

Safeguarding Adults and Children Policy and Procedure

Introduction

RASA are committed to providing confidential services to women, men, young people and children who have or are experiencing Sexual violence. The Agency aims to ensure that staff and/volunteers who have contact with vulnerable persons (children and/or adults) and, who in the course of their work, may become aware of situations where there is a risk of, or actual abuse, are able to act competently and confidently to protect that individual from further abuse or harm.

This policy is underpinned by the policies and procedures devised by Sefton/ Liverpool/ Wirral Local Safeguarding Partnerships.

1. Purpose

This policy aims to ensure that no act or omission by staff or the services they provide puts a service-user at risk; and that systems are in place to proactively safeguard and promote the welfare of vulnerable persons and to protect them from abuse. The policy recognises that safeguarding vulnerable persons is a shared responsibility with the need for effective joint working between agencies and professionals that have different roles and expertise if vulnerable persons are to be protected from harm.

This policy also set out how staff should be alert to signs of abuse and takes appropriate action to safeguard vulnerable persons. For the purposes of this policy the term 'Vulnerable Persons' relates to service-users belonging to the following groups:

- People whose health or usual function is compromised
- People with visual / hearing impairment
- People with physical disabilities
- People with learning disabilities
- People with reduced independence, including those who do not speak English as their first language.
- Children or young persons

NB In all cases reasonable adjustments will be made accordingly

2. Definitions

- 2.1 A child is defined as anyone who has not yet reached their 18th birthday (Children Act 1989 and 2004). The fact that a child has reached 16 years of age is living independently or is in further education, is a member of the armed forces, is in hospital, prison or a young offender's institution does not change his or her status or entitlement to services or protection under the Children Act 1989 and 2004. Young people who are in this category as well as younger adolescents often fall through the net of services, not seen as an adult but no longer a child; they are often very vulnerable. Whilst 'unborn children' are not included in the legal definition of children, intervention to ensure their future well-being is encompassed within safeguarding children practice Working Together to Safeguard Children (2018).
- 2.2 The term 'adults at risk' is used to replace the term vulnerable adult. This is because the term adult at risk focuses on the situation causing the risk rather than the characteristics of the adult concerned. No Secrets Guidance (2000) defines an adult at risk as 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 from significant harm or exploitation'

3. Abuse of Children:

For children's safeguarding, the definitions of abuse are taken from *Working Together to Safeguard Children* (2018)

Abuse and neglect 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. Children may be abused in a family or an institutional or community setting, by those known to them or by a stranger for example via the internet. They may be abused by an adult or adults, or another child or children.

Physical abuse May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional Abuse The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children.

These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Child Sexual Exploitation (CSE) CSE is a type of child sexual abuse. It is the deliberate exploitation of a child or young person purely for the sexual gratification of adults. This

abuse affects both girls and boys from any background and of any ethnicity. Some of the visible signs may include:

- physical injury
- involvement in offending
- thoughts of or attempts at suicide
- receipt of gifts from unknown sources

Child Criminal

Exploitation (CE)

Child Criminal Exploitation is common in county lines and occurs where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18. The victim may have been criminally exploited even if the activity appears consensual. Child Criminal Exploitation does not always involve physical contact; it can also occur through the use of technology (Taken from County Lines Guidance, Home Office, 2018).

On-Line Abuse

Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or using mobile phones. Children and young people may experience cyberbullying, grooming, sexual abuse, sexual exploitation or emotional abuse.

Female Genital Mutilation (FGM)

FGM is a criminal offence in the UK and the *Female Genital Mutilation Act 2003* makes it an offence for UK nationals or permanent UK residents to carry out FGM abroad, or to aid, abet, counsel or procure the carrying out of FGM abroad, even in countries where the practice is legal.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate caregivers);
- Ensure access to appropriate medical care or treatment.
- It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Contextual Safeguarding

As well as threats to the welfare of children from within their families, children may be vulnerable to abuse or exploitation from outside their families. These extra-familial threats might arise at school and other educational establishments, from within peer groups, or more widely from within the wider community and/or online. These threats can take a variety of different forms and children can be vulnerable to multiple threats, including: exploitation by criminal gangs and organised crime groups such as county lines; trafficking, online abuse; sexual exploitation and the influences of extremism leading to radicalisation. Extremist groups make use of the internet to radicalise and recruit and to promote extremist materials. Any potential harmful effects to individuals identified as vulnerable to extremist ideologies or being drawn into terrorism should also be considered (Working Together to Safeguard Children, 2018).

Radicalisation and Prevent

Prevent is part of the UK counter-terrorism strategy, CONTEST. Its aim is to stop people becoming terrorists or supporting terrorism. **Prevent** will address all forms of terrorism but continue to prioritise according to the threat they pose to our national security. At present, the majority of our resources and efforts will continue to be devoted to stopping people becoming terrorists or supporting terrorism. There is a commitment to protecting freedom of speech in this country. But preventing terrorism will mean challenging extremist (and non-violent) ideas that are also part of a terrorist ideology. **Prevent** will also mean intervening to stop people moving from extremist groups or from extremism into terrorist-related activity.

4. Abuse of Vulnerable Adults (adults at risk)

For adult safeguarding, the definitions are taken from The Care Act 2014.

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.

Physical abuse	including hitting, slapping, pushing, kicking, and misuse of medication, restraint, or inappropriate sanctions.
Sexual abuse	including rape and sexual assault or sexual acts to which the adult has not consented, or could not consent or was pressured into consenting.
Psychological abuse	including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
Exploitation	either opportunistically or premeditated, unfairly manipulating someone for profit or personal gain.

Financial or material abuse	Including theft, fraud, exploitation, pressure in connection with wills Property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
Neglect and acts of omission	including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or education services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
Discriminatory abuse	including racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment.
Institutional abuse	including neglect and poor care practice within an institution or specific care setting like a hospital or care home, for example. This may range from isolated incidents to continuing ill-treatment.
Domestic abuse	any incident or pattern of incidents of controlling, coercive, 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. The abuse can encompass, but is not limited to: <ul style="list-style-type: none"> • psychological • physical • sexual • financial • emotional
Self-Neglect	Is a behavioural condition in which an individual neglects to attend to their basic needs, such as personal hygiene, appropriate clothing, feeding, or tending appropriately to any medical conditions they have. Extreme self-neglect can be known as Diogenes syndrome.
Forced Marriage & Honour Based Violence	RASA understand forced marriage and honour based violence to be a form of abuse and a breach of human rights. It is, therefore, important to safeguard any child, young person or adult subjected to a forced marriage or honour based violence.
Modern Slavery	<p>Modern Slavery is the term used within the UK and is defined within the Modern Slavery Act 2015. The Act categorises offences of Slavery, Servitude and Forced or Compulsory Labour and Human Trafficking (the of which comes from the Palermo Protocol).</p> <p>These crimes include holding a person in a position of slavery , servitude forced or compulsory labour, or facilitating their travel with the intention of exploiting them soon after. Although human trafficking often involves an international cross-border element, it is also possible to be a victim of modern slavery within your own country.</p> <p>It is possible to be a victim even if consent has been given to be moved.</p> <p>Children cannot give consent to being exploited therefore the element of coercion or deception does not need to be present to prove an offence.</p>

Prevent Duty 2015 RASA understand - The Prevent strategy, published by the Government in 2011, is part of the overall counter-terrorism strategy, CONTEST. The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. In the Act this has simply been expressed as the need to “prevent people from being drawn into terrorism”.

5. Statement Principles

RASA are committed to protecting and promoting the wellbeing of children and adults at risk

6. Race, Ethnicity and Culture

In keeping with RASA's Equality and Diversity Policy all service-users will be provided with services without reference to race, colour, class, nationality, ethnic or national origins, sexual orientation, religion, age, disability, marital status or any other form of discrimination which hinders the promotion of equal opportunities.

7. Specific related Issues

7.1 The person ultimately accountable for safeguarding and promoting the welfare of all service-users of RASA is the Clinical Lead and the Lead Designated Safeguarding Officer. The contact details are as follows:

- Victoria Green (Clinical Lead) Victoria.green@rasamerseyside.org, mobile: 07501490253
- Lorraine Wood (Lead Designated Safeguarding Officer) Lorraine.wood@rasamerseyside.org, mobile: 07760764421

7.2 It is the responsibility of the Designated Safeguarding Officer to ensure staff are competent to comply with this Policy and its contents. All relevant staff will undertake safeguarding training in accordance with local LSCB/ LSCP procedures. In addition, in-house training is provided on a regular basis.

7.3 RASA operates a safer recruitment procedure which ensures all staff and volunteers undergo a DBS check in accordance with the Agency's *Enhanced DBS Policy*. All staff and volunteers have an enhanced check as they may work with adults and children. All staff and volunteers go through a recruitment process that involves initial training, induction, with regular reviews and monthly line management. Staff and volunteers working as therapists will also receive monthly clinical supervision.

7.4 RASA is committed to the highest possible standards of openness, probity and accountability. RASA expect employees and/or volunteers, who have serious concerns about any aspect of RASA's work to come forward and voice those concerns without fear of victimisation, subsequent discrimination or disadvantage and in accordance with the agency's *Whistleblowing Policy & Procedure*. The policy is used when concerns are raised relating to:

- Financial malpractice or impropriety;
- Failure to comply with a legal obligation;
- Dangers to Health & Safety or the environment;
- Criminal activity;
- Improper conduct or unethical behaviour including issues of child and vulnerable adult protection;

- Attempts to conceal any of these.

On receipt of a complaint of malpractice, the member of staff who receives and takes note of the complaint, must pass this information as soon as is reasonably possible, to the appropriate designated investigating officer as follows:

- Complaints of malpractice will be investigated by the Chair unless the complaint is against the Chair or is in any way related to the actions of the Chair. In such cases, the complaint should be passed to the RASA Management Committee for referral.
- In the case of a complaint, which is any way connected with but not against the Chair, the Chair will nominate a member of the Management Committee to act as the alternative investigating officer.
- Complaints against the Chair should be passed to the Clinical Lead who will nominate an appropriate investigating officer from the Management Committee.
- The complainant has the right to bypass the management structure and take their complaint direct to the Chair. The Chair has the right to refer the complaint back to the Clinical Lead if she feels that the Clinical Lead, without any conflict of interest, can more appropriately investigate the complaint.

If there is evidence of criminal activity then the investigating officer should inform the police. RASA will ensure that any internal investigation does not hinder a formal police investigation. When there are concerns relating to a worker who works with children the Local Authority Designated Officer (LADO) should be made aware. Prior to this, seek advice and guidance from the Designated Safeguarding Officer. The LADO should be alerted to all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against children, or related to a child
- poses a risk of harm to children

The details for the local LADOs are:

- Liverpool: 0151 233 3700
- Wirral: 0151 666 5525
- Sefton: 0151 934 3783.

7.5 RASA ensures that all staff and service-users of the agency understand the correct procedure if an allegation is made against a person who works for the agency in accordance with the agency's *Allegations against Staff Policy & Procedure*

In the instance that a concern is raised against a member of staff, the following will apply in line with *Allegations against Staff Policy & Procedure*:

Where a service user has a grievance or complaint about a member of staff or the service, they will be asked to put this in writing. No action will be taken unless the complaint is in writing. The letter should include:

- Details of the complaint
- Date and time of incident
- Details of any witnesses to the incident

Should the complainant have literacy difficulties, an advocate can act on their behalf or assist them in making the complaint.

Unless there is a good reason for not doing so, a complaint should be raised within one month of the incident to which it refers. The letter should be addressed to the Clinical Lead in her absence the Operations Manager, Lorraine Wood.

The clinical lead will communicate the results of the enquiry to the complainant with 21 days. All time limits will be met unless this is not possible due to annual leave in which case the complainant will be contacted at the earliest opportunity.

7.6 RASA ensures all staff and volunteers take preventative measures to ensure both their own safety, and the safety of others. All staff should adhere to RASA Code of Conduct which documents the responsibility of the professional in their manner and behaviour, and also asks all staff to adhere to the lone working policy. Lone workers in outreach centres and other work based premises, including working from home, should:

Where there is a situation where members of staff are in a working alone scenario, they should where possible ensure most/all of the following is adhered to:

1. a) Ensure you have control of the access to the building/room
2. b) Only give access to others if you are sure that you know who they are
3. c) Arrange for someone to telephone you at a predetermined time to check you are ok
4. d) Check on means of escape from the building in an emergency
5. e) Check access to a telephone
6. f) Try to plan appointments etc. so that other people are in the building with you
7. g) Keep valuables – handbags, cases, equipment etc. out of site
8. h) If you are assaulted or threatened contact the police immediately on 999
9. i) If you are verbally abused or receive indecent telephone calls report the matter immediately.
10. j) In all instances complete an incident form
11. Never provide a service user with your home address or telephone number.

8. Responsibility and Referral Process

- 8.1 In the first instance, concerns raised about a child or an adult at risk should be brought to the immediate attention of the Designated Safeguarding Officer (in her absence the Clinical Lead who will ensure immediate safety has been considered).
- 8.2 For procedures for Safeguarding Children see Appendix A.
- 8.3 For procedures for Safeguarding Adults at Risk see Appendix B.

When sharing information, only share on a need-to-know basis (see Confidentiality Policy, Information Sharing Policy, and Data Protection Policy).

9. Implementation and Dissemination

RASA will ensure all staff/volunteers will be issued with a staff handbook of current policies and procedures as part of their induction into the agency. Revised/new policies and procedures will be issued to staff/volunteers within 5 working days of being approved by the Board of Trustees.

10. **Monitoring and Compliance**

RASA will ensure that all staff are utilising the policy and are fully conversant with its contents through monthly formal supervision and monthly group supervision. Informal supervision is continuous and available on a day to day basis.

12. **Legislation and Guidance**

Children Act 1989, 2004

Working Together 2010, 2013, 2015, 2018

Care Act 2014 (replaces No Secrets 2002)

Sefton, Wirral and Liverpool Local Safeguarding Children Board

Female Genital Mutilation Act 2003

Mental Capacity Act 2005 <http://www.legislation.gov.uk/ukpga/2005/9/contents>

Care & Support Bill due for enactment 2015

Serious Crime ACT 2015

RAPE Crisis National Service Standards

Prevent Duty Guidance 2015

Modern Slavery Act 2015

Criminal Exploitation of Children and Vulnerable Adults: County Lines 2018

13. **Appendices:**

- A. Child Referral Procedure
- B. Adult Referral Procedure
- C. Sefton LSCB Continuum of Need
- D. Wirral LSCB Continuum of Need
- E. Liverpool LSCB Continuum of Need

This Policy is to be used in conjunction with:

RASA Self-harm Policy

RASA Suicide Policy

RASA Managing Allegations Policy

RASA Whistle Blowing Policy

RASA Information Sharing Protocol

RASA Confidentiality Policy

RASA Data Protection Policy

RASA Code of Conduct

RASA Lone Working Policy