decision to live life in a particular way that may result in having an impact on a person's health, wellbeing or living conditions and may have a negative impact on other people's environments. Often in these circumstances people may be unwilling to acknowledge there might be a problem and/or be open to receiving support to improve their circumstances.

4. The Procedure

If a member of staff sees or suspects any form of abuse they have a duty of care to take action and pass on that information to the relevant people. Staff will be trained in safeguarding procedures and will follow these key procedural steps.

4.1. Responsibility of the member of staff

STEP 1

Make sure the person is safe. This may mean calling the emergency services if the person is in immediate danger or requires medical treatment.

STEP 2

Inform your line manager or someone more senior if the allegation is against your line manager. Staff should be aware of, and follow, the procedures laid down in Autism Together's Confidential Reporting (Whistle-blowing) Policy. If there is evidence of a criminal act e.g. a physical assault, theft, neglect or sexual assault the manager should contact the police, being careful to record and preserve evidence.

STEP 3

Record any conversations or observations in the person's own words, date and sign the record noting the time. Note any bruising or injury on a body map.

STEP 4

Preserve any evidence (if applicable) i.e. do not disturb or destroy any articles that could be used as evidence. Do NOT wash the person unless this is associated with any first aid treatment that may be necessary.

4.2. Responsibility of the manager

Once the allegation or suspicion has been raised with the manager, the manager must decide, without delay, the appropriate course of action.

It is the responsibility of the line manager to:

STEP 1

- **Deal with immediate needs** – ensure that the victim of the alleged abuse is safe.
- Ensure any necessary emergency treatment is arranged.
- Ensure that no forensic evidence is lost.
- If the alleged perpetrator is also a vulnerable person, ensure a member of staff is allocated to attend to their needs and that other service users are not put at risk.
- Inform senior manager.

STEP 2

- **Clarify** the facts as stated by the member of staff, but do not discuss the allegation with the alleged perpetrator.
- Check out issues of consent and confidentiality.
- Ensure that the situation falls within the Safeguarding Procedures.
- The referral is made by the manager of the service the incident occurred.

STEP 3

Making the referral

- Complete internal monitoring record and forward to senior manager.
- Complete Safeguarding Referral Form and forward to Wirral Central Advice and Duty Team (CADT) and the Family Support Unit (contact details in Appendix C).

- Complete the notification form to inform CQC (Wirral based services only – if working in Cheshire or Wales, follow local procedure).
 - If the service user's purchasing authority is out of area, inform them by forwarding a copy of the referral form.
 - Record all conversations, observations and decisions taken.
 - If the incident occurs in CVS, the appropriate Manager will make the referral and inform the family member and Manager of the service. The CVS Manager will inform the Registered Manager of the service who will then make the CQC referral if appropriate.
- The flow chart in Appendix D has been created as a quick guide to be placed upon the staff notice boards as a reminder to staff of what action to take should they suspect any form of abuse.

4.3. Various types of allegations

Not all allegations are clear cut and staff have to be mindful that abuse can happen no matter who the individual is; whether it is a member of the public, a family member, a staff member, a volunteer or a manager.

The local authority needs to know if the allegation of abuse is about a member of staff. This is reported to the LADO for children.

LADO – Regarding Children and Young People

If the allegation involves a child or young person:

- Police and Safeguarding must be contacted immediately.
- This is to be done by the person who first becomes aware of an allegation.
- Police should be called on 999.
- A consultation should be held with the Local Authority Designated Officer for Allegations (LADO). The LADO can advise of the appropriate course of action and may request that the manager responsible for the allegations completes a referral form. LADO contact details – 0151 666 4582.

Procedure and referral form can be accessed from:

Managing Allegations Against Staff, Volunteers, Foster and Adoptive Carers who Work with Children:



<https://www.wirralsafeguarding.co.uk/professionals/lado-allegations/>

Staff then need to alert Social Services. They can be called on:

Social Services Central Advice & Duty Team (Children): 0151 606 2008

OR

Social Services Emergency Out of Hours: 0151 677 6557

The person making the call should have as much information as possible to hand using the "Safeguarding Incident/Occurrence form". Minimum information the Police and Social services will need is:

- The details of the person making the allegation.
- The details of the alleged victim.
- The details of the alleged perpetrator

- If any of this information is not to hand, the calls should be made anyway.
- Details of the allegation should then be brought to the notice of the Children & Family Service Manager and the Director of Operations. If they are unavailable, then senior management must be informed.
 - Make sure that the child in question is safe and away from the alleged abuser.
 - Contact the Police and the Central Advice & Duty Team (Children) relevant to where the child lives.
 - Contact the parents or carers of the child if advised to do so by the social worker/officer in charge of the allegations.
 - Irrespective of any investigation by social workers or the police, our own disciplinary procedure will be followed. Our practice is for the alleged abuser to be suspended from work as a precautionary measure until the outcome of any investigation is clear; management will contact Human Resources to implement this procedure.
 - Consider whether the person has access to children anywhere else and whether those organisations or groups need to be informed; this will be management and Human Resource's responsibility.
 - Act upon the decisions made in any strategy meeting.
 - All incidents will be investigated internally after any external investigation has finished. This will enable us to review our practice and put in place any additional measures to prevent a similar occurrence.

ALADO – relating to adults

If the referral is relating to a staff member within the adult services, then it is the responsibility of the organisation to ensure that appropriate information is shared with relevant other authorities and investigate the situation.

It is important that we let other organisations who the person works for or who has a vulnerable population, such as a staff member volunteering at a guide or scout group. Where we hold the information.



<https://www.wirral.gov.uk/>

If the allegation is against a member of staff or volunteer

Autism Together recognises that there may be a possibility that allegations of abuse will be made against members of staff. Allegations will usually be that some kind of abuse has taken place.

Allegations can be made for a variety of reasons. Some of the most common are:

- Abuse has actually taken place.
- Something happens to a vulnerable person that reminds them of an event that happened in the past; the vulnerable person is unable to recognise that the situation and the people are different.
- Vulnerable people can misinterpret your language or your actions because they are reminded of something else.
- Some people know how powerful an allegation can be; if they are angry with you about something they can make an allegation as a way of hitting out.
- An allegation can be a way of seeking attention. However, as we know service users well, we would normally be aware of this type of behaviour and have a risk assessment in place.

However, staff should also be aware of the impact that a person's autism may have on their communication.

Appropriate communication methods should be used at all times, depending on the person's needs.

4.4. Addressing Confidentiality

If a vulnerable person discloses or makes an allegation of abuse, they may request you to tell no-one or do nothing; you must still report this to your line manager as both you and the organisation have a duty of care to the individual. You cannot and must not promise to keep any potential information relating to abuse a secret.

You must however, keep the information as confidential as possible, only discussing with your line manager and/or senior management team, in line with Autism Together's policy on Confidentiality and Disclosure of Information.

Under no circumstances should the situation be discussed outside of your professional role.

4.5. What to do if you have "concerns" but have not physically seen any abuse

- Sometimes you may just feel concerned about a vulnerable person and there is not a specific allegation or event. This may leave you questioning whether to share your concerns or not. In this situation you should always raise your concerns with your immediate line manager.
- If this does not seem appropriate, then raise your concerns with the next level manager for your department. They will work with you and decide what to do.
- If the situation occurs out of hours and you need immediate advice, contact the duty manager/senior on call. These initial concerns should be recorded using an incident/occurrence form.
- You may only have part of the information which surrounds a vulnerable person, and by sharing your concerns you may just be confirming that someone needs help and intervention.

4.6. Investigating the alleged abuse

The responsibility for investigating allegations of abuse, whether they result from the disclosure of a child or the concerns of an adult, lies with social workers (Wirral Children's Service) and the police (Child Abuse Investigation Team). It is the responsibility of the member of staff who has received the allegation and their line manager to call social services and or the police when appropriate.

Once social services are aware they will make a judgement as to whether they will investigate the matter, involve the police or close the referral.

Contacting Social Services

The Duty Social Worker or Central Advice and Duty Team will advise you when or whether to inform the vulnerable person's parents or carers about any concerns. If they decided to pursue an investigation, you should:

- Work closely and collaboratively with all professionals involved in the investigation in order to keep the vulnerable person safe.

- Attend any safeguarding strategy meetings if you are invited. You will be asked to provide information about your involvement with the vulnerable person, which is why it is important to keep records of your concerns.
- Attend any subsequent vulnerable person review meetings.
- Present yourself professionally when working with multi agencies, ensuring you have prepared, and have accurate information with you.

4.7. Safer Recruitment and Training to protect both children and adults

- Autism Together is committed to the safe recruitment of staff, to protect both children and adults who access services.
- All staff, prior to commencing a role within the organisation, undertake a rigorous recruitment process. This includes a face to face interview with every applicant shortlisted.
 - There is a specific auditing of recruitment process regarding agency staff, which ensures agency staff follow the same procedures and training.
 - Every post is subject to two satisfactory references, subject to a post being able to be taken up. This is regardless of whether the prospective worker is to be paid or unpaid.
 - Every staff member has to complete a DBS check and all staff are checked to work both in adult and children's services. Subsequent DBS checks are carried out randomly across the workforce following the initial one on file.
 - All posts to work with adults and children will be subject to a probationary period of at least 6 months.
 - All new staff will receive a job description so that they are fully aware of their role and responsibilities within the workplace.
 - If there is any concern over an employee, or if there is subsequent dismissal for abuse, a referral will be made to the DBS Service via our HR Department. (concerns will only be referred to the DBS if it satisfies the 'harm test' and may not necessarily be in every case).
 - All staff, as part of their induction, are required to undertake the internal safeguarding training before working with children and adults, which is delivered through Autism Together's Training Department. A further requirement is that each year they undertake an e-learning refresher training course.
 - All training courses attended are to be recorded and stored on file and monitored by the senior manager of that service.
 - All staff will be expected to keep up to date with best practice and developments in relation to both young people and adults in relation to safeguarding.
 - There will be risk assessments in place for both children and adults to ensure that they are kept safe. All children's risk assessments should be signed off by the Registered Manager and the Children & Family Service Manager.
 - All staff must understand their responsibility to work in accordance with the policy and procedure and must continually seek to demonstrate best practice.
 - The local authority also offers training and staff will be supported to accept places on the training courses as they are made available to the organisation.

4.8. Multi-agency working

Working together with different agencies is imperative to ensure that outcomes are clear following any investigation.

Autism Together will work with other agencies such as police, social services, LADO, placing authority and children's services in order to investigate, resolve and learn from all safeguarding issues.

Whilst sometimes over the phone instruction may be given on how to proceed with a case of alleged abuse, such as the instruction to conduct an internal investigation, it is not unusual for a strategy meeting to occur.

Autism Together will always seek to send a manager for the service to any strategy meeting and if one is not available, the head of the service should be notified to make a final decision on who should attend. It is not unusual for the representatives from social services, community nurses or the police to be present at these meetings. There is an expectation from the representative from Autism Together to comply with the following:

- Staff will remain professional at all times and respond to any reasonable requests for information accordingly.
- The staff member should take brief notes for their own record; the outcome of the strategy meeting will be circulated to all attendees at a later date by the host of the meeting.
- Autism Together will comply with reasonable requests to assist with the investigation if being conducted by an outside agency. This may result in obtaining and sending information, access to information or interviewing staff. This will be agreed and co-ordinated at the strategy meeting.
- Once the investigation is completed, the manager will agree to attend any subsequent meeting and discuss any further actions required.
- Depending on the outcomes, Autism Together will invoke their disciplinary procedure where required.
- All registered services will report the outcome to CQC.

5. Responsibilities

5.1. Compliance, *monitoring and review*

Your Role and Responsibilities under this policy

- ✓ It is the responsibility of every member of staff to take action if they suspect the abuse of a vulnerable adult, young person or child.
- ✓ Abuse may be witnessed, or you may be told about abuse by the vulnerable person themselves (direct disclosure), or by someone else who has been told about or witnessed abuse.
- ✓ Once you have the information you **must** take action.
- ✓ **You must not promise to keep any disclosure a secret and you must follow the protocol contained within this document.**
- ✓ **You must ensure the vulnerable person is safe and you must tell your line manager immediately.**
- ✓ **See flowchart in Appendix D**

5.2. Reporting

- ✓ Reporting and sharing information about safeguarding is paramount.
- ✓ You will need to report any safeguarding concerns to your line manager who will decide if they meet the threshold for reporting to the local safeguarding team.
- ✓ You will need to ensure that you report within a timely manager, immediately if you are able to.
- ✓ You will need to make sure that the Safeguarding lead (Deputy CEO and Director of Operations) knows about the safeguarding.

5.3. Records Management

- ✓ Good records are paramount and a detailed audit trail should be kept by the Registered Manager and/or the Service Manager of the service.
- ✓ There is an example which can be used to track the safe guarding process.
- ✓ If you contact the local safeguarding team you will need to keep records of your contact.
- ✓ There may be a requirement to notify other agencies such as CQC or CIW. A log of the notifications must be kept by the registered manager.

6. Definitions

- 6.1. Adult: an adult is anyone who is 18 or over.
- 6.2. Young person: a young person is a child between the ages of 14 – 18 years.
- 6.3. Child: a child is legally defined as anyone under the age of 18 (www.nspcc.org.uk).
- 6.4. Vulnerable person: a vulnerable person is someone who is 'substantially dependent upon others in performing basic functions, or their ability to communicate with those providing services, or to communicate with others, is severely impaired' (Section 115(4) of the Police Act 1997)
- 6.5. SIP – Service Information Platform – The organisation's electronic software system to manage HR, rota, and Service User data.
- 6.6. CQC - Care Quality Commission.
- 6.7. CIW – Care Inspectorate Wales.
- 6.8. GDPR - General Data Protection Regulation.

7. Appendices

Appendix A. Safeguarding – Immediate Procedure to follow

Staff must respond quickly and make sure the vulnerable person is safe, removing them from any potential further harm.

Wirral - Contact the Central Advice and Duty Team / Multi Agency Safeguarding Hub
0151 514 2222

Wales:

Flintshire Day 01352 701000 EDT 0845 0533116

Wrexham Day 01978 292066 EDT 0845 0533116

Wrexham's Initial Response Team – 01978 298248 – irt@wrexham.gov.uk

Llandudno 03007900126/0872 437 7301 / ciw@gov.wales / agc@llyw.cymru

Out of office hours – you will need to contact the social services emergency Out of Hours team (Adults and Children: 0151 677 6557)

This referral must be made by the person who first becomes aware of an allegation.

Details regarding:

The person who has been abused, their name, date of birth, address

The details of the alleged perpetrator

The details of what has been alleged to have happened, and your concerns

The details of the person making the allegation

Your name, role and contact details

There are two forms to help you and anyone else who may become involved to help gather this information.

For Children and Young People it is called Safeguarding Incident/Occurrence Form for Children and Young People (Appendix F)

For Adults, it is Safeguarding Incident/Occurrence Form Adults (Appendix G)

You may not have all the information to hand but it is still essential that you make the call to protect the vulnerable person and minimise risk to others.

You must, at the earliest opportunity, tell your Line Manager about the allegation and the calls you have made.

Do not speak to the vulnerable person about the allegation.

Appendix B. Further Information

Legislation and Guidance Documentation

This link will take you to the Wirral Local Safeguarding Children Board Procedures Manual:



<https://www.wirralsafeguarding.co.uk/procedures/>

This link will take you to the Government's No Secrets Guidance regarding adults:



<https://www.gov.uk/government/publications/no-secrets-guidance-on-protecting-vulnerable-adults-in-care>

This link will take you to the Safeguarding Adults Inter Agency Serious Case Review Procedure and the Safeguarding Adults Procedure & Guidance:



<https://www.wirral.gov.uk/sites/default/files/all/Health%20and%20social%20care/adult%20social%20care/safeguarding%20adults/safeguarding%20procedures/SCR%20Policy%20and%20Procedure%20v%201.0.pdf>

What to do if You're Worried a Child is Being Abused: Advice for Practitioners.



<https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2>

Information Sharing: Advice for Practitioners Providing Safeguarding Services to Children, Young People, Parents and Carers.



<https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice>

Keeping Children Safe in Education Guidance



<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>

This link will take you to the Human Rights Act 1998:



<http://www.legislation.gov.uk/ukpga/1998/42/contents>

This link will take you to the Children's Act 1969:



<http://www.legislation.gov.uk/ukpga/1969/54/contents>

This link will take you to the Safeguarding and Vulnerable Groups Act 2006:



<http://www.legislation.gov.uk/ukpga/2006/47/contents>

This link will take you to the guidance site



<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

<https://www.wirral.gov.uk/sites/default/files/all/Health%20and%20social%20care/adult%20social%20care/safeguarding%20adults/Wirral%20Safeguarding%20Criteria%20and%20S42%20Apr%202018.pdf>

<https://www.sthelens.gov.uk/media/6165/north-west-safeguarding-adults-policy-v4-9final.pdf>

Appendix C. Contact Information and useful addresses

Agency	Wirral Central Advice and Duty Team (CADT) – to report a safeguarding issue
Address	PO Box 32, Birkenhead, Wirral, CH41 5WE
Contact details	Tel: 0151 514 2222 (option 3) Fax: 0151 606 2600 Out of office hours' service Tel: 0151 677 6557 Adult Protection Fax no: 0151 677 5372

Agency	Wirral Council Safeguarding Team
Contact Details	Safeguarding Manager Tel: 0151 666 3614

Agency	Bromborough Police
Contact details	Bromborough Police Station, Bromborough Village Road Bromborough, Wirral CH62 7JG

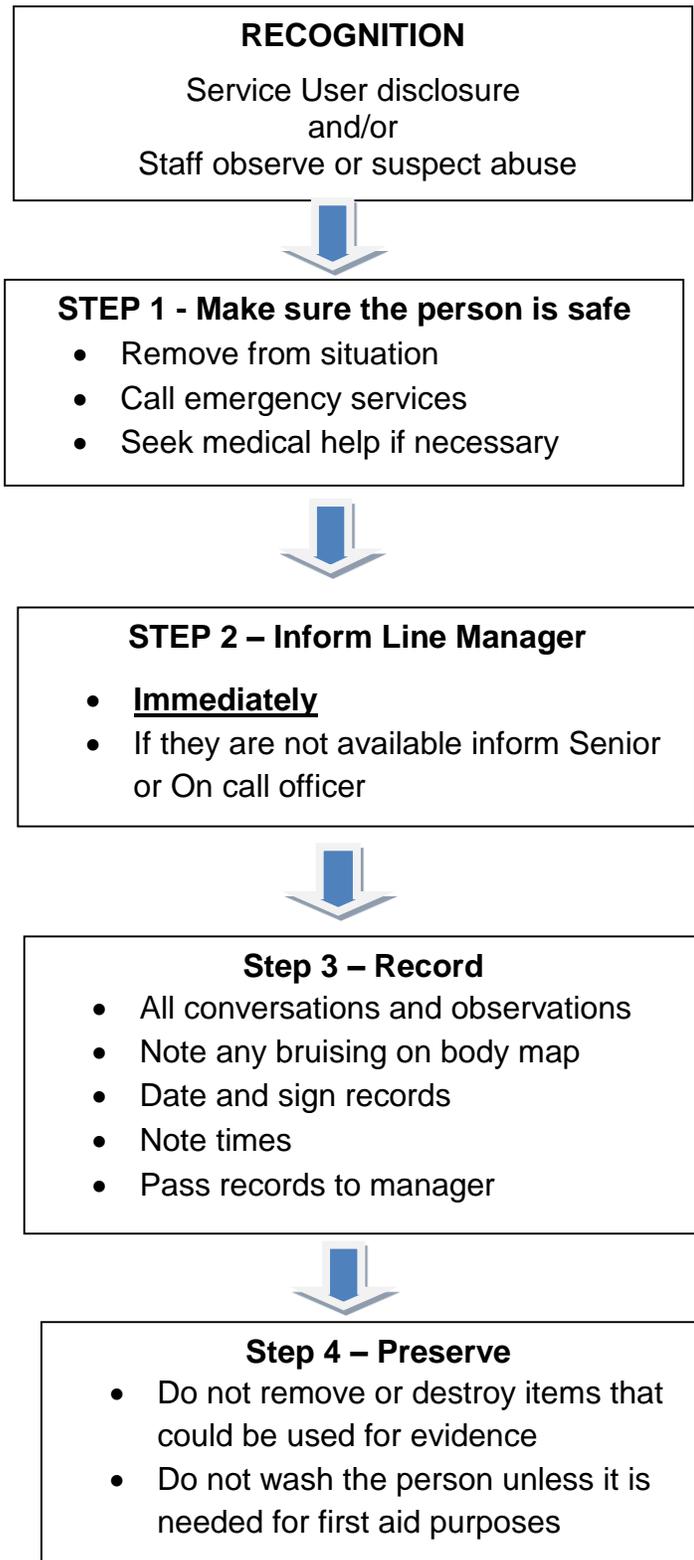
Agency	CQC – Care Quality Commission
Address	Citygate Gallowgate Newcastle-upon-Tyne NE1 4PA
Contact Details	Tel: 03000 616161 Fax: 03000 616172 Email: enquiries@cqc.org.uk

Agency	ALADO – Adult Local Authority Designated Officer
Address	Adult Local Authority Designated Officer Safeguarding Unit, Department of Adult Social Services Old Market House, 3 rd Floor, Hamilton Street, Birkenhead, Wirral, CH41 5FN
Contact Details	Tel: 0151 666 4582

Agency	Cheshire West and Cheshire Council
Address	Cheshire West and Cheshire Council, Nicholas Street, Chester CH1 1NP

Contact details	www.cheshireeast.gov.uk
Agency	Children's Services – Cheshire West and Chester
Address	Cheshire West and Chester, LSCB 2nd Floor, 4 Civic Way, Ellesmere Port CH65 OBE
Contact details	Tel: 0151 356 6819 / Team: 01606 275 099 EDT: 01244 977277
Agency	Cheshire Police
Contact details	Tel: 0845 458 000
Agency	Cheshire Safeguarding Team
Contact details	Tel: 0300 123 8 123 / Out of hours: 01244 977 277
Agency	Wrexham – Initial Response Team re safeguarding referrals
Contact details	01978 298248 / irt@wrexham.gov.uk
Agency	Wrexham County Council
Contact details	01978 292 066 / out of hours: 0345 053 3116 Email: www.wrexham.gov.uk
Agency	CIW – North Wales – Llandudno Junction
Contact details	0300 7900 126 / ciw@gov.wales / agc@llyw.cymru . www.careinspectorate.wales / www.arolygiaethgofal.cymru
Agency	CIW – North Wales Region
Contact details	Welsh Government Office, Sarn Mynach, Llandudno Junction, LL31 9RZ
Agency	North Wales Police
Contact details	https://www.north-wales.police.uk/ for non-emergency – 101 or 0300 330 0101

Appendix D. Flow Chart of Safeguarding Procedure Adults: The responsibility of the person who is first aware of the situation



Appendix E. Flow Chart of Safeguarding Procedure: The Responsibility of the Manager

Receive an Alert



Step 1 – Deal with Immediate Needs

- Ensure any necessary emergency treatment is arranged
- Ensure that no forensic evidence is lost
- If the alleged perpetrator is also a vulnerable adult, ensure a member of staff is allocated to attend to their needs and that other service users are not put at risk



Step 2 – Clarify

- The facts as stated by the member of staff
- Do not discuss the allegation with the alleged perpetrator
- Check out issues of consent and confidentiality
- Ensure situation falls within the Safeguarding Adults procedures



Step 3 – Make the Referral

- Complete internal monitoring record and forward to senior manager
- Complete Safeguarding Referral form and forward to (CADT) Wirral Central Advice and Duty Team and (FSU) Family Support Unit
- Complete notification form and forward to CQC
- If the client's purchasing authority is out of area inform them by forwarding a copy of the safeguarding referral form
- Record all conversations, observations and decisions taken
- Consider alert to ALADO

Appendix F. Safeguarding Incident/Occurrence Form for Children and Young People

To all staff, this form is to be completed when raising concerns around safeguarding and child protection issues. It will form the starting point of any investigation and it is important that it is completed accurately with any additions/amendments clearly initialled, dated and timed.

Immediate Procedure

Police and Safeguarding must be contacted immediately if there is a hint of an allegation around child protection. This is to be done by the person who first becomes aware of an allegation, irrespective of who makes the allegation.

Police should be called on 999 or 101

Staff then need to alert Social Services on:

Wirral

Social Services Central Advice & Duty Team (Children): 0151 606 2008

OR

Social Services Emergency Out of Hours: 0151 677 6557

The person making the call should have as much information as possible to hand using the "Safeguarding Incident/Occurrence form".

The minimum information the Police and Social services will need is:

- The details of the person making the allegation
- The details of the alleged victim
- The details of the alleged perpetrator
- If any of this information is not to hand, the calls should be made anyway.

Others involved:	
Name:	Relationship:

Information passed to:

POLICE:	
Name and number of Officer:	
Station:	
Contact number:	
Date:	Time:
Advice given/required action:	
Incident number:	
LINE MANAGER	
Name:	

Location:

Contact number:

Date:

Time:

Advice given/required action:

DEPUTY CEO AND DIRECTOR OF OPERATIONS

Name:

Location:

Contact number:

Date

Time:

Advice given/required action:

Has the family been informed?

If YES who has been spoken to?

Details of conversation:

If NO, why not?

NOTES AND LOG OF ANY ON-GOING ACTIONS:

Record sheet / log of actions / attachments

DATE / TIME	NOTES	SIGNATURE	INFORMATION ATTACHED

ACTION POINTS AND RESPONSIBILITIES:

REVIEW AND OUTCOME:

SIGNED OFF BY DEPUTY CEO AND DIRECTOR OR OPERATIONS:

Name:

Signature:

Date:

Appendix G. Safeguarding Incident/Occurrence Form Adults

To all staff, this form is to be completed when raising concerns around safeguarding incidents/concerns. It will form the starting point of any investigation and it is important that it is completed accurately with any additions/amendments clearly initialled, dated and timed.

Immediate Procedure

Police and Safeguarding must be contacted immediately if there is a hint of an allegation around the protection of vulnerable adults. This is to be done by the person who first becomes aware of an allegation, irrespective of who makes the allegation.

Police should be called on 999 or 101

Staff then need to alert Social Services on:

Wirral

Social Services Central Advice & Duty Team (Adults): 0151 514 2222

OR

Social Services Emergency Out of Hours: 0151 677 6557

The person making the call should have as much information as possible to hand using the "Safeguarding Incident/Occurrence form".

The minimum information the Police and Social services will need is:

- The details of the person making the allegation
- The details of the alleged victim
- The details of the alleged perpetrator
- If any of this information is not to hand, the calls should be made anyway.

Others involved:	
Name:	Relationship:

Information passed to:

POLICE:	
Name and number of Officer:	
Station:	
Contact number:	
Date:	Time:
Advice given/required action:	
Incident number:	
LINE MANAGER	
Name:	

Location:

Contact number:

Date:

Time:

Advice given/required action:

DEPUTY CEO AND DIRECTOR OF OPERATIONS

Name:

Location:

Contact number:

Date

Time:

Advice given/required action:

Has the family been informed?

If YES who has been spoken to?

Details of conversation:

If NO, why not?

NOTES AND LOG OF ANY ON-GOING ACTIONS:

Record sheet / log of actions / attachments

DATE / TIME	NOTES	SIGNATURE	INFORMATION ATTACHED

ACTION POINTS AND RESPONSIBILITIES:

REVIEW AND OUTCOME:

SIGNED OFF BY DEPUTY CEO AND DIRECTOR OR OPERATIONS:

Name:

Signature:

Date:

Appendix H: Partnership Automated Intelligence Report – (PAIR)

Crimestoppers – and discontinuation of the PAIR system

Merseyside Police have a nationwide Crimestoppers telephone number which colleagues from partner agencies and members of the public can use to report intelligence. Crimestoppers is well established and replaces the PAIR (Partnership Automated Intelligence Reporting) system which has now been discontinued.

Merseyside Police have published a short video about the decommissioning of the PAIR system and the use of Crimestoppers. It is designed for all multi-agency professionals and can be viewed below or downloaded to be used in agencies.

The Crimestoppers number is 0800 555 111 (website: <https://crimestoppers-uk.org/>). Crimestoppers can be used to report intelligence which will support action to combat CSE, such as information about suspected perpetrators. However, it must not be used to report safeguarding concerns about individual children. These must be reported to the Integrated Front Door (0151 606 2008) in line with safeguarding procedures.