

Adult Safeguarding Policy 2022



2008-2009
*Transforming Services:
Citizen Engagement
and Empowerment*



2009-2010
Cohesive and resilient communities



2009-2010
Better outcomes for people and places

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1. POLICY

1.1 PURPOSE

The purpose of this policy and procedure sets out the Councils commitment to addressing adult safeguarding issues and ensuring that the appropriate agencies are engaging in providing a response to any concerns raised. It outlines what should be the response of a council representative if they encounter an adult safeguarding issue.

This policy applies to all adults in need of safeguarding that come to the attention of Chorley Council officers and representatives as they undertake their roles and responsibilities for the Council.

1.2 BACKGROUND

In 2000 the Department of Health published “No Secrets” which provided guidance to local agencies who have a responsibility to investigate and take action when an adults at risk is believed to be suffering abuse.

The term “vulnerable adults” became “adults at risk” to recognise a shift in service philosophy and practice since the publication of “No Secrets” in 2000.

The term ‘Safeguarding Adults’ reinforces that all adults have the right to live free from abuse and degrading treatment, but that some people may have that right compromised.

It is recognised that particular sections of our community such as those that access social care; the elderly and those with learning difficulties may be at greater risk from abuse than others.

1.3 SCOPE

The policy and procedure applies to all representatives of Chorley Council whilst in the performance of their duties, roles and responsibilities.

The procedure provides a framework for raising concerns about an adult safeguarding issue and a process by which those concerns can be escalated or referred to the most appropriate agency for further action.

Adults are defined and include anyone 18 years of age and older.

The Chorley Council Child & Young Person Protection Policy details the responsible officers, reporting procedures and relevant documentation which can also be used to address any concerns that staff may have with regard to potential abuse of adults at risk.

Related documents include:

- “No Secrets” – Dept of Health 2000: <https://www.gov.uk/government/publications/no-secrets-guidance-on-protecting-vulnerable-adults-in-care>
- Mental Health Act 1983: [What is the Mental Health Act 1983? - Mind](#)
- Monitoring the Mental Health Act 2020-21: <http://www.cgc.org.uk/content/monitoring-mental-health-act-report>
- Mental Capacity Act and Deprivation of Liberty Safeguards 2015 <http://www.scie.org.uk/publications/atagance/atagance43.asp>

- Public Disclosure Act 1998
[Public Interest Disclosure Act 1998 \(legislation.gov.uk\)](https://www.legislation.gov.uk)
- Chorley Council Children and Young People Safeguarding Policy 2022
[Safeguarding - Chorley Council](#)
- Chorley Council Whistleblowing Policy 2021
- Chorley Council Information Security Framework 2018

1.4 POLICY STATEMENT

As a provider of public services, Chorley Council fully accepts its legal and moral obligations to provide a duty of care and will take all reasonable steps to protect all vulnerable adults using Council services or working with the Council from harm, discrimination or degrading treatment and respect their rights, wishes and feelings.

The welfare of adults at risk is paramount and is always the primary concern of Chorley Council. Everyone has the right to protection from abuse whatever their age, culture, ability, gender, ethnicity, or sexuality.

The Council is committed to the following principles and actions:

- The Council will ensure that a protective safeguarding culture is in place and is actively promoted within the organisation and will work together with other agencies to safeguard adults at risk.
- The Council will implement procedures to safeguard adults at risk and take all reasonable steps to protect them from harm, discrimination and degrading treatment and to respect their rights, wishes and feelings.
- All representatives of Chorley Council who work with adults at risk will be recruited with regard to their suitability for that responsibility.
- All staff/volunteers will be required to adopt and abide by the Council's Code of Conduct and this policy and its procedures and will be provided with supervision (See Appendix 6), guidance and/or training in good practice.

All representatives will be advised to enable them to:

- Identify where there may be a problem, know how to obtain advice and refer concerns to relevant specialists to protect themselves from false accusations of abuse.
- Understand that all representatives have a responsibility to report concerns of suspected abuse or poor practice and the Council will provide designated points of contact within the organisation.
- Understand that all Council representatives should follow this policy and supporting procedure and work in an open and transparent way avoiding any conduct that may cause a reasonable person to question their motives and intentions.

In addition the Council will:

- promote good practice that encourages a safe environment, protects all parties and avoids mistaken allegations of abuse.
- The Council will take all incidents of poor practice and allegations or suspicions of abuse seriously and these will be responded to swiftly and appropriately.
- The Council will respond promptly to suspicions or allegations involving staff and appropriate disciplinary and appeals procedures will be implemented.

This policy will be reviewed every three years or whenever there is a major change in the organisation or in the relevant legislation or any other adopted standard of best practice. The Council's Safeguarding Lead Officer will conduct the review by convening a review team consisting of Designated Safeguarding Officers, frontline service providers and human resource representation. The review will be in accordance with national safeguarding guidance available at the time.

Confidentiality shall be upheld in line with current data protection and human rights legislation.

2.1 GENERAL RESPONSIBILITIES

The Senior Designated Safeguarding Officer is Jennifer Mullin, Director of Communities who provides the strategic lead for safeguarding.

The lead Designated Safeguarding Officer is Hayley Hughes, Public Services Referral Hub Co-Ordinator

The councils safeguarding Monitoring Officer is Chris Moister, Director of Governance

Designated Safeguarding Officers are:

- Graeme Walmsley, Human Resources
- Irene Elwell, Public Protection Team Leader and Prevent Lead
- Rachel Austen, Public Protection

It is not the role or responsibility of any representative of the Council to decide whether abuse is taking place. DSO's should take advice from a relevant statutory agency before deciding to refer reports, concerns or disclosure formally.

Designated Safeguarding Officer (DSO):

- Will provide a point of contact for staff who need to test concerns about safeguarding and act appropriately, either seeking advice from, or making a formal referral to, statutory agencies regarding a safeguarding disclosure, report or concern.
- Will provide a point of contact with the County Council Adult Services Duty Officer and hold an up-to-date list of contact details for statutory adult safeguarding agencies

Lead Safeguarding Officer:

- Holds all of the responsibilities of a Designated Safeguarding Officer but in addition:
- Will act as the lead officer for the Council with responsibility for safeguarding procedures.
- Will liaise with the statutory adult safeguarding agencies as appropriate.

Designated Safeguarding Officers:

- Will act as the initial point of contact to collate adult safeguarding concerns and information from Chorley Council staff, representatives and Members.
- Will determine in consultation with appropriate colleagues the next course of action in relation to the information on concerns they receive.

Directors and Managers:

- Are responsible for making sure that all of their staff are aware of, and understand the importance of this policy and related guidance.
- Will arrange for appropriate training for their staff and maintain a log of this training.
- Must make sure that any contractors, agents or other representatives who they have engaged to undertake duties on behalf of the Council involving contact with adults at risk understand and comply with this policy.

Monitoring Officer – Head of Governance

Has responsibility for receiving safeguarding concerns and allegations made against elected Members. The monitoring officer in liaison with the Lead Safeguarding Officer and Chief Executive Officer will determine the most appropriate course of action.

All Staff and Members

- Should be aware of this policy and should commit to safeguarding vulnerable adults.
- Are expected to act on any suspected or potential case of the abuse of adults at risk. abuse. In line with the existing 'Whistle Blowing' Policy, Chorley Council will support anyone who, in good faith, reports his or her concerns even if those concerns prove to be unfounded.
- Should challenge poor practice as appropriate.
- Should ensure confidentiality of information is properly observed in accordance with data protection policies and legislation bearing in mind the overarching need to ensure the best interests of the adult at risk are met.

Inter-Agency Work

In order to effectively apply this policy and undertake safeguarding procedures there will be a need to ensure appropriate agencies are involved. Key agencies are Lancashire County Council Adult Services; Police; NHS and health providers, Registered Social Landlords and Third Sector organisations such as Age UK. Officers in consultation with the DSO should ensure that relevant agencies are engaged at an early stage when safeguarding concerns arise.

2.2 DEFINITIONS

An adult is any person over the age of 18 years. The definition of an adult at risk is:

“ a person who is or may be in need of community care services by reason of mental or other disability, age or illness: and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”

This could include people with learning disabilities, mental health problems, older people and people with a physical disability or impairment. Their need for additional support to protect themselves may be increased when complicated by additional factors, such as physical frailty or chronic illness, sensory impairment, challenging behaviour, drug or alcohol problems, social or emotional problems, poverty or homelessness.

The definition of abuse is:

“Abuse is a violation of an individual's human and civil rights by any other person or persons”.

Abuse of an adult at risk may consist of a single act or repeated acts. It may occur as a result of a failure to undertake action or appropriate care tasks. It may be an act of neglect or an omission to act, or it may occur where an adult at risk is persuaded to enter a financial or sexual transaction to which they have not, or cannot, consent. Abuse can occur in any relationship and may result in significant harm to, exploitation of the individual.

Abuser: an abuser is someone who takes advantage of a vulnerability in a person or a person's situation and seeks to gain personal advantage or gratification from that person or situation at the expense or to the detriment of the person.

An abuser may be identified by observing their actions or patterns of behaviours as well as observing the impact the abuser has on their victim. Some observations that might be made are:

- Inappropriate physical contact with a vulnerable person
- Focussed interest on a person's vulnerability or situation
- Inappropriate language regarding a particular individual
- Actions by an abuser that seek to exploit an adult at risk's situation

These are not exhaustive and any concerns should be discussed with a DSO.

Multiple Forms of Abuse

This may occur in an on-going relationship or an abusive service setting to one person or to more than one person at a time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm. Any or all of these types of abuse may be perpetrated as the result of deliberate intent and targeting of adults at risk, negligence or ignorance.

Criminal Acts

Some instances of abuse will constitute a criminal offence. This may lead to criminal proceedings and intervention must take this into account. Vulnerable adults are entitled to the protection of the Law in the same way as any other members of the public. Alleged criminal offences differ from all other non-criminal forms of abuse in that the responsibility for initiating action invariably rests with the State in the form of the police and the Crown Prosecution Service.

Therefore, whenever complaints about alleged abuse suggest that a criminal offence may have been committed, it is imperative that reference is made to the police as a matter of urgency. Criminal investigation by the police takes priority over all other lines of enquiry. Ensuring the safety of victims however must be assured.

Definitions of Abuse

Note of Caution:

When a number of the abuses listed below are present, this should alert practitioners to consider that abuse may have occurred. However, the presence of one or more does not confirm abuse/mistreatment. A cluster of several signs and indicators may indicate a potential for abuse/mistreatment and the need for further assessment.

Physical Abuse – Mistreatment

Definition – The infliction of pain or physical injury, which is either caused deliberately, or through lack of care. This can include:

- Hitting
- Slapping
- Pushing
- Kicking
- Punching
- Forcing - including force feeding
- Inappropriate use of restraints
- The use of incorrect moving and handling techniques that are potentially dangerous and are known to cause distress
- The misuse of medication

Sexual Abuse

Definition: The involvement of a person in sexual activities to which he or she has not consented or does not truly comprehend or where the other party is on a position of trust power or authority. Sexual abuse includes:

- Sexual intercourse
- Attempted sexual intercourse
- Offensive or inappropriate language
- Indecent exposure
- Sexual teasing
- Looking
- Inflicting pornography on an individual
- Fondling
- Touching

N.B: Sexual abuse is usually thought of as the involvement of a person in a sexual activity which they have not consented or which they do not truly comprehend. However, it must be remembered that to prevent a person from expressing their chosen sexuality may also threaten their human rights and may be considered to be a form of abuse.

Psychological Abuse

Definition: Acts or behaviour that cause mental distress or anguish to the victims or which negate the wishes of the vulnerable adult. These can include:

- Threats of harm or abandonment
- Intimidation
- Scolding or treating like a child
- Making a person feel ashamed of involuntary behaviour
- Blaming someone for attitudes or actions or events beyond their control
- The use of silence
- Effects of other forms of abuse (e.g.; financial when family member is perpetrator)
- Humiliation
- Controlling or creating over dependence
- Lack of privacy/dignity
- Deprivation of social contact
- Deliberate isolation/denial of access to visitors
- Threats to withdraw help/support
- Denial of spiritual/cultural needs
- Denial of choice
- Failure to respond adequately to emotional needs
- Failure to protect from the emotional abuse of others
- Threatening medical or legal consequences if the individual does not comply with the desired behaviour

Financial or Material Abuse

Definition: The inappropriate use of the money, property or possessions of an adult at risk by another adult, including:

- Misuse of a person's money, property or possessions
- Refusing access to the person's money, property or possessions
- Extortion of money, property or possessions through theft
- Failing to account satisfactorily for the use of a person's money, property or possessions
- Pressure in connection with wills, property, inheritance etc
- Misuse or misappropriation of property, possessions or benefits
- Denying the right of someone who may be competent to handle his or her own financial affairs.

Neglect of Acts of Omission

Definition; An adult at risk may be suffering from neglect when their general well-being or development is impaired, including:

- Lack of adequate food or fluids
- Lack of adequate heating/lighting
- Lack of appropriate medical care
- Poor hygiene/cleanliness

Discriminatory Abuse

Definition: The inappropriate treatment of an adult at risk because of their race, colour, sex (or sexuality), disability etc. This may include:

- Racist slurs
- Sexist slurs
- Slurs or harassment on the basis of a disability
- Slurs or harassment on the basis of sexual preference
- Age discrimination can be a form of abuse

There are signs to look for in terms of discriminatory abuse taking place. These are:

- A person overly concerned about race, sexual preference and the like
- A person trying to be more like others
- A person acts angrily if attention is paid towards race, sex and the like
- A person is overly anxious of critical in these areas
- A person is forced to dress differently
- Disparaging remarks are persistently made about a person

Institutional Abuse

Repeated instances of poor or inappropriate care or support may be an indication of more serious problems and this is referred to as 'institutional abuse'.

Institutional abuse occurs when the systems, processes and / or management of these is failing to safeguard a number of adults leaving them at risk of, or causing them, harm.

Institutional abuse can also occur when the routines, systems and norms of an organisation override the needs of those it is there to support, or fail to provide those individuals with an appropriate quality of care. This can be the product of both ineffective and / or punitive management styles, creating an environment within which abuse can take place, intentional or otherwise.

It could include situations where there are significant numbers of low level, or other, concerns affecting more than one adult and concerns that the systems, processes and / or management of these may be failing to safeguard a number of adults leaving them at risk of harm or significant harm.

Radicalisation

An emerging issue which is related to safeguarding matters is the potential for an adult at risk to be radicalised. The Council has specific duties to have due regard to the need to prevent people from being drawn into terrorism. This duty through the Counter Terrorism Act 2015 is included within our safeguarding duties. To that end the Council will:

- Actively participate in the Constabulary PREVENT/CONTEST programme
- Have a nominated lead officer for PREVENT – the activity based programme to counter radicalisation risk
- Train appropriate staff
- Ensure the DSCO refer radicalisation concerns to the PREVENT lead officer when they arise.

If any staff have concerns or suspicions regarding the radicalisation of children and young people then they should speak to the Lead Safeguarding Officer, DSO, or Public Protection Officers (Community Safety).

Mental Capacity Act

The Mental Capacity Act 2005 is a law that protects and supports people, primarily adults, who do

not have the ability to make decisions for themselves. In law a lack of capacity is defined as an individual not being able to do one or more of the following. Understand the information given to them, retain that information long enough to be able to make a decision, weigh up the information available to make a decision or communicate their decision. This does not mean that an individual is unable to make any decisions, but some may be more difficult than others, and therefore a lack of mental capacity may only apply to specific aspects of their life.

The lack of ability to make decisions may be due to illness, brain injury, learning disability, mental health problems, or the effects of drugs or alcohol. It can also be a temporary or permanent impairment.

Clearly this can put such people at risk of being abused either because of the decisions which they make or if they have a family member or unpaid carer making decisions or persuading/instructing them of actions which they should take.

Abuse can be in the form of any of the above abuse categories.

Employees therefore need to be able to recognise where people may be at risk of being abused, or taken advantage of, because of their lack of capacity to make decisions. Employees may also recognise potential abuse because of the decisions which adults with a lack of capacity take, or decisions that they may be persuaded into taking.

For anyone in hospital or care homes the Deprivation of Liberty Safeguards (DOLS) which are part of the mental capacity act should also be considered

Where employees suspect that the above may be happening they must report it to a Designated Safeguarding Officer.

Transition

Together the Children and Families Act 2014 and the Care Act, created a new comprehensive legislative framework for transition, when a child turns 18 (MCA applies once a person turns 16). The duties in both Acts are on the local authority, but this does not exclude the need for all organisations to work together to ensure that the safeguarding adult's policy and procedures work in conjunction with those for children and young people.

Where there are on-going safeguarding issues for a young person and it is anticipated that on reaching 18 they are likely to require adult safeguarding, safeguarding arrangements should be discussed as part of transition support planning and protection. This is generally managed through Children's Services. Further information can be found at Lancashire County Council Adult Safeguarding Policy [Policies and Continuum | LSAB](#)

2.3 PREVENTATIVE STRATEGIES

Consideration of the following factors could assist in the preventing or minimising the risks of abuse occurring.

Helping adults at risk to protect themselves from abuse

- The awareness of adults at risk can be raised by providing advice or education about what constitutes abuse.
- User groups should be supported to enable adults at risk to talk about issues which concern them.
- Self-Advocacy is available to support adults at risk to disclose abuse and to talk about other issues, which concern them.
- Counselling and Advocacy services are available to speak up or to take action on behalf of adults at risk when necessary
- Information should be made available, accessible and understandable to adults at risk.
- Wherever possible, adults at risk should share in any decisions, which affect their lives.

Staff/Representatives can minimise risk by:

- Developing an understanding of the issues, which constitute abuse
- Having open and honest discussions about support issues and concerns
- Raising awareness of the issues of vulnerability
- Investing in training and skill development
- Supporting a learning culture by giving feedback within the staff team
- Being prepared to question support practices which could be abusive

Chorley Council can minimise risk by:

- Having a Whistle Blowing policy – this is available on the Council's intranet 'Loop'
- Effective employment and recruitment practices – the Council's recruitment procedures and checks aim to ensure that appropriate people are recruited and checks with organisations such as the Disclosure and Barring Service (DBS) formerly known as the Criminal Records Bureau and other references will be taken up to ensure the appropriateness of person prior to recruitment
- Suitable induction procedures that include safeguarding as an integral part of the Council's induction process
- Awareness sessions for Council representatives following policy review
- Ensuring that staffing levels and competence can meet the needs of the service users
- Encouraging good communication between staff and line managers
- Encouraging good communication between staff, service users and external agencies
- Recording complaints and responding to them in a positive manner
- Encouraging staff or volunteers to understand what constitutes abuse
- Encourage training initiatives about all areas of support
- Introducing clear and easily accessible policies which promote good practice
- Making appropriate links with other agencies such as Lancashire County Council, Police, VCFS network where services are specifically directed to vulnerable adults
- Being prepared to listen and to respond to staff and users when procedures and practices are questioned
- Welcoming visitors to Council buildings and ensuring service users are able to access community facilities.

2.4 WHAT TO DO IF YOU ARE AWARE OF OR SUSPECT ABUSE

It is important to note that just because a situation may lead you to think that abuse may have taken place, it must never be automatically assumed that it has. If there are physical or other signs present, this still does not mean that abuse has taken place. The flow diagram at Appendix 1 illustrates the process of reporting concerns around adult safeguarding.

There should be a thorough consideration of each case on an individual basis, and where necessary by referring to and consulting colleagues, before reaching any conclusions.

Although staff are encouraged to be alert to the signs and signals which may indicate that someone is being abused, many incidents will only come to light because the person disclosed this themselves.

The role of the person to whom an allegation of abuse is disclosed is to respond sensitively to the person making the disclosure and then pass on the information to DSO.

If someone discloses abuse:

Do:

- Stay calm and try not to show shock or disbelief
- Listen carefully to what they are saying

- Be sympathetic (*'I am really sorry this has happened to you'*)
- Be aware of the possibility that medical evidence may be needed.
- Tell the person that:
 - They did the right thing
 - You are treating the information seriously
 - It was not their fault
 - You are going to inform the appropriate person
 - You/the organisation will take steps to protect and support them
- Write down what was said by the person disclosing as soon as possible

and do not:

- Press the person for more details
- Stop someone from freely recalling significant events (for example: don't say *'Hold on we'll come back to that later'* as they might not tell you again)
- Promise to keep secrets you cannot keep this kind of information confidential
- Make promises you cannot keep (such as *'This will never happen to you again'*)
- Contact the abuser
- Be judgemental (for example *'why didn't you just run away?'*)
- Pass on information to anyone other than those with legitimate 'need to know', such as your line manager or other appropriate person.

At the first opportunity make a note of the disclosure and date and sign your record. You should then contact one of the Councils Designated Safeguarding Officers – contact details in Appendix 3 – to discuss the most appropriate cause of action with the information you have obtained. Together you will then make a decision as to the most appropriate escalation.

If you feel the person is in immediate danger or under an immediate threat of harm you should contact the Police on 101 and/or appropriate Emergency Service immediately using 999.

In all other cases you can report abuse on-line using the Lancashire County Council Safeguarding Adults Portal here:

[Are you concerned about a vulnerable adult? - Lancashire County Council](#)

If you would prefer to speak to someone then call 0300 123 6720 – Lancashire County Council Adult Social Care.

You should aim to:

- Note what the person actually said, using their own words and phrases
- Describe the circumstances in which the disclosure came about
- Note the setting and anyone else who was there at the time
- Separate out factual information from your own opinions
- Use a pen or biro with black ink, so that the report can be photocopied
- Be aware that your report may be required later as part of a legal action or disciplinary procedure

Perpetrators

It is of particular concern that abuse is not only perpetrated by family members but also by people in positions of trust, power or authority who use their position to the detriment of the health, safety and welfare of the people in their care.

Agencies have a responsibility to the adult at risk who has been abused. However, they may also have responsibilities in relation to the perpetrator. The roles, powers and duties of the various agencies in relation to the perpetrator will vary depending on whether the abuser is:

- A member of staff, proprietor or manager
- A member of a recognised professional group
- A volunteer or member of a community group such as place of worship or a social club
- Another service user

- A spouse, relative or member of the person's social network
- A neighbour, member of the public or stranger
- A person who deliberately targets vulnerable people in order to exploit them

If an allegation relates to a person/people in a position of trust (PiPOT) this may include, but is not limited to any staff working on behalf of:

- Social care
- Health services
- Police and criminal justice
- Housing
- Education
- Advocacy
- GPs
- Independent Sector
- Agency and Bank Workers
- Religious/Faith Leaders
- Commissioning Services

Further guidance can be found at Lancashire County Council Website:

[Policies and Procedures - Lancashire Safeguarding Children Board](#)

2.5 WHO IS RESPONSIBLE FOR REPORTING CONCERNS AND DISCLOSURES?

All representatives of Chorley Council have a role in identifying abusive situations and reporting these to the responsible authority. Appendix 1 outlines the process followed when concerns of abuse are raised, observed or disclosed.

This includes abuse by another service user. It is not easy to identify such behaviour as abusive particularly when the service user exhibits challenging behaviour. The focus must be on the abusive act itself and not the degree of responsibility or intent of the person carrying out that act.

Chorley Council will ensure that appropriate action is taken in accordance with this policy.

Such action may include:

- The instigation or referral for criminal proceedings to take place
- Disciplinary action against the member(s) of staff

What are my responsibilities, as a Chorley Council representative, if I believe an adult at risk is being abused?

It is important to ensure that if appropriate and within the context of the information contained within this policy and procedure any concerns relating to abuse of a vulnerable adult are reported in accordance with this procedure, i.e. to a nominated Designated Safeguarding Officer (see Appendix 3 for contact details)

The following points may be helpful in assisting individuals to decide what action to take:

- **Everyone** has a duty to report any allegations or suspicions of abuse or potential abuse of an adult at risk wither to their immediate line manager or to the police.
- This includes not only abuse identified as endemic within a service but also abuse carried out by someone else with whom the adult at risk has a personal or professional relationship.
- Any member of staff with reason to believe their line manager is colluding in the abuse should follow the whistle blowing procedures (see Whistle Blowing Policy, available on the loop).

- If the adult at risk is thought to be in immediate danger, urgent action needs to be taken to ensure their safety including calling the appropriate emergency services.
- If the alleged abuser is also a service user, then action needs to be taken to ensure that they do not pose a risk to other adults at risk.
- If there is a reason to believe a crime has been committed, then the police should be contacted immediately. In cases involving suspected physical or sexual abuse, particular care must be taken to preserve evidence.
- No individual should alert or confront the alleged abuser. Staff need to be mindful of their own safety, the safety of other staff, the safety of other service users and the safety of the adult at risk.
- The appropriate line manager should then decide whether the allegation appears to constitute abuse and therefore needs further investigation or whether the matter does not constitute abuse and so would be more appropriately dealt with internally.
- If the alleged abuser is a member of staff or a volunteer, consideration must immediately be given to protecting the adult at risk from the possibility of further abuse until the issues have been investigated. Staff will refer to the internal staff disciplinary procedures.
- There is an expectation that line managers and staff providing services to adults at risk will co-operate fully in any investigation, whether it is carried out internally or by the police.
- As a cross reference to this policy there is further advice in relation to child and young person's safeguarding contained within the Child & Young Person Protection Policy, and either of the Designated Child Safeguarding Officers can be contacted where the person who suspects there may be potential abuse or the line manager, to discuss the matter further.

'Whistleblowing' is the term commonly applied to in a situation where a member of staff or a volunteer reports concern about something taking place in the work environment. Reference should be made to the Councils 'Whistleblowing' Policy if colleagues have any concerns about the implications of raising issues which might be described as 'whistleblowing'

This could be with regard to fraud, health and safety issues, abuse or the standard of support provided to an adult at risk.

The Public Disclosure Act 1998 sets out a requirement for organisations to have procedures under which staff can raise, in confidence, any serious concerns that they may have and do not feel that they can raise in any other way.

These can include situations when an employee believes that:

- A criminal offence has been committed
- Someone has failed to comply with legal obligation
- A miscarriage of justice has occurred
- The health and safety of an individual has been endangered
- There are or may be financial irregularities

Further information on this particular aspect is available in the Councils Whistleblowing Policy 2012.

2.6 WHAT HAPPENS AFTER I REPORT OR RAISE AN ADULT SAFEGUARDING CONCERN?

Once you have raised concerns with a DSO using the incident reporting form (App 2) the action that then follows will largely depend on the nature of the concerns raised.

It is likely the DSO will need to speak to you for clarification and may seek additional information or intelligence on the matter before proceeding.

The DSO may agree with you what further action is necessary, but again depending on the nature of the concern the matter may be referred on to an appropriate agency or officer and the final outcome not necessarily disclosed to you.

However you should be assured that any concerns will be taken seriously. Appropriate action will be taken to deal with the concern or it will be escalated it to the appropriate level.

Whilst you may not learn the eventual outcome of concerns you raise the following are some potential outcomes.

- referral to an appropriate individual agency for intervention
- a multi-agency response to support the vulnerable person
- criminal investigation
- the instigation of criminal proceedings
- internal disciplinary proceedings

2.7 MINIMUM STANDARD TRAINING REQUIREMENTS FOR CHORLEY COUNCIL STAFF

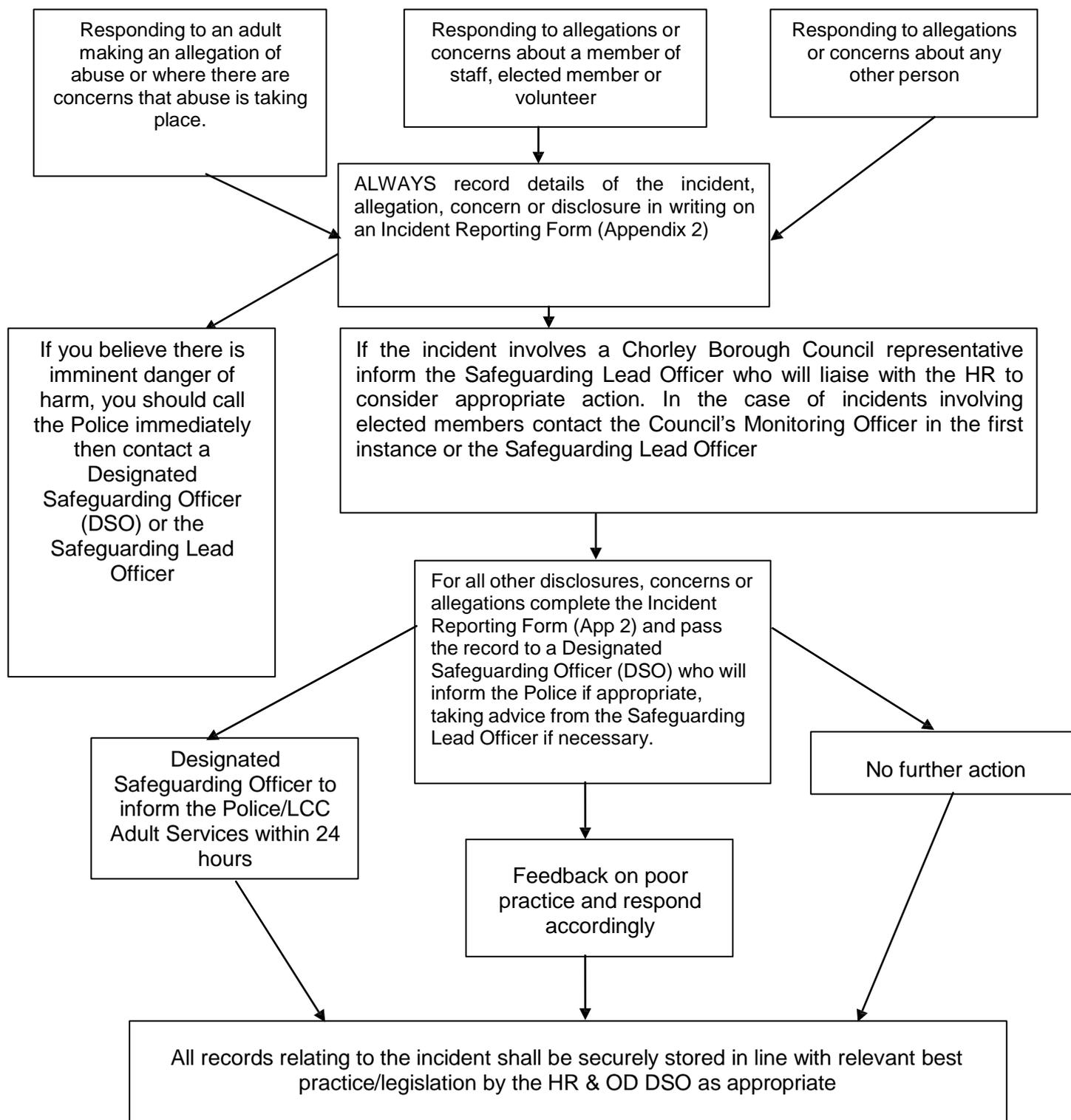
All staff will be required to complete mandatory e-learning modules of Child Safeguarding and Adult Safeguarding for non-adult services workers, both courses can be found at the Learning Hub. Front line staff will also be required to complete the Prevent awareness training.

Training should be renewed every three years unless new initiatives need to be rolled out, in which case it would be sooner.

2.7 PROTECTNG YOURSELF

Please refer to Appendix 5

How to respond to allegations, concerns and disclosures



Remember your role is not to investigate but to gather, collate and report relevant information about safeguarding concerns, disclosures or allegations of abuse.

If you are not sure what to do then contact a Designated Safeguarding Officer for advice. If there is imminent danger or harm, you should call the Police immediately and where practical maintain surveillance.

Appendix 2 – Reporting Form

Safeguarding Adults Incident Reporting Form Please give as much information as possible, using extra sheets if needed. All information will be treated in strict confidence.			
Date:		Time:	
Name of Adult	DOB (if known)	Age	Ethnicity
Address/Venue (inc Postcode)			
Telephone Contact:			
Are you reporting your own concerns or passing on those of someone else?	Choose an item. Details: (including name of person reporting/anonymous):		
Brief description of what has prompted the concerns: include dates, times, locations etc of any specific incidents, background noises. <i>Write only facts and avoid interpretation.</i>			
Any physical signs of concern? (injury/cleanliness/clothing etc.)	Choose an item. Details:		
Any behavioural signs of concern? (lethargy/language/hunger/inattentive etc.)	Choose an item. Details:		
Indirect signs?	Choose an item. Details:		
Have you spoken to the adult?	Choose an item. If yes what was said?		
Has anybody been alleged to be the abuser?	Choose an item. Details:		
Have you consulted anybody?	Choose an item.		

	If so, give details of Police or ASC contact ie Police Officer Name, Badge No, Social Worker details, give dates.
Has consent been given?	Choose an item. If no, reason:
Does the adult have a disability?	Choose an item. Details:
Your Name:	Position:
To Whom reported:	Position:
Date of reporting:	
Signature:	Date: Time:
<p>This form must now be given to a Designated Safeguarding Officer or the Lead Safeguarding Officer by e-mail/ by hand in a sealed envelope marked `confidential.'</p> <p>REMEMBER TO MAINTAIN CONFIDENTIALITY. DO NOT DISCUSS THE MATTER WITH ANYONE OTHER THAN THOSE THAT NEED TO KNOW.</p>	

Appendix 3 Essential Contacts

Safeguarding Role	Job Description	Contact
Corporate Director Lead – Jennifer Mullin	Director (Communities)	Ext 5329
Lead Officer – Hayley Hughes	Multi Agency Hub Co-ordinator	Ext 5424
Designated Safeguarding Officers Graeme Walmsley Irene Elwell Rachel Austen	Senior HR & OD Consultant Prevent Lead Public Protection Officer	Ext 5186 01257 515151 01257 515151
Monitoring Officer – Chris Moister	Head of Legal, Democratic & HR Services	01257 515160
Lancashire County Council Adult Services	Initial Assessment Team	0300 123 6720
Police	Non Emergency Contact Emergency Contact (if an adult is in danger)	101 999

Appendix 4 Useful Contacts

Organisation	Address	Contact
Lancashire County Council Safeguarding Adults	http://www.lancashire.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults.aspx	0300 123 6720
Lancashire Safeguarding Adults Board	http://www.lancshiresafeguarding.org.uk/lancashire-safeguarding-adults.aspx	0300 123 6720
Age UK	http://www.ageuk.org.uk/	0300 303 1234
Safeguarding Matters UK – useful resource/signposting site for safeguarding issues	http://www.safeguardingmatters.co.uk/whos-who/vulnerable-adults/	

Appendix 5 Keeping yourself safer from allegations

Keeping yourself safer from allegations

Whilst an enhanced DBS Disclosure does provide for some assurance of an employee's character, it does not protect employees or volunteers from allegations being made against them. Additionally, not everyone who comes into contact with children or adults who may be vulnerable to abuse will have had an Enhanced DBS Disclosure if they don't carry out a regulated activity. People can therefore take a few precautions to minimise the risks. (Clients/customers refers to children and adults at risk of abuse who you may come across in the course of your work/volunteering.)

- Avoid physical contact, and activities of a personal nature where possible.
- Avoid language and actions which could be misinterpreted, even if it is only in fun.
- Be conscious of the language that you use and the clothes that you wear.
- Avoid being alone with a customers/clients wherever possible including in vehicles.
- If you are in a situation where you are alone with a customer/client try to ensure you can be observed by other people
- Ensure people are appropriately dressed for the activity/conditions.
- Record all incidents and accidents promptly.
- Always record and report situations and occurrences that you feel may be raised by the customer/client or another person.
- Be conscious of your social media footprint and do not accept friend requests of a personal nature from customers/clients/people you come into contact with in a work context.
- Do not make inappropriate jokes or sexually suggestive comments.
- Avoid personal financial transactions with customers/clients..
- Do not share your personal details (phone number, birthday etc.) with customers/clients.

Always be aware of your behaviour and actions and how this may be interpreted by a customer/client.

Appendix 6 – Supervision Policy

Guidance for Safeguarding Supervision

Introduction

Chorley Borough Council is committed to safeguarding in the supervision process. The Council's SMART performance management system, with year-end appraisals of staff performance objectives, helps to ensure safer supervision.

Supervision is a fundamental task that managers will undertake to support the development of their staff's skills and practices in work with children, young people, families and vulnerable adults. Following the inquiry of Victoria Climbié Lord Laming stated that:-

“All staff working directly with children must be regularly supervised”

(Lord Laming Victoria Climbié Inquiry Report 2003)

This guidance provides an understanding about the requirements and processes of supervision, which is relevant for all those who work with children, young people, families and vulnerable adults.

Effective professional supervision can play a critical role in ensuring a clear focus on a child's and Adult's welfare. Supervision should support professionals to reflect critically on the impact of their decisions on the child and their family. Together they should ask whether the help given is leading to a significant positive change for the child or Adult and whether the pace of that change is appropriate. Any professional working with children and vulnerable adults should always have access to a manager to talk through their concerns and judgements affecting the welfare of the child or Adult. Assessment should remain an ongoing process, with the impact of services informing future decisions around action.

Statement of Intent

Supervision is an essential activity for those involved in any aspect of providing actions to support residents, in particular vulnerable adults, children and families.

Supervision is a formal process in which the role, responsibilities, workload and performance of each worker within the team is reviewed, evaluated and reflected upon, so that where necessary, learning and change can take place.

At its simplest, supervision is about ensuring that the service aims are met through the actions of its staff. Supervision is therefore critical to the quality of the service, achieving corporate objectives and targets, and the development and retention of staff.

All supervision activity within the service must be conducted in compliance with the Council's Equality and Diversity Policy.

Aims and Objectives of the Supervision Policy:

This policy aims to ensure that:

- the quality of the service to the service user is assured and regularly reviewed and improved.
- supervision is a positive process for both supervisee and supervisor, which enables them to develop a common understanding of how they will work together.
- a regular dialogue is maintained between the team member and their line manager regarding job objectives, personal achievements, and problems encountered.
- communication is ongoing and, where necessary, improved.
- the team member understands their role and responsibilities, and what is expected of them, including the performance measures they are expected to achieve or contribute to.
- the team member understands how their role relates to service, corporate and statutory aims and objectives.
- the team member is helped and supported in carrying out their duties.
- the team member's professional development is facilitated.
- the team member feels that their experience, expertise, and contribution to the service is acknowledged.

Types of Supervision

There are different types of supervision, e.g. informal and formal. This guidance specifically addresses

'formal supervision'.

Informal supervision is often on-going in most effective teams, as staff members seek advice and help in situations that they deal with on an on-going basis. This is good practice but should NOT replace a formal supervision session.

Significant issues discussed through informal supervision should be clearly recorded immediately and revisited at the formal session.

Purpose

The Key Functions of supervision are the 3 Ps

1. Performance Management

- Ensure that performance and practice, including safeguarding, is competent, accountable and soundly based in research and practice knowledge
- Ensure that safeguarding children practice is consistent with the Lancashire Safeguarding Children and Adults Board,
- Ensure that practitioners fully understand their roles, and responsibilities and the scope of their professional discretion and authority.
- To provide reflective space to analyse ongoing work and specific incidents, to assess risk and need and to provide an important check and balance on decision making and planning.

2. Professional Development

- Ensure that professional development needs, including safeguarding practice are considered and supported.

3. Personal Support

- To provide reflective space for the supervisee to discuss and work through the personal impact of their role and responsibilities. This should include support to address the emotional impact of the work where required.

Good supervision involves a balance between all three elements, not always within one session, but certainly over the entire supervision process.

Roles and Responsibility

The Supervisor is responsible for:-

- Sharing the responsibility for making the supervisory relationship work
- Ensuring confidentiality, subject to service user and staff safety
- Creating an effective sensitive and supportive supervision
- Providing suitable time and location
- Agree the timescales within which supervision takes place.
- Eliminating interruptions
- Maintaining accurate and clear records in relation to comments about or actions for the supervisee as well as changes or actions in relation to particular cases.
- Ensuring the Organisation's professional standards are met.
- Ensuring that where a change in line management occurs, a handover process is arranged between all parties concerned.
- Ensuring that issues relating to diversity are addressed constructively and positively and provide opportunity for staff to raise issues about their experience and diversity.
- Ensuring the shared responsibility for case oversight and maintenance, including safeguarding, accountability and workload.

The supervisee is responsible for:-

Sharing the responsibility for making the supervisory relationship work

- Attending regularly and on time, participating actively and bringing their agenda.
- Accepting the mandate to be supervised, and being accountable for any actions.
- Preparing appropriately for supervision sessions.
- Ensuring the recording of supervision is reflective of the particular meeting.
- Ensure any identified changes or actions regarding individual caseloads are recorded on the case files
- Ensure that the contract has been agreed and reviewed annually.
- Actively participating in an effective sensitive and supportive supervision.
- Aiming to meet the organisation's professional standards

Keeping Safe

To support staff in keeping themselves safe from allegations

Whilst an enhanced DBS Disclosure does provide for some assurance of an employee's character it does not protect employees or volunteers from allegations being made against them. People can therefore take a few precautions to minimise the risks. (Clients/customers refers to children and adults at risk of abuse who you may come across in the course of your work/volunteering.)

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