
Safeguarding Adults Policy & Procedures

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1.0 Safeguarding Adults

1.1 Appointed Safeguarding Manager

After Adoption's designated Safeguarding Manager, as delegated by the Chief Executive, is Helen Williams who can be contacted through the following:

After Adoption, Unit 5 Citygate, 5 Blantyre Street, Manchester, M15 4JJ

Tel: 0161 820 2003

Email: helenwilliams@afteradoption.org.uk

In the absence of Helen Williams, please contact the second designated safeguarding lead Natasha Hilderley.

1.2 Policy Statement

After Adoption recognises that some of its adult service users are vulnerable and may require additional or specific supports in order to protect their safety and welfare and promote their rights to services. As part of its duty of care towards service users, After Adoption is committed:-

- To carry out its functions in ways that support and enable all service users to easily access, understand and participate in services provided, and to have their views sought and considered
- To take action when concerns arise in relation to vulnerable service users, and to work collaboratively with others to protect vulnerable service users from mistreatment or exploitation
- To increase staff awareness and recognition of the issues involved

1.3 Definitions

Safeguarding as defined by the Care Act 2014 means protecting an adult's right to live in safety, free from harm and abuse.

The criteria for using these procedures are met when an adult:

- Has needs for care and support (whether or not the Local Authority is meeting these needs)
- Is experiencing or at risk, of abuse or neglect and as a result of these care and support needs is unable to protect themselves from either the risk of or experience of abuse or neglect.

Just because an individual is older or has a disability does not mean that they are at risk. The level of risk is related to how able they are to protect themselves from abuse, neglect or exploitation and make their choices free from duress, pressure or undue influence.

The Care Act requires a significant shift in culture and practice in response to the views of people who have experienced the safeguarding process. It is about having conversations

with people about how we might respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. It is about seeing people as experts in their own lives and working alongside them. It is a shift from a process supported by conversations to a series of conversations supported by a process. There is a shift in emphasis in safeguarding from undertaking a process to a commitment to improving outcomes alongside people experiencing abuse or neglect. The key focus is on developing a real understanding of what people wish to achieve, agreeing, negotiating and recording their desired outcomes, working out with them (and their representatives or advocates if they lack capacity) how best those outcomes might be realised and then seeing the extent to which desired outcomes have been achieved.

1.4 Legal framework

The Care Act 2014 sets out a clear legal framework for how local authorities and other statutory agencies should ensure the safety of adults with care and support needs at risk of abuse or neglect. New duties include the Local Authority's duty to make enquiries or cause them to be made, to establish a Safeguarding Adults Board; statutory members are the local authority, Clinical Commissioning Groups and the police.

Safeguarding Adults Board must arrange Safeguarding Adult Reviews (SARs) as per defined criteria; publish an annual report and strategic plan. All these initiatives are designed to ensure greater multi-agency collaboration as a means of transforming adult social care.

The following Legislation and Guidance has been repealed and replaced by the Care Act 2014:-

- National Assistance Act 1948
- Chronically Sick and Disabled Persons Act 1970
- NHS and Community Care Act 1990
- Choice of Accommodation Directions 1992
- No Secrets 2000: guidance to protect vulnerable adults from abuse (Department of Health).
- Delayed Discharges Regulations 2003
- NHS Continuing Healthcare (Responsibilities) Directions 2009
- Transforming Adult Social Care (LAC(2009)1)
- Charging for Residential Accommodation Guidance (CRAG) 2014
- Fair Access to Care Services (FACS) guidance on eligibility
- No Secrets 2000: guidance to protect vulnerable adults from abuse (Department of Health).

1.5 Human Rights Act 1998

The Act applies to all public authorities (such as central government departments, local authorities and NHS Trusts) and other bodies performing public functions (such as private companies operating prisons). These organisations must comply with the Act, and an individual's human rights, when providing a service or making decisions that have a decisive impact upon an individual's rights. The Care Act (2014) extends the scope of the Human Rights Act (1998). This incorporates registered care providers (residential and nonresidential) providing care and support to an adult, or support to a carer, where the care and support is arranged or funded by the local authority (including Direct Payment situations (LGA, 2014)). It does not incorporate entirely private arrangements concerning care and support. Although the Act does not apply to private individuals or companies (except where they are performing public functions), sometimes a public authority has a duty to stop people or companies abusing an individual's human rights. For example, a

public authority that knows a child is being abused by its parents has a duty to protect the child from inhuman or degrading treatment.

The Human Rights act covers everyone in the United Kingdom, regardless of citizenship or immigration status. Anyone who is in the UK for any reason is protected by the provisions in the Human Rights Act.

1.6 Mental Capacity Act (including DoLS) 2005

The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to make preparations when they may lack capacity in the future. These can be small decisions, such as what clothes to wear, or major decisions, such as where to live, what happens if abuse has occurred. The Act Sets out who can take decisions, in which situations, and how they should go about this. In addition, in some cases, people lack the capacity to consent to particular treatment or care that is recognised by others as being in their best interests, or which will protect them from harm. Where this care might involve depriving vulnerable people of their liberty in either a hospital or a care home, extra safeguarding's have been introduced in law – Deprivation of Liberty Safeguards, to protect their rights and ensure that the care or treatment they receive is in their best interests.

Other References Include

- Safeguarding Vulnerable Groups Act 2006
- 'Speaking up for Justice'

1.7 Duty of Care

As a specialist Independent adoption Agency, After Adoption delivers a range of services, information and advice to adopted adults, birth parents and birth relatives. In addition, those working for the agency may receive information or observe incidents about adults in the general community.

The agency must have the appropriate safeguarding arrangements in place.

In the same way as organisations in the public sector After Adoption will work effectively with Local Adult Safeguarding Boards. Staff, paid and volunteer must be aware of their responsibilities for safeguarding and promoting the welfare of adults who may be at risk of harm and should respond to concerns in line with national guidance.

Wales - All local authorities in Wales work within the unified 'All Wales Safeguarding Procedures'. Staff who has contact with Welsh local authorities (including Helplines) should acquaint themselves with these procedures and a copy should be available in the relevant regional offices.

1.8 Policy Framework

- Legislation makes it clear that adult safeguarding practice should be guided by adults themselves to achieve the outcomes they want.

- After Adoption's recognises the rights of adults with safeguarding needs to have full inclusion in services, and that without additional support, vulnerable people are open to inequality of service provision
- After Adoption will encourage attitudes and practices that help to create a responsive atmosphere in which individuals can be included in service delivery and have their voices heard
- After Adoption will respond appropriately and in a timely way to issues of inequality, abuse or exploitation, by following the procedures of host authorities or partnership agencies for safeguarding adults
- After Adoption will ensure that the agency promotes well-being, prevent harm and responds effectively if concerns are raised.
- The agency will raise staff awareness of adult vulnerability and the need for prevention and reduction in risk in service provision.
- After Adoption will enable staff to identify the mistreatment of adults with safeguarding needs and to respond to concerns and allegations in a considered and proportional manner, using the relevant multi agency framework of referral.
- The agency will act in accordance with the adult's wishes, balanced with our judgment of their mental capacity, their best interests and our duty of care to others, including children.
- The agency will share information within legal and ethical constraints to safeguard adults.
- Support everyone's entitlement to civic and Human Rights. This includes ensuring carers receive appropriate advice and support services.
- After Adoption will ensure that staff receive appropriate supervision on a regular basis and have access to a suitably qualified manager when the need arises for an urgent case discussion . All supervision records will have safeguarding issues as a standing item.
- Arrangements will be made to assist with communication in circumstances of disability or where English is not the service user's first language.
- Staff will use plain, jargon-free language appropriate to the age and culture of each person, and will explain any unavoidable technical or professional terms.
- After Adoption will ensure that all staff including preferred providers, students and volunteers understand the agency's safeguarding procedures, and are given appropriate levels of training in safeguarding matters.
- The agency will ensure that that all documents and records used in service provision are written in a form that is clear and easy to understand
- Staff will allow for additional time before, during and after meetings to allow the service user to understand and discuss or question the information or decisions relevant to the meeting
- Staff will provide the service user with timely, simplified written summaries of the content of meetings or visits, and of decisions made by the agency

- In addition to their allocated casework or other professional activity with an adult, After Adoption staff may be involved in a case that also requires child protection activity, either as a referrer, a provider of information, or as a contributor to assessment

1.9 Factors which contribute to adults being at risk of harm

A person's vulnerability and ability to protect themselves is determined by personal factors and environmental factors. These include:

- Social Isolation
- Poor self-esteem
- Minority status
- Mental Incapacity
- Physical or mental frailty
- Disability, physical or learning
- History of abuse as a child
- Drug/alcohol misuse
- Early loss of parent
- Communication difficulties
- Institutionalisation

The impact of one or more of these factors may result in service users having specific needs for additional supports in order to make the best use of services, to understand what service is being provided, and to ensure that their views are clearly communicated.

1.10 Abuse, neglect and concerns – adults with safeguarding needs

There are many different types of abuse and they all result in behaviour toward a person that deliberately or intentionally causes harm. Abuse is a violation of an individual human and civil rights and in the worst cases can result in death. Victims may suffer severe neglect, injury, distress and/or depression and people without capacity, such as those people with severe dementia, are particularly vulnerable. There is additional legal protection under the Mental Capacity Act 2005.

1.11 Categories of abuse

The types of abuse have been categorised and placed under ten headings; on occasion the actual behaviour observed or informed of could fit under more than one heading:

Discriminatory abuse can take the form of: derogatory comments, harassment, being made to move to a different resource/service based on age, being denied medical treatment on grounds of age or mental health and/or not providing access.

Psychological abuse can take the form of: threats of harm or abandonment, deprivation of contact, humiliation, intimidations, verbal and emotional abuse

Financial or material abuse can take the form of: theft, fraud, internet scamming, coercion in relation to an adults financial affairs or arrangements and the misuse or misappropriation of property possessions or benefits.

Organisational abuse can take the form of: neglect, poor care practice or poor practice in relation to care provided in one's own home

Neglect and acts of omission can take the form of: ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services or the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Physical abuse can take the form of: assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Sexual abuse can take the form of: 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.

Domestic abuse can take the form of: psychological, physical, sexual financial, emotional and 'honour' based violence.

Modern slavery encompasses: slavery, human trafficking and forced labour and domestic servitude.

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.

Radicalisation – this is the process by which a person comes to support terrorism and forms of extremism that lead to terrorism. Adults at risk can be exploited by people who seek to involve them in terrorism or activity in support of terrorism.

2.0 Steps you must follow if you have concerns about an adult

The following guidance is intended to assist staff who have concerns for the safety and welfare of adult service users.

If you are working with a vulnerable adult service user, you may see or hear about situations that give rise to concern either to you or the service user. Examples include: exploitation or abuse of the adult; current or historical information which may give cause for concern about the safety or welfare of a child or other adults; criminal activity. In these circumstances, it is important that you:-

- Remain calm, listen patiently, and treat the information seriously.
 - Reassure the person who is telling you their concerns or demonstrating to you that there may be cause for concern that they are doing the right thing in doing so.
 - Tell them what you will do next.
 - Do not promise confidentiality; explain that you will have to share information, but that you will do so only with those people who need to know it.
 - Remember to consider your own safety as well as that of others.
1. If you have concerns about an adult you must discuss these with your line manager immediately. Consideration must be given to the wishes and feelings of the adult concerned, and they should be kept informed of any actions taken by the agency on their behalf, as long as this does not put them or anyone else at risk. This discussion must be recorded, signed and dated on the case file by both the worker and manager. You must agree who will notify the Nominated Safeguarding Lead for After Adoption. . If your line manager is not available, the agency's nominated safeguarding lead must be contacted directly or, in their absence, the second nominated safeguarding lead.
 2. When working out of normal office hours, you should contact the Out of Hours Manager.
All concerns about adult abuse or neglect **must** be referred to Local Authority Adult Services. Agree with your manager who should make the referral. This decision must be recorded on the case file and be signed and dated by the worker and manager. You must ensure you record your concerns clearly on the case file, dating and signing this.
 3. If you make a Safeguarding referral to Local Authority Adult Services by telephone, you must confirm this in writing to them within 48 hours using either the official referral form for that Local Authority or if this is not available After Adoption referral form (AA03.01a)
 4. When you make your referral you must provide as much information to Local Authority Adult Services as possible. This will include the name of the adult, date of birth, address and contact numbers. You should clearly state your concerns, providing context to your professional contact with the person
 5. **All** referrals and reports to be sent to social services must be copied to the nominated safeguarding lead and and the Quality Standards Manager based in head office who will collate information across the organisation for monitoring and review. Case identity

numbers and names, contact information should be given, along with the residing authority.

6. If an acknowledgement from Local Authority Adult Services has not been received within 3 working days, you must contact them again about your referral using letter template AA03D. All communication should be clearly recorded on the case file.
7. In exceptional circumstances it may be necessary to make a referral directly to the police ie. if you are working out of hours and a vulnerable adult is in immediate danger. In this instance you must inform the Emergency Local Authority Adult Services Duty team and your line manager as soon as possible of the action you have taken, and you must agree with your line manager who will follow through with Local Authority Adult Services the next working day. You must contact the out of hours agency manager to inform them of the concerns raised and actions being taken to help and protect the service user. The nominated safeguarding lead must be notified the next working day. This also must be recorded on the case file.

All actions and decisions need to be recorded, dated and signed on the case file.

8. If you are not satisfied with the response from the Local Authority Adult Services, and believe that the issue has not been taken seriously and/or the adult remains at risk you must inform your line manager so that the matter can be escalated with the statutory services.

2.1 Striking a balance

In some situations, it will be necessary to strike a balance between agencies adhering strictly to the procedures to protect adults who may be at risk of abuse and neglect and responding to the needs, actions and circumstances of individual people.

If an adult refuses help it may be reasonable not to interfere if:

- No one else is at risk
- Their vital interests are not compromised, i.e. there is no immediate risk of death or serious harm
- Other agencies have been informed and involved.

While being aware of the tension between individual rights and the management of risk, this does **NOT** absolve the duty of After Adoption staff to report a concern to the statutory agencies, but it may modify a response from those agencies.

2.2 Which Local Authority should be notified?

Referral should be made to the local authority in which the adult is currently residing. Please see appendix 4 for contact details.

2.3 Action in relation to adult victims of abuse (historic abuse)

Adult service users may disclose that they have been abused as children and possibly into adulthood. They may not want to take any further action and it may be sufficient for them that the abuse is acknowledged. However, they may ask for or be assessed as needing help in

dealing with these past events because of the impact upon their current behaviour and especially the effect upon any children or other dependents for whom they have responsibility.

In such circumstances, discuss the situation with your manager and agree the actions to be taken. These could include:

- Referral to Local Authority who may have information about an alleged abuser which the agency may be unaware of, and who may have contact with children or vulnerable adults. It may be there is an accumulation of concerns, seemingly insignificant but when put together become significant.
- Referral to the police. Even in cases of historical abuse, it may not be too late for a prosecution, although this is a police decision in conjunction with the Crown Prosecution Service.
- Before any decision to refer to the police, the service manager must consult the nominated safeguarding lead, based in Head Office or, if absent, the second nominated safeguarding lead.. Careful thought must be given to how the service user feels if he or she makes a statement to the police. Such a step may require much courage on the part of the service user. It is important to understand that the outcome may be that no further action is possible either because of a lack of corroborating evidence or because the police assess that the individual complainant will not be able to withstand detailed cross examination in a criminal trial.

Where it is alleged or known that there are children/vulnerable adults currently living with the alleged perpetrator, or if it is believed that the alleged perpetrator may have access to children/vulnerable adults, you must immediately consult your line manager and notify the nominated safeguarding lead. Your consultation must be recorded on the case file and signed by your line manager. This must be done without delay to ensure every action is taken to safeguard those children/vulnerable adults. Referral must then be made to the Local Authority.

The service user may indicate that he or she is unwilling to make a statement to the police or talk to Social Services staff. A referral should still be made if, after discussion with your manager, it is decided that the allegation is of sufficient substance and concern.

2.4 Record Keeping

Clear detailed recording must be placed on the case file within 24 hours of any of the above events. This record should include what was said, by whom, the decisions made and reasons for them, the action taken, and any outcome. In any circumstances where the protection of an adult has been discussed, the record should be countersigned by the manager, together with any other relevant comments or information.

If you are based offsite from your regional office you must email your case recording to your Line Manager, relating to all safeguarding issues, within 24 hours.

All recording must be in line with the agency's Recording Policy (AA04).

2.5 Information sharing

Early sharing of information is the key to providing effective early help where there are emerging problems. At the other end of the continuum, sharing information can be essential

to put in place effective services. This section is about sharing information for the purposes of Safeguarding and sharing information amongst practitioners is essential. In many cases it is only when information from a range of sources is put together that an adult can be seen to be in need or at risk of harm.

You may be anxious about the legal or ethical restrictions on sharing information, particularly with other agencies. You should be aware of the law and should comply with this and the Code of Conduct applicable to After Adoption – see policy OB02. These rarely provide an absolute barrier to disclosure. You should be prepared to exercise your judgement. A failure to pass on information that might prevent a tragedy could expose you to criticism in the same way as an unjustified disclosure.

No professional should assume that someone else will pass on information which they think may be critical to keeping a vulnerable adult safe. If a professional has concerns about an adult welfare and believes they are suffering or likely to suffer harm, then they must share the information with local authority adult's social care.

A decision whether to disclose information may be particularly difficult if you think it may damage the trust between you and the service user. Wherever possible you should explain the problem, seek agreement and explain the reasons if you decide to act against an adult's wishes. It is therefore essential to discuss such concerns with your line manager.

2.6 Seven Golden Rules on information sharing:-

1. Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.
2. Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
3. Seek advice if you are in any doubt, without disclosing the identity of the person where possible.
4. Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.
5. Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.
6. Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
7. Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

2.7 Disclosure in the absence of consent

The law recognises that disclosure of confidential information without consent or a court order may be justified in the public interest to prevent harm to others.

2.8 Allegations of abuse made against a member of staff or volunteer

2.8.1 Introduction

Experience has shown that those who work with adults in any and every setting can subject them to abuse. Allegations against staff and volunteers must be taken seriously and treated in accordance with the relevant Local Safeguarding Board Procedures.

The agency recognises the possibility of abuse and will strive to prevent the creation of circumstances that could facilitate abuse. The agency will be alert to the possibility of abuse by employees, volunteers and students on placement.

It is essential that any allegation of abuse made against a professional in any setting is dealt with fairly, quickly, and consistently, in a way that provides effective protection for the adult and at the same time is fair to the person who is the subject of the allegation.

2.8.2 Key Roles

For the purpose of managing allegations against professionals After Adoption must identify a senior manager (sometimes referred to in Local authority procedures as the Designated Adult Safeguarding manager.) The nominated safeguarding lead has been given this responsibility.

It is the responsibility of the senior manager/safeguarding lead to:

- Resolve any inter-agency issues
- Have an oversight of individual complex cases and coordinate the agency response including liaising with statutory agencies.
- Ensure procedures are properly applied and implemented; and
- Provide advice, information and guidance for staff within the organisation
- Ensure that all records in the management of the allegation are thorough and up to date
- Inform the Chief Executive of any allegations or concerns

2.8.3 Record Keeping

Record keeping is an integral part of the management of allegations. Complete and accurate records will need to contain information which provides comprehensive details of:

- Events leading to the allegation or concern about an adult's behaviour
- The circumstances and context of the allegation
- Professional opinions

- Decisions made and the reasons for them
- Action that is taken
- Final outcome

2.8.4 The Process

Any serious concerns that staff have about any aspect of service provision, or the conduct of staff, or others acting on behalf of After Adoption, in relation to the welfare of adults with safeguarding needs must report their concerns to their line manager immediately who in turn must inform the safeguarding manager; refer to the Whistleblowing policy for further information. If the concerns are about the line manager, then they should be reported to a more senior manager.

Concerns or allegations about the behaviour of a professional may be brought to the attention of a manager in a variety of ways. For example:

- An allegation made directly by a child or adult
- An allegation made by a colleague or member of staff;
- Information from police or local authority social care team;
- Information from a third party or the general public;
- Information disclosed anonymously or online; or
- Concerns generated through an employment relationship.

There may be up to three strands in the consideration of an allegation:

- A police investigation
- Enquiries and assessment by social care about whether an adult is in need of protection or in need of services; and
- Consideration by an employer of disciplinary action in respect of the individual

All concerns that meet the above criteria must be reported to the nominated safeguarding lead within 1 working day using (AA03F) who will then consider referral to the statutory agencies. The Local authority may convene a strategy meeting depending on the circumstances of the case. After Adoption will co operate fully with any investigation carried out by the police or social services. Such investigations will always take precedence over any action or process taken by the agency.

2.8.5 Use of Suspension

Suspension should be considered in every case where:

- The allegation warrants investigation by the police; or
- The allegation is so serious that it might be grounds for dismissal.

Suspension **should not be** seen as an automatic response to an allegation or imposed as a 'knee jerk action'. A decision to suspend without careful thought could impede a police

investigation. In some cases it will not be immediately obvious that suspension is appropriate and the need for this course of action may only become clear after information has been shared with, and discussion had, with other agencies and the After Adoption's Human Resources.

2.8.6 Alternatives to Suspension

While weighing the factors as to whether suspension is necessary, alternatives to suspension should be considered if available and deemed suitable. This may be achieved by:

- The individual undertaking duties which do not involve direct contact with the adult concerned or other e.g. office work;
- Providing an assistant/colleague to be present when the worker has contact with adults.

It may be appropriate to use an alternative to suspension when an allegation is first made. This would allow time for an informed decision regarding suspension to be made and possibly reduce the initial impact of the allegation. This will however depend upon the nature of the allegation (refer to Disciplinary Policy PM EM04).

2.8.7 Employer's Action

Further action by After Adoption will always be considered and maybe required in circumstances where:

- The matter has been referred to After Adoption after the police or Crown Prosecution Service (CPS) has determined that a charge or prosecution may not be appropriate;
- The local authority has stated that their officers they will be taking no further action.
- Following the conclusion of legal proceedings.

2.8.9 The Decision to Undertake a Disciplinary Investigation

The decision to instigate disciplinary procedures will be based upon the nature and seriousness of the behaviour which has been brought to the multi-agency discussion for consideration and, additionally, in those circumstances where an adult has made a direct allegation. In such cases, it may be necessary to gather further information from other witnesses to establish the need for an investigation and this should be arranged to be undertaken by a manager or other professional experienced in conducting interviews.

2.8.10 The Disciplinary Investigation

The disciplinary investigation is the responsibility of After Adoption or governing body. Please see the agency's procedures covering Disciplinary action (PMEM04).

2.8.11 Support for the Individual

After Adoption has a duty of care to its workers and should act to manage and minimise the stress inherent in the allegations and disciplinary process. Support to the individual is key to fulfilling this duty.

Individuals should be informed of concerns or allegations as soon as possible and given an explanation of the likely course of action, unless there is an objection by social care or police.

They should be advised to contact their trade union representative, if they have one, and given access to welfare counselling or medical advice where this is provided by After Adoption.

Particular care needs to be taken when employees are suspended to ensure that they are kept informed of both the progress of their case and current work-related issues. Social contact with colleagues and friends should not be discouraged except where it is likely to be prejudicial to the gathering and presentation of evidence.

Throughout the process the individual should be aware of the concerns and why his or her suitability to work with adults is being questioned and given the opportunity to state his or her case.

When an employee returns to work following a suspension, or on the conclusion of a case, arrangements should be made to facilitate his or her reintegration. This may involve informal counselling, guidance, support, re-assurance and help to rebuild confidence in working with adults.

Employees will be notified in writing at the end of the process of outcomes.

2.8.12 Referral to the Disclosure & Barring Service

If an organisation removes an individual (paid worker or unpaid volunteer) from work with vulnerable adults (or would have, had the person not left first) because the person poses a risk of harm to adults in need, the agency must make a referral to the Disclosure and Barring Service. It is an offence to fail to make a referral without good reason.

As an employer, After Adoption has a duty to make a referral to the DBS if we have concerns that an individual has caused harm or poses future risk or harm to vulnerable groups. A decision to make this referral will be made by the Chief Executive in consultation with the Senior Manager and HR.

If the individual is a qualified social worker or counsellor, then a referral must be made to the HCPC/BACP or evident regulatory authority.

2.8.13 Private/Professional Life

Professionals who work with vulnerable adults, as part of their employment or voluntary duties need to be aware that inappropriate or criminal behaviour in their private life may affect their suitability to work with them, for example:

- Downloading indecent images on a home computer
- Allegations of domestic abuse
- Convictions for drug/alcohol offences

Staff have a duty to inform their line manager of any issues in their personal life that may have an impact on their suitability to work with vulnerable adults.

Staff should also be aware that if they are undergoing investigations due to safeguarding concerns, this may have an impact on their personal life or voluntary activities .e.g. If they assist at a day centre or luncheon club.

2.9 Recruitment and selection of staff

In common with all agencies and services whose staff and volunteers work closely with adults with safeguarding needs, After Adoption must have policies and procedures in place to deter those who are unsuitable to work with adults with safeguarding needs, see policy HR01. Common features must include the following:

- Enhanced Disclosure & Barring checks including clearance of international criminal record checks where a person has lived abroad. Note: International checks must be carried out where a person has lived for a period abroad during their adulthood.
- Checks of lists maintained by the Department of Health and the Department for Education and Employment, of those deemed unsuitable to work
- Candidates to confirm identity and their Right to Work in the UK
- Verifying authenticity of qualifications and references directly
- Seeking a full employment history for prospective staff and reserving the right to approach any previous employer
- Making appointments only after suitable references and checks are obtained and verified
- Making all appointments to work with adults with safeguarding needs (including internal transfers) subject to a probationary period

Interviewers must be prepared to explore with candidates their attitudes towards adults with safeguarding needs, their perceptions about the boundaries of acceptable behaviour. All recruitment panels must contain at least one manager who has completed Safe Recruitment training.

Even the most careful selection process cannot identify all those who may pose a risk to adults with safeguarding needs. Post-employment management and supervision must always be alert to indicators of untoward behaviour.

See PMEM01 Recruitment & Selection Policy for further detailed information regarding Safer Recruitment.

2.10 Recruitment of external providers

There are occasions when it is necessary for the agency to commission facilitators/entertainers for various workshops and family days etc. In these situations it is the responsibility of the relevant manager overseeing the event to ensure that the provider has a valid DBS, which is no more than 3 years old. In circumstances where the provider is not able to produce one, it may be possible for the agency to apply for one on their behalf. All such cases should be referred to the Head of Service for consideration.

It should always be remembered that possession of a DBS certificate is not a guarantee that an individual does not pose a risk to adults with safeguarding needs. Appropriate supervision should always be provided by staff and parents at these events.

2.11 Induction

Induction for each new member of staff is tailored to meet the individuals need and the overall induction programme should take no longer than 12 weeks. Induction information is available on the agency intranet in the form of handbooks, policies and procedures and videos. Induction topics include:

1. Safeguarding
2. Health & Safety
3. Data Protection
4. Employment issues
5. Procedural information
6. Role specific information
7. Understanding boundaries of their role
8. Attendance at Best Practice and Induction training

Reading of safeguarding policies and procedures must be carried out within the first week of employment and noted on the induction checklist.

2.12 Supervision

Safeguarding adults with safeguarding needs entails making difficult and risky professional judgements and decisions. All professionals involved must have access to advice and support, from peers, managers, and named and designated professionals.

Effective supervision is important to promoting good standards of practice and to supporting individual staff members. After Adoption must ensure that staff fully understand their roles and responsibilities, and that practice is soundly based and consistent with Local Safeguarding Board and organisational procedures.

After Adoption requires that all staff adhere to the staff supervision and performance management set out in policy and procedure (PM PL01)

Supervision includes scrutinising and evaluating the work carried out, assessing the strengths and weaknesses of the practitioner and providing coaching and development. Supervisors should be available to practitioners as an important source of advice and expertise and may be required to endorse judgements. Supervisors should record key case decisions on the Case Supervision form for inclusion in the Case File and on the agency's recording database in line with the Recording Policy (AA04). A standard agenda is followed at each meeting to ensure sessions remain an effective tool for management performance. The following elements form each session for discussion (PM PL01B):

1. Employment issues, including conduct at work
2. Review of progress against work plan
3. Service Delivery staff
 - i) Case planning/recording
 - ii) File auditing
 - iii) Service user feedback
4. Safeguarding
5. Review of development areas from performance review (to be completed quarterly)
6. Training and learning
7. Health & Safety issues/DDA Support
8. Miscellaneous matters brought to the meeting

9. Date and time of next meeting

2.13 Training

Professional staff who come into contact with adults with safeguarding needs must know of the predisposing factors and signs and indicators of abuse. They must be able to exercise professional skill in terms of effective information sharing and the ability to analyse information, and must have the knowledge and skills to collaborate with other agencies and disciplines in order to safeguard the welfare of service users. They will need a sound understanding of the legislative framework and the wider policy context with which they work, as well as a familiarity with local policy and procedures.

After Adoption is responsible for ensuring that all staff are competent and confident to carry out their safeguarding responsibilities. After Adoption is committed to equal opportunities and recognises the value of a diverse workforce, ensuring that training, learning and development opportunities are fairly accessed by all levels of staff – see policy Staff Learning & Development PM PL02.

After Adoption will ensure that there is planned Safeguarding training in the annual training plan (PM PL02D) and it is a mandatory requirement that **all** staff, including workers, preferred providers, students and volunteers attend a basic introduction to Safeguarding issues. This training covers:

1. Awareness regarding the safety and welfare of adults with safeguarding needs
2. Understanding compliance with the agency safeguarding policies and procedures
3. Clarification of internal processes regarding the recording and monitoring of concerns
4. Understanding roles and responsibilities when sharing information and how to refer concerns, including reporting allegations against professionals
5. Opportunities for staff to feedback and raise any concerns

Service Delivery staff are required to attend update or advanced training regularly to ensure they have the appropriate skills, knowledge and expertise in child protection.

2.14 Policy Review

The safeguarding policy and procedure (AA03.01) is reviewed on an annual basis, or earlier, if there are changes in legislation or practice, and a copy is sent to the Local Safeguarding Board to ensure its compliance with the registered office locality requirements.

Any revisions are also brought to the attention of staff, through policy updates, operational meetings, internal newsletters, emails and team meetings.

All safeguarding reports are monitored and reviewed monthly in the first instance by the nominated safeguarding lead and by the senior management group and Staffing sub-group, of the Trustee Board on a quarterly basis.

The full Trustee Board approves and endorses safeguarding policy and procedures following any recommendation by the nominated safeguarding lead.

2.15 Monitoring of Concerns

- All Safeguarding reports are submitted to the Lead Manager for Safeguarding
- The Lead Manager for Safeguarding will undertake a quarterly review of cases to monitor outcomes and ensure good practice.
- The Chief Executive presents an annual report to the board of Trustees. Conversely when things go wrong there needs to be a rigorous, objective analysis of what happened and why, so that important lessons can be learnt and services improved to reduce the risk for future harm to service users.
- The Chief Executive is responsible for deciding how the review will be carried out and identifying a designated review team.

2.16 References

These procedures do not exist in isolation and should be used in conjunction with existing legislation, interagency agreements and individual agency policies:

- Safeguarding Policy (Child Protection) (AA03)
- Safeguarding Safe Care Plan (AA03a)
- Recording Policy (AA04)
- Complaints Policy (AA05)
- Safe Touch (AA13)
- Non-Residential Event Guide (TA19)
- Equality and Diversity (OB03)
- Information Sharing Protocols (OB04)
- Public Interest Disclosure Policy (OB05)
- Confidential Reporting of Concerns (Whistle Blowing) Policy (OB06)
- Health and Safety (HS01)
- Recruitment and Selection (PM EM01)
- Disciplinary Procedures (PM EM04)
- Performance Management Policy (PL PL01)
- Annual Training Plan (PM PL02D)
- DBS Policy (HR01)
- Whistleblowing Policy (OBO6)

Appendix 4: Contact details for Local Authority. Safeguarding and LADOS

Local Authority	Local Safeguarding Adults Board	Adult Safeguarding Lead	Safeguarding Telephone No:
London			
Luton UA	Adult Safeguarding Team adultsafeguarding@luton.gov.uk 01582 547730 or 01582 547563		01582 547730
North East			
East Riding of Yorkshire UA	East Riding Safeguarding Adults Board (ERSAB) County Hall Cross Street Beverley East Yorkshire HU17 9BA safeguardingadultsteam@eastriding.gcsx.gov.uk	Trevor Collinson – ERSAB Manager trevor.collinson@eastriding.gcsx.gov.uk 01482 392091	01482 396940
Gateshead	Safeguarding Adults Board Gateshead Council Safer Communities Team Civic Centre Regent Street Gateshead NE8 1HH adultsocialcaredirect@gateshead.gov.uk	Jan Douglas – Independent Chair	0191 433 2378
Hartlepool UA	Teesside Safeguarding Adults Board (TSAB) 3 rd Floor Kingsway House	Ann Baxter – TSAB Independent Chair	01642 527263 – TSAB

	Billingham TS23 2NX tsab.businessunit@stockton.gov.uk		01429 523 390 – Hartlepool Duty Team
Lincolnshire	Lincolnshire Safeguarding Adults Board (LSAB)	Barry Earnshaw – Independent Chair	01522 782155
Newcastle-Upon-Tyne	Newcastle Safeguarding Adults Board (NSAB)	Vida Morris – Independent Chair	0191 278 8156 0191 278 8377
North Tyneside	Safeguarding Adults Board (SAB) Adult Social Care North Tyneside Council Quadrant West Cobalt Business Park NE27 0BY	Pat Bignell – Independent Chair pat.bignell@blueyonder.co.uk Jacqui Old – Head of Adult Social Care	
North Yorkshire	North Yorkshire Safeguarding Adults Board North Yorkshire County Council Customer Services Centre Racecourse Lane Northallerton North Yorkshire DL7 8AD social.care@northyorks.gov.uk	Jonathan Phillips – Independent Chair Jonathan.phillips51@gmail.com 07827 336249 Richard Webb – Corporate Director of Health and Adult Services at North Yorkshire County Council Richard.webb@northyorks.gov.uk	Customer Services Centre: 01609 780780 0845 603 6391 (out of hours)
Redcar and Cleveland UA	Teeswide Safeguarding Adults Board (TSAB) 3 rd Floor Kingsway House Billingham TS23 2NX tsab.businessunit@stockton.gov.uk contactus@redcar-cleveland.gov.uk	Ann Baxter – TSAB Independent Chair	01642 527263 – TSAB 01642 771500 – Redcar & Cleveland
South Tyneside	Safeguarding Adults Board (STSAB) Safeguarding Adults Team Prince George Square	Dr Sue Ross – Independent Chair	0845 130 4959

	South Shields Tyne and Wear, NE33 2PE		
Stockton-on-Tees UA	Teeswide Safeguarding Adults Board (TSAB) 3 rd Floor Kingsway House Billingham, TS23 2NX tsab.businessunit@stockton.gov.uk	Ann Baxter – TSAB Independent Chair	01642 527263 – TSAB 01642 527764 – Stockton-on-Tees
North West			
Blackburn with Darwen	Blackburn with Darwen Local Adults Safeguarding Board (LSAB) Blackburn with Darwen Safeguarding Unit Floor 4 10 Duke Street Blackburn, BB2 1DH	Dr. Paul Kingston – Independent Chair	01254 588955
Blackpool	Blackpool Safeguarding Adults Board safeguarding.adultsboard@blackpool.gov.uk		01253 476931 01253 477592 (Adult Social Care at Blackpool Council)
Manchester	Manchester Safeguarding Adults Board socialcare@manchester.gcsx.gov.uk	Julia Stephens Row – Independent Chair	0161 243 5001 – MCC Contact Centre
Salford	Salford Adult Safeguarding Board social.services@salford.gov.uk worriedaboutanadult@salford.gov.uk	Dr Stephen Pugh Independent Chair	0161 909 6517 – Adult Social Care 0161 794 8888 (out of hours)
Tameside	Tameside Adults Safeguarding Partnership Board (TASPB) Room 2.88 Tameside MBC Council Offices Wellington Road Ashton under Lyne, OL6 6DL	Mr A G Searle – Independent Chair	0161 342 5217
Trafford	Trafford Safeguarding Adults Board – TARGet (Trafford Adults at Risk Group)		0161 912 3374
Wakefield	Wakefield and District Safeguarding Adults	Bill Hodson – Independent Chair	0345 8 503 503

	Board (WDSAB) social_care_direct@wakefield.gov.uk		01924 303450- minicom
Merseyside & North Wales			
Conwy	Protection of Vulnerable Adults (POVA) The Conwy Access Team Colwyn Leisure Centre, Eirias Park, Abergele Road, Colwyn Bay, LL29 7SP	Jenny Williams – Independent Chair and Strategic Director of Social Care and Education Services for Conwy Borough Council Business Manager for North Wales Safeguarding Board – Sara Lloyd Evans sara.lloyd.evans@conwy.gov.uk	0300 4561111 01492 515777 (out of hours)
Denbighshire	North Wales Adult Safeguarding Board	Jenny Williams – Independent Chair Nicola Stubbins – Director of Social Services Business Manager for North Wales Safeguarding Board – Sara Lloyd Evans sara.lloyd.evans@conwy.gov.uk	0300 4561000 0845 0533116 (out of hours)
Flintshire	North Wales Adult Safeguarding Board	Jenny Williams – Independent Chair Neil Ayling – Independent Chair Business Manager for North Wales Safeguarding Board – Sara Lloyd Evans sara.lloyd.evans@conwy.gov.uk	01352 803444
Gwynedd	North Wales Adult Safeguarding Board	Jenny Williams – Independent Chair Aled Davies – Head of Adult Services Business Manager for North Wales Safeguarding Board – Sara Lloyd Evans sara.lloyd.evans@conwy.gov.uk	07718575484
Halton	Halton Safeguarding Adults Board (HASB)	Dwayne Johnson – Chair of Halton Safeguarding Adults Board and Strategic Director for Communities at Halton Borough Council	0151 907 8306 – Halton Adult Social Care
Isle of Anglesey	North Wales Safeguarding Adults Board	Jenny Williams – Independent Chair	07718 575484

		Alwyn Rhys Jones – Head of Adult Services Business Manager for North Wales Safeguarding Board – Sara Lloyd Evans sara.lloyd.evans@conwy.gov.uk	
Knowsley	Knowsley Safeguarding Adults Board		0151 443 2600.
Liverpool	Liverpool Safeguarding Adults Board (SAB) c/o Adult Services Customer Care Team Liverpool City Council Municipal Buildings Dale Street L2 2DH carelineadultservices@liverpool.gcsx.gov.uk	Samih Kalakeche – Director, Adult Services and Health at Liverpool City Council Jan Summerville, Safeguarding Adults Board and Partnership Coordinator at Liverpool City Council	0151 233 3800
Sefton	Sefton Safeguarding Adults Board (SSAB) Adult Safeguarding 8 th Floor, Merton House Stanley Road Bootle Merseyside L20 3UU	Dr David Sanders – Independent Chair Director of Social Care & Health – Dwayne Johnson Dwayne.Johnson@sefton.gov.uk	0151 934 3748 – Safeguarding Adults Coordinator 0151 920 8234 (out of hours)
St Helens	St Helens Safeguarding Adults Board c/o St Helens Council Contact Centre Wesley House Corporation Street St Helens WA10 1HF	Tom Wolstencroft – Independent Chair, 01744 675486	01733 676600 – reporting abuse 0345 050 0148 (out of hours)
Warrington UA	Warrington Safeguarding Adults Board (WSAB) c/o Access to Social Care Families and Wellbeing Directorate	Shirley Williams – Independent Chair	01925 444239 01925 444400 (out of

	1 st Floor, New Town House Buttermarket Street Warrington WA1 2NH		hours)
Wigan	Wigan Safeguarding Adults Board c/o Adult Social Care Progress House Westwood Park Drive Wigan WN3 4HH	Dr Paul Kingston – Independent Chair	01942 828777 0161 8342436 (out of hours)
Wrexham	North Wales Safeguarding Adults Board	Jenny Williams – Independent Chair Andrew Figiel – Health of Adult Social Care andrew.figiel@wrexham.gov.uk	07718575484
South West			
Bath and NE Somerset	Bath and NE Somerset Local Safeguarding Adults Board	Reg Pengelly – Independent Chair	01225 396000 – Sirona Care and Health 01225 831742 – Sirona's Safeguarding Adults Lead
Bristol City	Bristol Safeguarding Adults Board adult.care@bristol.gov.uk	Louise Lawton – Independent Chair Tracey Judge – Strategic Safeguarding Adults Coordinator for Bristol City Council	0117 9222700 – Bristol Care Direct 01454 615165 (out of hours)
Gloucestershire	Gloucestershire Safeguarding Adults Board (GSAB) Community & Adult Care Helpdesk Corporate Contact Centre Block 4, 5 th Floor Shire Hall Gloucester	Paul Yeatman – Independent Chair Margaret Willcox – Director for Adult Services margaret.willcox@gloucestershire.gov.uk	01452 426868

	GL1 2TR		
North Somerset	North Somerset Safeguarding Adults Partnership Safeguarding Adults Team Town Hall Walliscote Grove Road Weston-super-Mare BS23 1UJ care.connect@n-somerset.gov.uk	Margaret Sheather – Independent Chair	01275 888801
Somerset	Somerset Safeguarding Adults Board adults@somerset.gov.uk	Richard Crompton – Independent Chair Clare Steel - Head of Adult Social Care csteel@somerset.gov.uk 01823 355100	0300 123 2224
South Gloucestershire	South Gloucestershire Adult Safeguarding Board	Sally Lewis – Independent Chair Peter Murphy – Director for Children, Adults and Health peter.murphy@southglos.gov.uk 01454 863254	01454 868007 01454 615165 (out of hours)
Swindon UA	Swindon Local Safeguarding Adults Board Adult Safeguarding Team, Swindon Borough Council adultsafeguarding@swindon.gov.uk	Mike Howard – Independent Chair	01793 463555 01793 436699 (out of hours)
West Midlands			
Birmingham	Birmingham Safeguarding Adults Board c/o Adults and Communities Directorate Council House Victoria Square Birmingham B1 1BB	Alan Lotinga – Chair & Service Director for Health and Wellbeing	0121 303 1234

	ACAP@birmingham.gov.uk		
Dudley	Dudley Safeguarding Adults Board Council House Priory Road Dudley DY1 1HF spa_team@dudley.gov.uk	Roger Clayton – Independent Chair Anne Harris – Head of Adult Safeguarding at Dudley Council 01384 815870	0300 555 0055
Sandwell	Sandwell Safeguarding Adults Board (SSAB) Safeguarding Adults Team METSEC House Broadwell Road Oldbury West Midlands B69 4HE	Deb Ward - Safeguarding Board Business Manager 0845 352 7616 David Stevens - Director of Adult Social Care 0121 569 5887 Rashpal Pahal - Safeguarding Tem Manager 0845 352 7610	0845 352 2266
Shropshire	Keeping Adults Safe in Shropshire Board (KASiSB) Shropshire Council Community Services Shirehall Abbey Forge Shrewsbury, SY2 6ND firstpointofcontact@shropshire.gov.uk	Ivan Powell – Independent Chair Andy Begley – Director of Adult Social Care Services andy.begley@shropshire.gov.uk 01743 252421	0345 6789021
Solihull	Solihull Safeguarding Adults Board ssab@solihull.gov.uk	Dave Martin – Independent Chair Sue Walton – Safeguarding Adults Board Business Manager susan.walton@solihull.gov.uk	0121 7884392
Telford & Wrekin	Telford & Wrekin Safeguarding Adults Board Addenbrooke House	Andrew Mason – Independent Chair	01952 459252

	Ironmasters Way Telford TF3 4NT partnerships@telford.gov.uk		
Walsall	Walsall Safeguarding Adults Partnership Board Initial Assessment Team (Adult Safeguarding) Walsall Social Care and Inclusion 6 Brownhills Road Walsall Wood Walsall WS8 7BS initalintake@walsall.gov.uk	Jane M Evans – Independent Chair jane.m.evans@btinternet.com Keith Skerman – Executive Director of Adult Social Care	0300 555 2922
Warwickshire	Warwickshire Safeguarding Adults Board c/o Adult Social Care and Support Warwickshire County Council Shire Hall Warwick CV34 4RR	Mike Taylor – Independent Chair	01926 412080
Wolverhampton	Wolverhampton Safeguarding Adults Board Priory Green Building Whitburn Close Pendeford Wolverhampton WV9 5NJ dasm-do@wolverhampton.gov.uk wsab@wolverhampton.gov.uk	Alan Coe – Independent Chair Sandra Ashton-Jones – Adults Safeguarding Manager, Wolverhampton City Council 01902 550477 Rachael Murphy & Jenny Dowsell – Adult Safeguarding Officers	01902 550477