



Title	Safeguarding Policy
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Approved by	Management committee
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1. INTRODUCTION

1.1 This policy demonstrates Emerges commitment to working with other agencies to ensure that people accessing Emerge services are appropriately safeguarded in accordance with national and local policy.

1.2 To ensure that safeguarding receives the highest priority, Emerge has agreed the following policy statement:

“Emerge has formally adopted the policies and procedures set out by the local Safeguarding Children and Safeguarding Adults Boards. Through membership of the Charity commission, Emerge will ensure compliance with national standards, policy and best practice. All Emerge volunteers have a duty to familiarise themselves with and operate within the policies.

Staffordshire Children

<http://www.staffsscb.org.uk/Professionals/Procedures/Procedures.aspx>

Staffordshire Adults

<https://www.ssaspb.org.uk/About-us/Introduction-to-SSASPB.aspx>

2. PURPOSE

2.1 This Policy has been developed to ensure that any person who comes into contact with our services as a service user or as carer or family member is afforded adequate care and protection whilst in contact with our services.

2.2 For the purposes of this policy safeguarding refers to safeguarding children and adults and covers all forms of abuse and neglect including domestic violence

2.3 This policy therefore defines what constitutes a “child” or an “adult at risk’ and outlines how their care should be managed if safeguarding concerns are identified. It has been developed in conjunction with local safeguarding board policies and procedures to ensure that Emerge work in accordance with agreed policies and procedures. It provides Staff with access and information to procedures that must be followed and implemented to ensure that safeguarding concerns are identified and the appropriate action is taken as set out within this policy.

3. SCOPE

3.1 This policy applies to all volunteers of Emerge. It is the duty of all volunteers to be alert for the signs and symptoms of abuse and neglect in people who come into contact with our services.

3.2 All volunteers that come into contact with children and adults and their carers/significant others in the course of their work are covered by this policy statement. Management committee have a duty to ensure that all volunteers are able to work within this policy statement and are aware of, and have access to the Local safeguarding Boards policies and procedures.

3.3 Duties and responsibilities are outlined in Appendix 1.

4. FRAMEWORK

4.1 In accordance with the Children Act 2004 and the Care Act 2014 and the Domestic Violence Crime and Victims Act 2005 Emerge have a duty to cooperate with Local Authorities and the Police in response to concerns of a child or adult experiencing abuse or neglect? Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) stipulates that providers of health and social care services need to demonstrate effective arrangements so as to ensure the safety of people who use the services; this includes adequate arrangements in relation to safeguarding vulnerable groups.

4.2 There are a number of principles that inform the work regarding the safeguarding of children and adults:

- People who use services have a right to live a life free from abuse, neglect and discrimination.
- The providers of healthcare services have a key role in safeguarding people who come into contact with their services.
- Local councils hold the lead responsibility for coordinating and establishing the interagency framework and policy for safeguarding in accordance with the government guidance Children Act 1989, 2004 and Care Act 2014
- Allegations of abuse must be appropriately referred to, and investigated by, the most appropriate agency.

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Definitions

4.3 Safeguarding

Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It is fundamental to creating high-quality health and social care (CQC 2013, DOH 2013)

4.4 Child

A child is defined as anyone who has not yet reached their 18th birthday. 'Children' therefore means 'children and young people' (DOH 2013)

4.5 Adult at Risk

Person aged over 18 who has: a) needs for care and support (whether or not the authority is meeting any of those needs), b) is experiencing, or is at risk of, abuse or neglect, and c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

4.6 Domestic abuse

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse:

Psychological

Physical

Sexual

Financial

Emotional

4.7 Controlling behaviour

A range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance/escape and regulating their everyday behaviour.

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4.8 Coercive behaviour

An act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim (Home Office 2012)

4.9 Child Abuse

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. (DOH 2015)

4.10 Adult Abuse

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

(No Secrets 2000)

5. SAFEGUARDING

5.1 Children safeguarding

The welfare of the child is paramount (Children Act 1989) and therefore it is the policy of Emerge to follow the policies and procedures of the local safeguarding children board.

Staffordshire Policies and Procedures: www.staffsscb.org.uk

All Emerge volunteers have a duty to respond to concerns regarding the welfare of any child they come into contact with during the course of their work be that directly or indirectly.

Where abuse or neglect is known or suspected a referral must be made to the relevant local authority in accordance with the local procedures. Appendix 2 (making a child protection referral) provides guidance on the internal procedure that must be followed.

Harm to Children from Adults with suicidal intent or delusional ideation.

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When a child features in a client's delusional belief or in their suicidal ideation a child protection referral must be made to the relevant local authority in accordance with local procedures. (NPSA 2009)

5.2 Adult safeguarding

Ensuring adults who come into contact with our services are protected from harm is an essential requirement of the trust. It is the policy of Emerge to follow the local safeguarding adult board policies and procedures

Staffordshire SAB

<http://www.staffordshire.gov.uk/health/care/reportingabuse/safeguarding/StaffordshireandStokeon.aspx>

All Emerge volunteers have a duty to respond to concerns regarding an adult with care and support needs whom they come into contact with during the course of their work.

Where abuse or neglect (including self-neglect) is known or suspected, a referral must be made to the relevant local authority in accordance with the local procedures. Appendix 3 (Raising an adult safeguarding concern) provides guidance on the internal procedure that must be used.

Emerge volunteers can contact the trust safeguarding team to discuss any safeguarding issues on the number below.

Adult Safeguarding Advice and Support Line: 01785 278687

Children Safeguarding Advice and Support Line: 01785 895629

5.4 Domestic Abuse

Domestic abuse is a significant issue across the geography of Staffordshire and affects women, men and children. It is the policy of the Emerge to respond to disclosures of domestic abuse or the suspicion of domestic abuse in accordance with local domestic abuse strategies and protocols. Appendix 4

(Dealing with disclosure of domestic abuse) outlines the procedures that must be followed in the event of a disclosure of domestic abuse or where domestic abuse is suspected. When an adult client who is a parent, (or has significant contact with children) discloses domestic abuse, or this is suspected, a child protection referral must be raised in accordance with this policy.

5.5 Allegations against Health Care Professionals

Where an allegation is made against a volunteer within Emerge and the allegation implies that a client has been harmed, or is likely to have been harmed by a volunteer, safeguarding adult and child procedures must be referred to in accordance with this policy. (See Appendix 5)

6. STAFF TRAINING AND STAFF AWARENESS

All members of staff are required to complete Safeguarding training as part of the mandatory training program.

7. IMPLEMENTATION AND MONITORING

7.1 A copy of this policy is available to all volunteers. Implementation of this policy will be audited via the management committees annual audit program.

7.2 Local safeguarding policies & procedures are available via a link on the safeguarding section of the Trust Intranet.

7.3 All members of staff are required to complete safeguarding training as part of the mandatory training program.

7.4 Emerge has a range of processes in place that continually monitor how safeguarding responsibilities are managed in line with legislation and national guidance. These include:-

Statutory Safeguarding Audits (section 11 Children Act 2004, DOH safeguarding Adults Self-Assessment)

These monitor how Emerge fulfils its statutory duty to have arrangements in place to safeguard children and adults. These arrangements require Emerge to have:

- Commitment by the Management committee to the importance of safeguarding vulnerable adults.
- A clear line of safeguarding accountability within the organisation.
- Service development plans which take account the need to safeguard vulnerable adults.
- Training on safeguarding for all staff working with, or in contact with, vulnerable adults and their carers/families.
- Safe recruitment procedures in place.
- Effective inter-agency working.
- Effective information sharing.

7.5 Registration Compliance

Emerge is required to maintain ongoing compliance with the Charity commission fundamental Standards; Regulation 13 monitors Emerges compliance with this standard.

8. REFERENCES

Care Act 2014

Care Act guidance 2015

Children Act 1989

Children Act 2004

Clinical Governance and Adult Safeguarding DOH 2013

Domestic Violence Crime and Victim Act 2005

Mental Health Act 1983

Mental Capacity Act 2005

“No Secrets” DOH 2000

National Patient Safety Agency 2009

Health and Social Care Act 2008

Working Together to Safeguard Children 2015

Prevent Policy

Appendix 1 - Organisational Duties

Emerge Management Committee

Is responsible for ensuring that, Emmerge fulfils the requirements of the Care Act 2014, Children Act 1998 and 2004 and the Domestic Violence Crime and Victims Act 2004. They also have responsibility for ensuring safeguarding of vulnerable person’s.

Volunteers

It is the duty of all volunteers to ensure they are familiar with and adhere to local safeguarding board’s policies and procedures.

Appendix 2 - Procedure for making a Child Protection Referral

Always refer to local safeguarding board procedures alongside this local procedure

Staffordshire Policies and Procedures: www.staffsscb.org.uk

1. If you have concerns regarding the wellbeing of a child or young person you need to make a child protection referral
2. Where practicable, concerns should be discussed with the family and agreement sought for a referral to Children's Social Care unless this may:
 - Place the child at risk of Significant Harm e.g. by the behavioural response it prompts
 - Place others at risk.
 - Lead to the risk of losing evidential material.

If parents decline to give consent, speak to Emerge management committee or refer to local safeguarding children board policies and procedures.

3. If you consider a child to be at immediate risk then the police should be called immediately.
4. If you have a concern however and you are unsure if you need to make a child protection referral based on the information you have you should contact the management committee.
5. It is possible to make an online referral to NSPCC; <https://www.nspcc.org.uk/what-you-can-do/report-abuse/>

Where you are able to log the information you have and they will get in touch with the relevant authorities should they deem it to be necessary.

6. What types of information will I be asked for? The more detailed factual information that you can give about the child and the situation the quicker and more efficiently the relevant team can deal with the referral. The ideal information would include:
 - full names and date of birth of the child, other family members or carers
 - address and contacts for parent/s
 - ethnic origin, religion, and cultural background
 - reasons for the referral outlining any injuries, allegations made, witnesses and dates/times/places/any distinct features
 - any actions taken and people that have been contacted since the concern started

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- Details of any immediate or impending danger to the child.
- 7. A referral form must be sent to the relevant local authority within 24 hrs of making the telephone referral, even if Children's Social Care do not feel a need to get involved
- 8. Child protection referral forms are available on Local Safeguarding Children Board websites.
- 9. After making a child protection referral you may wish to contact the safeguarding team for supervision regarding the ongoing management of the case.
- 10. Document all your action in accordance with Emmerge record keeping policy

Make a referral

Contact your local Children and Young People's Social Services

Staffordshire First Response 0800 1313126

If your concerns are out of hours and cannot wait for the next working day then contact the Emergency Duty Team from the relevant local authority.

A referral form must be sent to the relevant local authority within 24 Hours of making the telephone referral.

After making a Child Protection Referral you may wish to contact the Safeguarding Team for supervision regarding the on-going management of the case.

Document all your action in accordance with Emmerge record keeping policy

Concerned About the Welfare of a Child?

Is the child at immediate risk?

Yes

Call the police

No

Is the child at risk of significant harm?

Yes

Make a child protection referral

No

*Discuss concerns with the family

If you still have concerns discuss concerns with Management committee/Safeguarding Lead

Management committee/Safeguarding Lead does not agree with concerns but you still have concerns, discuss with Safeguarding Professionals

Yes

Are you still concerned?

No

Record Information:

- Who you have discussed your concerns with.
- Date and time of discussion.
- Rationale for decision.
- Agree any follow up.

Concerned About the Welfare of a Child?

*Discuss your concerns with family unless this:

- Places the child at risk of Significant Harm e.g. by the behavioural response it prompts (e.g. where fabricated or induced illness is suspected) or by leading to an unreasonable delay.
- Places others at risk.
- Leads to the risk of losing evidential material.

If parents decline to give consent please refer to local Safeguarding Children Board Policies and Procedures.

If the child is at immediate risk call the police

If you have concerns but you are unsure if you need to make a child protection referral based on the information you have, you should contact EmERGE management committee/Safeguarding Lead.

Appendix 3 - Procedure for raising an Adult Safeguarding Concern

Always refer to local safeguarding board procedures alongside this local procedure

Staffordshire and Stoke-on-Trent Policies and Procedures

<http://www.staffordshire.gov.uk/health/care/reportingabuse/safeguarding/StaffordshireandStokeon.aspx>

1. If you have concerns regarding the wellbeing of an adult with care and support needs who as a result of those needs are unable to protect themselves you need to raise an adult safeguarding concern.

2. Where practicable, concerns should be discussed with the adult and their carers if appropriate unless this may:

- Place the adult at risk of or by leading to an unreasonable delay;
- Place others at risk
- Lead to the risk of losing evidential material.

(If consent is declined this should not prevent you raising the concern if the adult is believed to be at risk of abuse or neglect including self-neglect please refer to local

safeguarding adults board policies and procedures or discuss your concerns with Emerge management committee/safeguarding lead)

3. If you consider an adult to be at immediate risk then the police should be called immediately.
4. If you have a concern however you are unsure if you need to raise an adult safeguarding concern based on the information you have you should contact Emerge management committee/safeguarding lead

(In the rare event that you will not be able to contact someone in the team within a reasonable time frame then the contact number below can be used for advice)

5. To make your referral you need to contact your local adult social care referral Centre Services or for more urgent cases, the Police.

Staffordshire 0845 6042719

(If your concerns are out of hours and cannot wait for the next working day then the emergency duty team from the relevant local authority must be contacted)

6. What types of information will I be asked for? The more detailed factual information that you can give about the adult and the situation the quicker and more efficiently the relevant team can deal with the referral. The ideal information would include:

- full names and date of birth of the adult , other family members or carers
- address and contact numbers
- ethnic origin, religion, and cultural background
- reasons for the referral outlining any injuries, allegations made, witnesses and dates/times/places/any distinct features
- any actions taken and people that have been contacted since the concern started
- Details of any immediate or impending danger to the adult.

7. A referral form must be sent to the relevant local authority within 24 hrs of making the telephone referral.

8. After raising an adult safeguarding concern you may wish to contact the safeguarding team for supervision regarding the ongoing management of the case.

9. Document all your action in accordance with Emerge record keeping policy.

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Make a referral

Staffordshire Contact Centre

08456042719

If your concerns are out of hours and cannot wait for the next working day then contact the Emergency Duty Team from the relevant local authority.

A referral form must be sent to the relevant local authority within 24 Hours of making the telephone referral.

After making a safeguarding referral you may wish to contact the Safeguarding Team for supervision regarding the on-going management of the case.

Document all your action in accordance with Emerge record keeping policy.

Concerned About the Welfare of an Adult?

Is the adult at immediate risk?

Yes

Call the police

No

Is the adult at risk of significant harm?

Yes

Make adult safeguarding referral

No

*Discuss concerns with the adult and their carers as appropriate

If you still have concerns discuss concerns with Management committee/Safeguarding lead

Management committee does not agree with concerns but you still have concerns, discuss with Safeguarding team

Are you still concerned?

Yes

No

Record Information:

- Who you have discussed your concerns with.
- Date and time of discussion.
- Rationale for decision.
- Agree any follow up.

Concerned About the Welfare of an Adult?

*Discuss your concerns with the adult and their carers if appropriate unless this:

- Places the adult at risk of Significant Harm e.g. by the behavioural response it prompts (e.g. where fabricated or induced illness is suspected) or by leading to an unreasonable delay.
- Places others at risk.
- Leads to the risk of losing evidential material.

If the adult is at immediate risk call the police.

If you have concerns but you are unsure if you need to make an adult safeguarding referral based on the information you have, you should contact Emmerge management committee:

Appendix 4 - Procedure for Dealing with a Disclosure or Concern of Domestic Abuse

1. When a disclosure of domestic abuse is made or if you suspect a client is a victim of domestic abuse the following action must be taken.
 2. Discuss your concern with the client in a safe environment.
3. Inform the client that you may need to act upon any information that is shared if you feel that the individual or any other person or persons may be at risk.
 4. Refer to adult safeguarding procedures where appropriate.
5. It is important to try and put the individual at ease. Giving clear and simple messages such as:
 - They are not to blame or are responsible for what has happened.
 - Help is available; you can put them in touch with specialist support services if they want this.
 - You are concerned about their wellbeing and safety.
 - Telling someone about what is happening, are important steps in helping them (and any children) get support and be safe.
6. Explain that you are able to refer them to a specialist domestic abuse service.
7. If the client declines the referral and the risk is deemed to be low continue to work with the service user offering support and continue to evaluate the risk.

8. Consider contacting the safeguarding team for advice.
9. Where children are known to be within the household make a child protection referral in accordance with local safeguarding board policies and procedures.
10. Record the incident in accordance with Emerge record keeping policy.

Frequently Asked Questions and Suggested Helpful Responses

1. Will my partner, manager or colleagues find out about what I've told you?

No. If you are experiencing domestic violence it may be worthwhile considering telling someone you trust so they can support you, like a friend or a neighbour. You should consider telling your manager especially if you need time off work to attend appointments.

2. Please don't tell anyone. Can you keep what I've told you secret?

I understand that you may be worried about what will happen now you have told me about the domestic violence. This is a very common concern. I may need to tell others about what you have told me such as Children's Social Care or Safeguarding Adults. This is my professional responsibility as set out in legislation to protect you and your children. I can assure you that what you have told me will be kept confidential and will only be shared on a need to know basis in order to safeguard you and your children (and anyone else identified as being at risk of harm).

3. Will I have to involve the police, leave my partner or be forced to go into a refuge?

These are decisions that only you can make. Specialist Domestic Violence (DV) services will give you information and will support you regardless of what you do or don't want to do. They will help you consider your options.

4. Can't you help me? I don't want to speak with anyone else?

I'm not the best person to advise you. You should speak with a specialist DV service as they are the experts and will be able to give you the correct advice and ongoing support you need.

5. I'm not sure I want to speak with a DV service yet. Can I just take the number and call them later?

Yes this is fine. I would really encourage you just to have a brief chat to them, take their number and call them when you feel able and ready to.

6. What will happen next?

If you agree to a referral being made to a specialist DV service I will do that now for you and you can speak with them now. Otherwise they will contact you in a way and at a time you agree to which is safe and convenient to you.

If you have children as I have explained I need to inform Children's Social Care about what is happening. They will review the information and make a decision on what they need to do next to help support you to help protect the children. This may mean a social worker contacts you.

If you witness an incident of domestic violence:

Your safety is paramount and you are strongly advised not to put yourself at risk through becoming involved. You should contact the police on 999 immediately. Report what you have witnessed to EmERGE management committee.

If you receive information from a third party about domestic violence:

You may receive information from someone who is concerned about domestic abuse happening to another person (a third party). In such circumstances try and obtain as much information from them as possible about their concerns. This should include their contact details and the nature of their concerns plus any information they have about the third party such as (name, address, detail of concern – time, date and location). Encourage them to report their concerns to the police or to Crime Stoppers. They can also make a report to Children's Social Care which will be kept anonymous. You should also share this information with the relevant agencies and keep a record of what you have done. Discuss this with EmERGE management committee or get advice from the Safeguarding Team.

Important information to note:

If an individual discloses to you something very serious and you have real concerns for their immediate safety such as being at risk of serious harm you should:

- Immediately discuss the situation and what they have told you with EmERGE management committee.
- Seek advice from a safeguarding professional.
- If you are able to advise the individual what you are doing and why.

- If deemed necessary and appropriate contact the police to inform them of your concerns.
- Record the incident.

It is always down to the individual concerned whether they wish to accept a referral to a specialist Domestic Abuse service. If they decline a referral clearly record this and the reasons why.

Disclosure of Domestic Abuse

Seek consent to share with third party.

Information can be shared without consent if risk of harm to individuals or the public.

Reassure and inform victim of:

Useful Numbers

Staffordshire Women's Aid – 0870 2700 123

Pathway – 01543 676800

Savana – 01782 221000

Victim Support – 0300 303 1977

National Domestic Violence Helpline – 0808 200 247

Broken Rainbow – 0300 999 5428

Respect Men's Advice Line – 0808 801 0327

Appendix 5 - Procedure for dealing with an allegation against an EmERGE volunteer.

An allegation about a volunteer can be received by EmERGE in a variety of formats i.e. as a complaint, as an EmERGE incident or as a safeguarding concern.

To ensure the organisation responds to allegations against EmERGE volunteers in a consistent manner the following procedures must be followed.

1. The management committee need to make a decision regarding any action to be taken in relation to which volunteer/s the allegation refers to.

2. Where the allegation concern a child or an adult with care and support needs then a child protection referral or an adult safeguarding concern must be raised.
3. Where a crime is alleged to have been committed then the police must be informed.
4. Where an investigation is deemed to be appropriate the management committee shall make a report to the charities commission.