

Safeguarding Policy

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Statement of Intent

It is important to note that employees are not responsible for deciding whether abuse has taken place. We are responsible for recording and reporting any concerns in a timely manner to ensure we are working together to safeguard children, young people and Adults at Risk, under arrangements in place within this Policy. The policy document is not a substitute for the Child Protection Procedures identified through the LSCB.

John Laing Training is committed to fulfilling its responsibilities in safeguarding and promoting the welfare of all young persons under eighteen years of age and Adults at Risk as required by the 2004 Children's Act and the Protection of Vulnerable Adults Act 2004.

Currently there is no statutory duty to report suspected abuse of Adults at Risk however John Laing Training is committed to applying the principles of Child Protection to Adults at Risk. Where Child Protection is referred to in this document, it also applies to Adults at Risk. A definition of Adults at Risk is provided in section 3 of the Safeguarding Procedures and Guidelines.

1.1 Introduction

Children, young people and adults at risk have a right to feel safe and protected whilst using JLT services and the organisation has an obligation to ensure this safety and protection.

JLT employees are not responsible for making any decisions regarding child abuse. Their primary role is to record and report any concerns or suspicions as specified in the framework.

All employees are required to report any suspicion or concern as soon as possible.

1.2 Policy Purpose

The responsibility to safeguard children, young people and adults at risk rests with all JLT employees.

Many existing policies aimed at protecting children, focus on recognising abuse and neglect and acting on it. However, safeguarding looks at keeping children and young people safe from a much wider range of potential harmful influences and looks at preventative action not just a reaction.

The Children Act 2004 places new duties on employers and training providers including a requirement to safeguard and promote welfare, to share information where necessary and appropriate and to contribute to any inspection of children's services. Within the definition of the law, this Policy determines children as being all persons under the age of eighteen.

This policy sets out JLT's commitment to Safeguarding arrangements and provides a clear framework for all employees in fulfilling that obligation. The policy aims to reassure and protect employees of JLT who work in an environment where we promote the welfare of children, young adults and adults at risk and will also detail the skills required to identify potential abuse and how to record and report it.

For ease of reading the word 'employee' is used throughout this document with regard to Safeguarding reporting procedures.

The Policy Document sets out the intentions under two headings: Prevention and Operational Practice.

Section Two 'Prevention' acknowledges that some people actively seek work with children with the sole intention of causing them harm and sets out the measures JLT has established to deter, identify and reject such individuals.

Section Three 'Operational Practice' is to assist and advise JLT employees, how to record their concerns surrounding abuse and how and who they should report them to.

The supporting document is split into three sections; details of the recording and reporting procedures, recommended aspects of "good practice" and employee

guidance notes pertaining to the signs and symptoms of child abuse and that of Adults at Risk.

1.3 Lead for Safeguarding

Lorraine Tomlinson will assume the role of the JLT Lead on Safeguarding Policy. Delegated responsibility lies with Sylvia Roberts Law who is supported in managing the day to day safeguarding of all learners by Chris Amey. These key members of staff will ensure:

- Working arrangements are in place to safeguard and promote the welfare of children, young people and adults at risk.
- Appropriate decisions are made in respect of reported incidents.
- Procedures as dictated by the policy are adhered to.
- Policy development and review.

1.4 Policy Development.

It is anticipated that a Safeguarding Steering Group be established to assist in developing and updating the Safeguarding Policy and to positively promote the arrangements contained within it throughout the organisation. Designated staff will assist in the development of these procedures and training employees in the application of them.

This policy provides a generic framework, but it is recognised that specific service delivery may require additional guidelines and procedures.

1.5 Policy Review

The Policy will be reviewed on an on-going basis in accordance with changes to legislation. The formal review and ongoing development of the policy will be led annually by Sylvia Roberts Law.

2.1 Prevention

2.2 Recruitment

All postholders recruited to posts identified as being exempt from the Rehabilitation of Offenders Act 1974 or, as having direct contact with children and/or sensitive information relating to children will be appointed using the Recruitment Policy and Procedures issued by Human Resources (HR) and in accordance with careful checks made by the Disclosure & Barring Service (DBS) and the relevant Vetting & Barring Checks and the Protection of Children Act and Protection of Adults at Risk Lists, where appropriate.

Job Descriptions will reflect the requirement for a disclosure to be completed. All advertisements for such posts will clearly state the DBS disclosure requirement.

Following a specific Risk Assessment that has been undertaken, HR will verify the DBS disclosure requirements (none/standard/enhanced) for all posts to ensure accuracy and consistency.

Verbal offers of employment can be made subject to satisfactory pre-employment checks however new post-holders will not be appointed until at least two satisfactory references have been received and checked for authenticity.

There are inherent risks in using DBS disclosures obtained by other employers and for that reason it is recommended that these should not be used during recruitment. The following options will then be considered:

a) Posts requiring a Standard Disclosure – in situations where waiting for a standard DBS disclosure before appointment would compromise service delivery, persons may be appointed prior to receipt of the DBS disclosure providing the post-holder is supervised at all times. In such cases, the individual's contract of employment will state that their continued employment is subject to the satisfactory outcome of their DBS check.

b) Posts requiring an Enhanced Disclosure – a returned disclosure from the DBS will be required before appointment and re-checked every 3 years.

c) All new employees will be required to complete a self-declaration form on the first day of employment. They will not be allowed to be unaccompanied in the presence of any children or Adults at Risk until a DBS check has been received.

d) All employees will be required to complete a self-declaration form every two years and failure to complete this document accurately and fully may result in the termination of their employment. The purpose of this procedure is to identify potential risks during the period between formalised DBS checks.

Existing employees in posts which have been identified as requiring a standard or enhanced DBS disclosure, through the internal Risk Assessment process, will be required to complete a DBS disclosure. This is considered to be a reasonable management request. Failure to comply with the request may result in disciplinary action being taken.

If the DBS check reveals information that potentially impacts upon an existing employee's suitability to work with children or adults at risk, the employee will be immediately removed from that work pending a review by Lorraine Tomlinson.

In these circumstances all investigations will be carried out in accordance with the "Code of Practice for Dealing with Existing Employees and New Recruits with Contra-Indicators in order to Ascertain Risk to working with Children and Adults at Risk".

All employee information relating to DBS practices will be handled and stored in accordance with the "Code of Practice - Secure Storage, Handling, Use, Retention and Disposal of Disclosure & Barring Service Disclosures and Disclosure information – Recruitment and Employees Checks".

2.3 Training

All employees will receive basic safeguarding awareness training and be required to undertake a recognised Level 2 course.

These qualifications will be valid for three years but there is an internal requirement for them to be updated every two years in line with Ofsted recognised best practice.

Employees will be issued with the Safeguarding Policy and accompanying guidance documentation as part of their initial induction.

New employees that have contact with children and adults at risk will receive the Safeguarding Training programme within one month of commencing work with JLT. This training will be provided by a suitably qualified, internal champion and will cover two distinct areas:

- Recognition of the signs and symptoms of child abuse,
- Recording and reporting suspicions.

The rationale behind the training is to develop a competent, vigilant management framework. In doing so, the protection of children and Adults at Risks will not rely solely on the screening of employees through DBS disclosure process but through a systematic approach to safeguarding. Research suggests that those persons disposed towards child abuse may have developed the skills to avoid detection.

Associates, contractors, freelance staff, volunteers or representatives from any organisation working on behalf of JLT may be invited to attend the training programme. This approach will ensure sustainability of Child Protection Training and Safeguarding Children and Adults at Risk. The intention is to ensure there is a continuous process to aid this development, building on strengths of our own internal organisation and ensuring equality for all via a multi agency approach.

Additional external training courses will be provided to all employees, managers and contract associates to ensure training and qualifications for safeguarding are p to date and valid. Managers will also complete Safer Recruitment Training.

2.4 Risk Assessments

A responsible approach will be implemented for ensuring that a comprehensive risk assessment is undertaken by a competent person for all posts within their department. The Assessment will determine the potential risks to children, adults and to the post - holder.

The Risk Assessment will detail procedures to minimise any risk, and will also be a means of determining the training requirements of the post-holder, and whether the post requires a standard or enhanced DBS check (to be verified by HR).

Risk Assessments will be reviewed on an annual basis and in response to any incident.

Reviews will occur as part of the Personal Development Scheme (PDS).

The Risk Assessment will also be reviewed if the duties of the post-holder change or if the post becomes vacant and the Job Description is reviewed prior to advertising.

2.5 Work Experience

A Young Persons Risk Assessment must be completed before work experience placement or Apprentice employment commences.

Parents/Guardians and supervising teaching staff, must be made aware of the tasks the young person will undertake whilst at JLT.

3.1 Operational Practice

3.2 General Guidelines

This Policy only relates to activities undertaken on or within JLT premises or instigated and supervised by JLT employees.

Through the organisations commitment to safeguarding the welfare of children and adults at risk, all employees, whilst engaged on JLT business, must immediately report any concerns they may have to the most senior manager available.

The Child/Adult at Risk Protection Form should only be completed by those JLT employees who have received training in its completion.

If a member of the public makes an employee aware of any suspicion which falls outside of the above scope, the individual must be encouraged to contact the Police or Social Services. In these circumstances, employees must complete the Child/AR Protection Form and comply with the reporting procedure.

Incidents can be notified to JLT designated responsible staff via a Confidential Learner Helpline which is available 24/7. Learners will also be able to seek confidential support via this route. Learners will be made aware of the confidential Helpline via the JLT Learner Handbook and the Safer Learning Leaflet which are issued to every learner at the enrolment stage.

All employees are required to report any suspicion or concern as soon as possible.

If an employee is made aware of an incident on JLT premises or at a JLT managed event, and the suspect has left the premises, employees should, where possible, record and report their concern by completing the Child/AR Protection Form and comply with the reporting procedure.

If a member of the public reports a suspicion whilst the suspect is still on the premises the individual should be encouraged to contact the Police or Social Services about their concerns.

In an emergency situation contact the Police, Social Services or Child Protection Manager for advice. Employees must follow this up when it is safe to do so by completing the Form and comply with the reporting procedure.

In all instances, the reporting of suspicions or incidents must be kept confidential. All reports will contain sensitive data and are subject to the Data Protection Act.

It is considered good practice to inform any persons that you intend to refer their conduct or actions to the appropriate authority. However, the following exceptions apply:-

- If sexual abuse is suspected within the family.
- If there is evidence of fabricated or induced illness
- If to do so would place the child in more danger
- If to do so would place the staff member in danger.

3.3 Observing Signs and Symptoms.

If through observation or interaction with a child or adult at risk, you suspect that abuse may be occurring, you must report your concerns to the relevant manager in that department and complete the incident form.

If necessary contact the Police, Social Services or Child Protection Helpline for advice. See key contacts in Section One of the Procedures and Guidelines of this document.

3.4 Children/ Adults who confide in you.

All disclosures made by children or Adults at Risks must be treated seriously and whilst the sensitivity and confidentiality of the situation should be respected, such disclosures should be reported immediately using the established reporting procedure.

Employees reporting incidents should wherever possible inform the parent/carer that they intend to report their concern. In cases where it would put employees at risk of harm this should not be disclosed to the parent/carer, but the reporting procedure should be followed. Employees should not agree with a child when asked to keep disclosures of a potential abuser a secret.

3.5 Allegations from Third Parties

If you are informed of a concern by a member of the public, employee or colleague, you must act in accordance with the reporting procedure.

If possible or expedient, investigate the allegation and record any observations. Maintain surveillance of the suspect if practical to do so.

3.6 Direct observation leading to Intervention

If, in the course of the investigation, you observe abuse taking place, intervention may be required to protect and safeguard the child or adult at risk.

Intervention is defined as being any direct action which is taken to safeguard the recipient of the suspected abuse which is over and above observing the suspect or merely completing the Child/AR Protection Form.

Intervention will only occur once surveillance of the suspect has confirmed the need for direct action.

Any intervening action should be taken with extreme caution.

If intervention is required, it will be in response to a very obvious incident e.g. a physical assault on a child or Adults at Risk. The nature of the incident will dictate the response and action.

Where possible the Police should be summoned to intervene. However, if a delay would place the child/adult in further danger, employees should take appropriate action. Anyone intervening must not place themselves at risk and must only use "reasonable force" as a last resort.

Once appropriate action has been taken, the incident must be immediately reported to Senior Management, the Police, Social Services or the Child Protection Helpline and the Child/AR Protection Form completed

In appropriate cases, where it is safe to do so, the individual concerned should be made aware that their conduct or actions are unacceptable and are giving cause for concern.

Do not attempt to detain the individual or get involved in any physical contact.

JLT does not have insurance cover for any employee who fails to comply with this requirement.

3.7 Reporting a Colleague

In all cases the Confidential Reporting Code must be followed. This document can be located on the Internal Drive, obtained from your manager or Human Resources.

Your first responsibility is to safeguard children therefore any concerns about colleague conduct must be recorded and reported to Lorraine Tomlinson using the Child/AR Protection Report Form.

Do not disclose the fact that you are making a report to the individual concerned or any other colleagues.

If the concern is about your own Manager, do not discuss the concern with them or show them the report. These concerns must be reported to Lorraine Tomlinson.

3.8 All Allegations Made Against an Employee.

It is important to remember that when any allegation has been made against a fellow employee that colleagues remain impartial. Each individual case must be determined on its own merits. Where an allegation has been made against an employee the following actions will be considered and/or undertaken.

- Redeployment on either a permanent or temporary basis (pending the outcome of an investigation) depending on the circumstances of the allegation.
- Where it is not possible to offer redeployment, for example due to Health and Safety Issues, or business constraints it may be appropriate to suspend the individual/s pending the outcome of the investigation.
- Disciplinary action in accordance with the JLT's Disciplinary Procedures in instances where the investigation concludes that there is a case to answer. JLT recognises that discipline is essential for the proper conduct of JLT's affairs, and for the Safeguarding of all employees and the public.

3.9 Working with the Outcome

After an allegation about a child protection concern has been investigated, there is likely to be strong feelings amongst employees, parents and young people/ adults at risk and possibly amongst the wider community, all of which will need to be addressed.

There are likely to be issues of:

- Communication - if rumour or fact
- Guilt and blame - especially if suspicions had been around for some time
- Impact - on individuals, or the nature of what occurred and to whom
- Gaps in the organisation in terms of roles and post held

Careful consideration will need to be given to the sharing of information and the provision of appropriate support.

3.10 Harassment and Bullying in the Workplace

All employees have a right to work in an environment that is free from harassment and bullying. Any allegation of harassment and/or bullying will be taken seriously, investigated fully and dealt with in accordance with the relevant policies and procedures. In addition reference should be made to relevant policies including Equal Opportunities and Diversity Policy, Health and Safety at Work, and Management of Health and Safety at Work procedures.

3.11 Whistle Blowing Policy

JLT has established procedures for enabling employees and volunteers to share, in confidence with a designated person, concerns they may have about a colleague's behaviour.

These concerns may be linked to Child/Adult protection concerns, or behaviour which pushes boundaries beyond acceptable limits. If this is consistently ignored, a culture may develop within an organisation whereby employees and young people are 'silenced'.

JLT is fully supportive of 'whistle blowing' for the sake of a Child or a Adult at Risk and will provide support and protect those who 'whistle blow'.

Whilst it is difficult to express concerns about colleagues, it is important that these concerns are communicated to relevant staff and management. All employees and volunteers will be encouraged to talk to their manager if they become aware of anything which makes them feel uncomfortable in accordance with the Whistle Blowing Policy.

3.12 Other Related Legislation, Policy and Procedures

- JLT Recruitment and Selection Policy and Procedures
- Disciplinary Policy
- Code of Practice for dealing with current employees and New recruits with Contra Indicators
- Code of Practice on the Secure Storage, Handling, Use, Retention and Disposal of Criminal Record Bureau Disclosures and Disclosure Information – Recruitment and Employee Checks
- The Safeguarding Vulnerable Groups Act 2006 (established a new vetting and barring scheme from 2009 for those people who work with vulnerable children and adults. The new scheme supersedes current provision including the Protection of Children Act List (POCA) and 'information held under Section 142 of the Education Act 2002 'Vetting & Barring Checks'.
- Protection of Children Act 1999 / Criminal Justice and Court Act 2000
- Care Standards Act 2000
- The Rehabilitation of Offenders Act Exceptions Order 1974
- Part V of the Police Act 1997
- Conduct of Employment Agencies and Employment Business Regulations 2003
- Health and Safety at Work Act
- Management of Health and Safety at Work Regulations
- And all other supporting policies and procedures

Safeguarding Procedures and Guidelines

Section One: Reporting and Recording Procedures.

Section Two: Recommended Good Practice.

Section Three: Guidance notes for employees.

- **Children**
- **Adults at Risks**
- **Reacting to Suspicions Of Abuse**
- **Making a Referral**

SECTION 1

1.1 Key Contacts

1.2 Other Useful Numbers

NSPCC Child Protection Helpline	0800 800 5000
Childline	0800 1111
Crisis Skylight London	0300 636 1967
Parentline	0115 941 2510
Swimline	0808 100 4001
Kidscape	08451 205 204
Refuge	0808 2000 247
Rape And Abuse Line (female)	0808 8000 123
Rape And Abuse Line (male)	0808 8000 122
Papyrus HOPE	0800 068 41 41
Stop It Now	0808 1000 900
Get Connected	0808 808 4994

Social Services

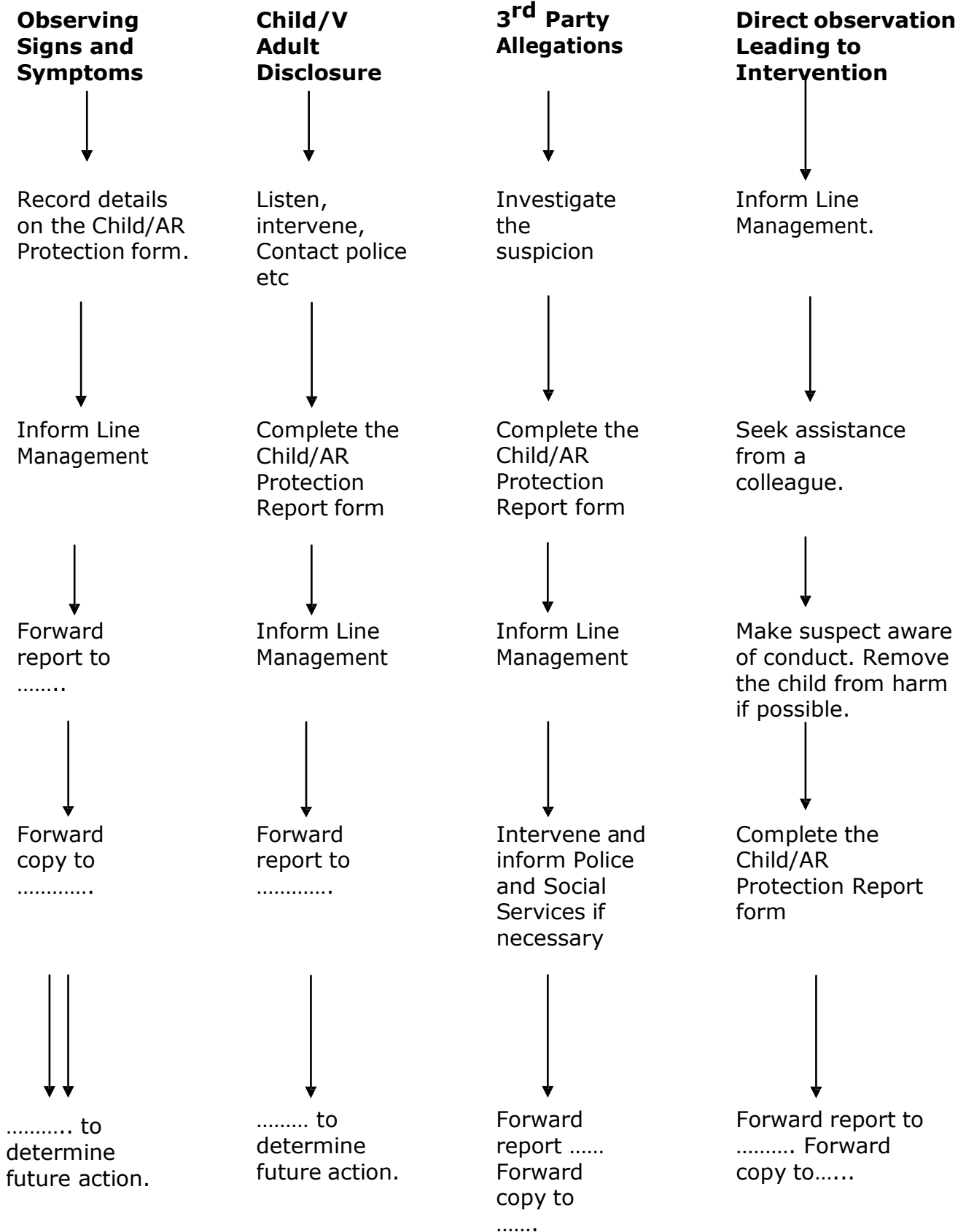
When making a referral to Social Services

- Ask for the name of the Duty Social worker who takes the call.
- Record this name on the report form.
- Ask for the name of the Duty Workers Team Manager and record it.
- Completed forms should be sent to the person who took the referral.

Useful Websites

www.dh.gov.uk - What to do if you are worried a child is being abused.

1.3 Procedure for Reporting a Suspicion or Concern



1.4 Completing the Report

Forms Part 1 Form

Where practical to do so, only staff members with a management responsibility or those employees who have received training should complete a referral form. The employer completing the form has "ownership" for its content and is responsible for informing the Safeguarding Managers that a report is being forwarded to them. Ideally, the referral should be hand delivered to the Safeguarding Managers... In the absence of a Safeguarding Manager being available, the form should be sent directly to the Operations Manager and Managing Director.

These forms are designed to record any incidents of suspected child abuse. As such, they must be accessible and available for employees to use.

Only persons who have been trained should complete the form. It may not be possible to capture all information, but that should not deter any employee from reporting an incident.

In the **Describe the Incident** box, the representative completing the form should state whether this is an account from a third party, the child/adult or from personal experience. State who has seen or said what, when, where etc. Be as detailed as possible. Use additional sheets if necessary but ensure they are securely attached to the Part 1 form.

In this section also record any details of the perpetrator if known, description etc. Try to get any names and addresses of any witnesses.

Detailed instructions on how to complete the Form are covered in the training provided by JLT, including how to fill in the form, how and where it should be sent and filed.

The **Action Taken** may be as simple as forwarding the form to Safeguarding Manager. Whatever the action is, an entry must be made in this section. If you have made direct contact with the Police or Social Services record the name of who you spoke to and any reference number issued to you (see 1.2)

The person completing the form must sign and date it.

This document contains sensitive data and must be kept secure at all times.

If direct contact is made to social services or the police, the employee or manager should only identify themselves if they feel safe to do so. JLT recognises that in some cases it is not always safe and therefore for the protection of all employees, any member of staff making a referral can, if they wish, remain anonymous at this stage and refer on behalf of JLT.

Part 2 Form

Only the Safeguarding Managers will hold blank Part 2 forms.

On receipt of the Part 1 form, enter the unique reference code from that form in the corresponding box on the Part 2 form.

Enter the information from the Part 1 form onto the part 2 form up to the **Action Taken** section and scrutinise the form for any information gaps or irregularities. Contact the reporting officer if clarification is required.

The **Action Taken** section refers to what action you have taken. This may range from no action to making a referral to the Police or Social Services.

Consider the operational impact; review procedures and guidelines.

Consider the safety and welfare of your employees.

Clearly state on the form what action you have taken.

Enter details of any risks or dangers to employees on all relevant communication systems. Share information with all senior management includingas appropriate.

Forward a copy of the completed Part 2 form to.....

Enter any advice received from a third party e.g. Social Services or the Police in the corresponding box.

Example Form:

Child/Adult at Risk Protection Incident Reporting Form

Department:	Head of Department:
Child/ Adults Name: M/F Description if name not known:	Child/Adults Address If known:
Parents/Guardians Names & Addresses:	
Date & time of any incident/suspicion:	
Exactly what happened or, what has been said and by whom: Please be factual	
Action taken so far:	
To whom have you referred this information internally? External Agencies contacted (include date & time) Name of Agency contacted: Name & contact number: Details of advice received:	
Any other information:	

Please forward a copy of this referral to the Safeguarding Manager and provide a

photocopy of the form relevant external agencies.

SECTION TWO: RECOMMENDED GOOD PRACTICE

2.1 Photographing Children

All persons wishing to record any images of children, young people or adults at risk must complete the necessary consent form where practical to do so. Employees should challenge any persons acting suspiciously and recording images without consent.

With advances in technology, especially with mobile phones being able to record and transmit images, employees must be extra vigilant. Whilst a ban on the use of mobile phones is not practical and would be difficult to enforce & monitor, employees should certainly challenge any persons using recording equipment without consent.

Employees should remain vigilant for the misuse of recording equipment in open public spaces where young people and adults at risk are in attendance.

Images of Children and young people should not be used to promote JLT services without the express permission of the parent or carer.

2.2 Administering First Aid

If employees are required to administer first aid to any child, either as the result of abuse or as just the result of an accident employees should observe the following guidelines:

- Where possible two employees should be present and/or the parent.
- The employees should, where possible, be a gender mix of male/female.
- Wherever possible, an employee of the same gender as the injured child should administer any first aid required, however this should not prevent administering first aid if the same gender is not available in any emergency.
- The door to the first aid room should be kept open at all times.

In certain circumstances the provision of first aid has to be immediate and it may not be possible to comply with all the above guidelines. In these circumstances, employees must remain vigilant and protect themselves from any allegations of inappropriate behaviour.

2.3 Alcohol and Drug Abuse

Extra vigilance must occur in all licensed premises or events managed by JLT (this includes facilities hired by external organisations or individuals for social events). At all times, licensing laws must be adhered to. Employees must also remain vigilant for drug or substance abuse, or indeed, the sale of drugs or similar activities.

2.4 Bullying

The Child Protection Policy primarily deals with child/adult interactions but child abuse may occur between children of the same age or of an age which falls within the range of the Children's Act (18 years and below). Such abuse normally manifests itself as bullying.

Within this context, extra vigilance should be observed where children who have special needs, disabilities or are from an ethnic minority are involved.

In certain instances, bullying may occur inadvertently. For example, coaches/trainers must not adopt methods which may be construed as bullying in an attempt to improve performance.

Bullying is unacceptable behaviour. Employees who witness or suspect bullying must intervene immediately and stop the practice. Reference should also be made to JLT's Equal Opportunities and Diversity Policy in this regard. Reference should also be made to JLT's Equal Opportunities and Diversity Policy where appropriate.

SECTION THREE: Guidance Notes for Employees

3.1 What is Child Abuse?

Working Together to Safeguard Children (HM Government, 2006) defines four types of abuse: Physical, Neglect, Sexual and Emotional. There are also additional types of abuse.

Physical Abuse – A physical injury or suffering to a child, or a failure to prevent physical injury or suffering to a child (including deliberate poisoning or suffocation) where there is a definite knowledge or reason to suspect that the injury has been caused by another person.

Signs & Symptoms – Bruised eyes, bruising, finger marks, grasp marks, slap, marks, scalds and burns, outline marks of belts and buckles.

Neglect/Acts of Omission - A severe or persistent lack of attention to a child's basic needs resulting in significant harm to the health or development of the child. An avoidable exposure to serious danger, including cold and starvation.

Signs & Symptoms – Poor growth and weight gain, frequent injuries, unkempt and dirty appearance (but be wary of jumping to conclusions), chronic nappy rash, cold and puffy hands and feet, inadequate clothing for the weather conditions, young children left alone without care, failure to report medical conditions.

Sexual Abuse – The involvement of a child in sexual activity which is unlawful or, although not unlawful, is abusive and damaging to the child. This may be a breach of trust in a child/adult relationship. (Sexual intercourse with a child aged over 16 may be lawful, but if the adult is using his/her position to obtain consent, then this would be deemed abuse).

Signs & Symptoms – Inappropriate sexual play, use of sexually explicit words or gestures. Bruising to genital areas. Self harm, substance abuse, eating disorders. Significant changes in behaviour.

Emotional/Psychological – Significant harm to the emotional or psychological well-being or development of the child. This could be caused by persistent emotional ill-treatment such as rejection from a parent or carer. It may involve the child developing a feeling of worthlessness or exposure to danger and threats. Whichever form of abuse occurs, it is likely there will be emotional and psychological damage to the child.

Signs & Symptoms – Delayed growth and development. Abnormally passive, aggressive or attention seeking behaviour. Child may appear unused to praise. Self-harm.

Financial- Misuse or misappropriation of property, possessions or benefits. Theft, fraud or exploitation. Pressure in connection with wills, property, inheritance or financial transactions.

Signs & Symptoms - Unpaid bills. Basic needs are not being met. Lack of cash on a day- to-day basis.

Institutional – Poor care standards and lack of positive responses to complex needs. Rigid routines and inadequate staffing. Insufficient knowledge base within service.

Signs & Symptoms – Inability to make choices or decisions. Agitation if routine is broken. Disorientation. Patterns of challenging behaviour.

Discriminatory – Racist, sexist, or that based on a person’s disability. Other forms of harassment, slurs or similar treatment. Failure of organisations to ensure that employees receive adequate anti-discrimination practice training.

Signs & Symptoms – Low self-esteem, withdrawal, depression, fear, anger.

Risk

3.2. Disabled Children and Abuse

Research suggests that disabled children are:

- Not offered the same level of protection as non-disabled children
- Often treated differently e.g. less likely to have received adequate sex education.
- Generally more isolated, physically, geographically and socially from mainstream services.
- More likely to spend time in residential care.
- Subjected to an inequality of power.
- At an increased risk of abuse due to a lack of mobility.
- More likely to rely on others for personal/intimate care.
- Less able to communicate concerns or rationalise things that happen to them

3.3. When A Child Wants to Confide in You.

Do's

- Be accessible and receptive
- Listen carefully
- Take it seriously
- Reassure children they are right to tell
- Negotiate getting help
- Find help quickly
- Make careful records of what was said immediately

Don'ts

- Jump to conclusions
- Try to get the child to “disclose”
- Speculate or accuse anybody
- Make promises you cannot keep

3.4 Good Practice

- Understand your role. You are not expected to make decisions whether abuse is occurring or not, but you are expected to report your suspicions.
- Make yourself fully aware and familiar with the Safeguarding Policy and Procedures.
- Report and record suspicions immediately.
- Do not place yourself in a position where a child may misunderstand your actions or intent.
- Do not make physical contact with any child unless it is unavoidably necessary within the context of your professional duties.
- Do not swear; use sexual innuendo or sexual references.
- Do not isolate yourself from view if dealing with a child e.g. providing first aid.
- Do not directly accuse any person of child abuse.
- Do not disclose your concerns to any other person other than your Line or Senior Manager.
- Maintain confidentiality at all times.
- Any intervention should be done with extreme caution.
- Do not make any accusations.
- Where possible, two employees should be present if there is any contact with a member of the public suspected of acting inappropriately.
- Managers must check all bookings and satisfy themselves that the hirer is bona fide.
- Employees should monitor all activities which involve children.

Guidance for Employees – Abuse of Adults at Risks

3.5 Definition of Adults at Risk

Safeguarding Vulnerable Groups Act, Section 59, provides that an adult at risk is a person aged over 18 or over whom:

- Is living in residential accommodation, such as a care home or a residential special school;
- Is in sheltered housing;
- Is receiving domiciliary care in his or her own home;
- Is receiving any form of health care;
- Is detained in prison, remand centre, young offender institution, secure training centre or attendance centre or under the powers of the Immigration and Asylum Act 1999;
- Is in contact with probation services;

- Is receiving a welfare service of a description to be prescribed in regulations;
- Is receiving a service or participating in an activity which is specifically targeted at people with age related needs, disabilities or prescribed physical or mental health conditions or expectant or nursing mothers living in residential care (age-related needs includes needs associated with frailty, illness, disability or mental capacity);
- Is receiving direct payments from a local authority/HSS body in lieu of social care services;
- Requires assistance in the conduct of his or her own affairs.

In all the above settings and situations adults need to be able to trust the people caring for them, supporting them and/or providing them with services.

3.6 Examples of Adults at Risk

- **Adult receiving health care:**

Mr A attends a hospital appointment. During his appointment he is receiving health care and so is an adult at risk. This means that those carrying out his health care must be DBS checked. Once he leaves the hospital setting Mr A returns to work and no longer in one of the settings listed above or in receipt of the health care and so no longer to be treated as an adult at risk.

- **Adult attending a day care centre**

On Tuesdays Mrs B attends a day care centre which provides social activities for frail older people. During her time at the day centre she is receiving a service which is provided specifically for people with age related needs and so is an adult at risk. On Wednesdays Mrs B visits the library. During her time at the library she uses a service which is targeted at the general public and so is not an adult at risk.

- **Adult Living in Local Authority Housing receiving support through supporting people services.**

Mr C is residing in social housing provided by the local authority, he receives tenancy support services to help with daily living, the primary purpose of this support is to help Mr C sustain his tenancy and to assist him in living independently. For example to help him access his welfare entitlements, advising him on maintaining his tenancy or, accessing a community alarm. The supporting People programme provides housing related support to help prevent problems that can often lead to hospitalisation, institutional care or even homelessness. It can also help the smooth transition to independent living for those leaving an institutional environment. Whilst Mr C is in receipt of these services, he is an adult at risk.

3.7 Good Practice

It is important to remember that, although a single event may create a serious risk to the person's well being; it is often the accumulation of events, each of which may appear small, that causes serious harm.

Where immediate action is needed to protect the safety of one or more adults, information must be passed to the appropriate person, such as your line manager or in emergency situations that you feel are of a serious life threatening situation the Police, Emergency Services or Social Services.

3.8 Reacting to Suspicion of Abuse

If you suspect abuse to have taken place, have witnessed it taking place or you have received a report of abuse you should respond by:

- Remaining calm and not showing shock or disbelief
- Listen carefully to what is being said
- Demonstrate a sympathetic approach by acknowledging regret and concern that what has been reported has happened
- Ensure that any emergency action needed has been taken
- Confirm that the information given to you is treated seriously
- Record and pass on the information internally through the appropriate channels, unless you need to alert the emergency services (in which case you will pass on all information and your action when completed)
- Give them information about what steps you will take with the information given
- Inform them that you or a senior member of staff will feedback with the results of any action
- Give the person your contact details so that they can report any further issue or concern/questions that may arise
- If you suspect a crime as taken place you must contact the Police.
- Record and report everything you have heard, suspected, or witnessed with what ever your action have been as soon as you can.
- Send these details to the appropriate member of staff, in this case the Safeguarding Manager
- If the abuse constitutes child abuse, you must follow the child protection procedures.

3.9 Making a Referral direct

Before making a referral wherever possible you should obtain as much information about the person you wish to refer asking or researching the following questions:

- Name
- Date of Birth
- Gender
- Address
- Ethnic Origin
- Service user group – over 65's, learning disabled, physical disability, mentally ill health, deaf, blind, substance misuse, HIV, or any other group.
- Other agencies that the Adults at Risk is known to
- Details of where the vulnerable person is from if not from the immediate area
- Detail about the alleged abuse, and include dates and times.
- If third party referral details of who raised the initial concern e.g. friend, carer, or other service user
- Where the alleged abuse took or is taking place
- What type of abuse is suspected, e.g. discriminatory, psychological sexual, financial/material, physical, neglect.
- Details of the alleged perpetrator i.e. name, address, age and gender
- Relationship with the service user i.e. neighbour, partner, staff or other family member etc.

When you have as much detail as listed above the referral can be made by contacting the relevant agency

If you are in doubt and you are not sure whether to refer, or how to refer, contact the person responsible for safeguarding.

Please ensure that you make yourself familiar with the nominated Safeguarding contacts at JLT.