

Safeguarding Policy and Procedures

‘Protecting Children and Adults at Risk’

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Foreword

“Safeguarding is everyone’s business.

This Safeguarding Policy has been developed by all District / Borough Councils and housing providers across Derbyshire together, to ensure consistency of service. The policy has been amended to reflect the responsibilities of Rykneld Homes and ensure that an overarching approach to safeguarding is embedded within all our services.

Safeguarding is an everyday part of all our jobs, and it is important we have a supportive culture across Rykneld Homes, so all staff, volunteers, and those delivering contracts on behalf of Rykneld Homes, understand their role and responsibilities to safeguard against harm and abuse. In turn, this will allow them to support adults and children within the district who receive Rykneld Homes services.

We will continue to monitor our progress, make improvements, and work closely with partners to ensure that safeguarding remains ‘everyone’s business’.”

Managing Director
Lorraine Shaw

Chair of Rykneld Homes Board
Wayne Hodgkiss

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1. EXECUTIVE SUMMARY

2. INTRODUCTION

Rykneld Homes (RH) recognises the important role it plays in safeguarding, and this is underpinned by a responsibility to safeguard and promote the welfare of all who access or receive its services. RH will work together with local authorities and public services who have a legal duty to safeguard those within their area. The duty of care is particularly important for children or adults at risk, who may have specific needs or requirements, and RH is committed to ensuring these groups are protected and kept safe from harm and abuse.

RH will work in partnership with the upper tier authority, in this case, Derbyshire County Council; the authority who is responsible for 'adult or children's care services.

The purpose of this Safeguarding Policy is to make explicit the responsibilities of RH, and how its employees and representatives will act to ensure all concerns and risks are dealt with appropriately.

a) Aim of the policy

The aim of this policy is to outline the safeguarding procedures that are to be followed by RH, to ensure that obligations are met. RH will meet this aim by:

- Ensuring working practices safeguard all who access or receive RH services, with specific regard to the needs of children and adults at risk;
- Ensuring children and adults at risk and their parents/guardians/carers have confidence in RH employees and representatives through safe policies and practices;
- Promoting the welfare, health and full development of children and adults at risk;
- Working together with partners to support safeguarding processes.

RH will undertake the following actions to achieve this:

- Ensuring employees and representatives of RH are clear on the roles and responsibilities for protecting children and adults at risk;
- Raising awareness with all employees or representatives of RH to support them to recognise safeguarding concerns;
- Ensuring that all employees or representatives of RH are aware of how to record and report identified concerns promptly and appropriately; and,
- Working in compliance with the Derby and Derbyshire Safeguarding Children Partnership's Safeguarding Children Policy - www.ddscp.org.uk

and with the Derbyshire Safeguarding Adults Board's Safeguarding Adults Policy and Procedures - www.derbyshiresab.org.uk

Through these aims, RH will empower those delivering services to have the confidence to support the Derbyshire response to safeguarding children and adults at risk. This will support RH to meet the following corporate priorities:

- Putting customers at the heart of everything we do
- Improving homes and keeping people safe
- Sustainable communities

b) Definitions

Child/ren or young person	Anyone under the age of 18 years in accordance with the Children Act 1989. For the purpose of this policy the reference to children therefore means 'children and young person' throughout.
Child in need	A child in need is defined under the Children Act 1989 as a child: • who is unlikely to achieve or maintain or to have the opportunity of achieving or maintaining, a satisfactory level of health or development without the provision of services; • or who's health or development is likely to be significantly impaired, or further impaired, without the provision of such services; or • or a child is disabled. Under section 47 of the Children Act 1989, where a local authority has reasonable cause to suspect that a child (who lives or is found in their area) is suffering or is likely to suffer significant harm, it has a duty to make such enquiries as it considers necessary to decide whether to take any action to safeguard or promote the child's welfare. Such enquiries, supported by other organisations and agencies, as appropriate, should be initiated where there are concerns about all forms of abuse and neglect. This includes Female Genital Mutilation and other Honour-Based Violence, and extra-familial threats including radicalisation and sexual or criminal exploitation;
Adult at risk	An adult who is aged 18 and over who:

	• Has needs for care and support (whether or not the local authority is meeting any of those needs) and; • Is experiencing, or at risk of, abuse, harm or neglect and; • As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.
Employee or representative of the Council	An employee (including Agency Staff), Elected Member, volunteer or anyone working on behalf of, delivering a service for, or representing RH including contractors or voluntary organisations.
Parent	Generic term to include birth parents, step-parents and carers. The term will specify parental responsibility where necessary.

3. PRINCIPLES

a) Overarching key principles

The guidance given in this policy is based on the following key principles:

- The welfare of children and adults at risk is of paramount concern for organisations working in the area;
- All children and adults, whatever their age, culture, disability, gender, language, race, religion or belief and / or sexual orientation have the right to protection from abuse or neglect;

In order to fulfil the key principles, it is important that RH:

- Provides senior management leadership to ensure that all incidents of suspected or alleged poor practice are taken seriously and responded to quickly and appropriately. This includes allegations made against employees, volunteers and contractors;
- Designs and delivers RH services with due regard to safeguarding legislation, best practice and protocols;
- Shares data with relevant bodies where appropriate;
- Provides appropriate training for employees or representatives of RH working directly to deliver RH services; and
- Insists on robust safeguarding policies and practices from contractors, partners and voluntary groups delivering RH services or using RH facilities.

In addition, when supporting adults, the following principles will be used to support local partnership arrangements:

- **Empowerment**
Adults will be supported and encouraged to make their own decisions and have informed consent, whether this is for themselves, or as a parent / carer / guardian of either an adult at risk, or a child or young person. Ensuring that services empower the person to have their voice heard through the process.
- **Prevention**
It is better to take action before harm occurs.
- **Proportionality**
Taking the least intrusive response appropriate to the risk presented.
- **Protection**
Support and representation for those in greatest need.
- **Partnership**
Local solutions found with services working with their communities, acknowledging that communities have a part to play in preventing, detecting and reporting abuse.
- **Accountability**
Accountability and transparency in delivering safeguarding.

b) Confidentiality and Sharing Information

RH will follow its Data Protection and Information Governance policies in all it does to ensure that information is dealt with in line with data protection laws. This includes confidentiality, and the storage and sharing of data with other parties.

Confidentiality is a crucial part of data protection, and all employees have a statutory obligation to safeguard the confidentiality of personal information. Every effort will be made to maintain confidentiality, and information should be shared on a need-to-know basis. This includes the following:

- Members of the team leading any internal investigation;
- The parents/guardian/carer of the person who is alleged to have been abused;
- The person making the allegation;
- DCC Children's Social Care and the police;
- The alleged perpetrator.

Alongside confidentiality, every effort will be made to obtain consent from the individuals involved as appropriate, particularly when considering preventative services.

However, anyone receiving or discussing a potential safeguarding report or disclosure must consider the safety and welfare of the person/s involved. Where there is a concern that a child or adult may be suffering, or is at risk of significant harm, the individual's immediate safety and welfare must be the overriding consideration. This may mean that it is necessary to share information *without* consent from those involved.

Sharing confidential information without consent is allowed in certain circumstances under the Data Protection Act 2018 when it is in the public interest and is normally justified where:

- it is in the interest of the child or young person where reasonable concerns identify that their health or development will be impaired without the provision of services;
- there is evidence that a child or young person is suffering or is at risk of suffering significant harm;
- there is reasonable cause to believe that an individual may be suffering or at risk of suffering significant harm;
- it is to prevent significant harm arising to children and young people, including through the prevention, detection and prosecution of serious crime.

Where consent is not deemed possible, the key factor on deciding whether to share confidential information is proportionality; whether the proposed sharing is a proportionate response to the need to protect the public interest in question. This should also take into account the circumstances of the individual; including whether those who are charged with keeping them safe are the subject of the disclosure and sharing the disclosure with them may put the individual at risk of more harm. The person making a disclosure must be advised that the information they provide will need to be shared with appropriate people and/or agencies.

The representative of RH receiving the disclosure, if needed, should speak with a Safeguarding Lead or Safeguarding Link Officer who will support them to make a decision based on reasonable judgement and together, record it. Call Derbyshire or Starting Point can also provide advice and can be contacted on telephone 01629 533 190.

In all cases, the sharing of data will still need to be carried out in a controlled manner as defined in the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) with any relevant RH guidance, policies and practices, including information being stored in a secure place with limited access.

It is acknowledged that the early sharing of information is the key to providing effective help where there are emerging concerns. Fears of sharing information must not stand in the way of promoting and protecting the well-being of children and adults at risk of abuse and neglect.

Further guidance on key points for sharing information is available:

- [For children and young people](#)
- [For adults](#)

4. Statutory Framework

a) Legal Framework – Safeguarding Children

Local authorities have a duty under Section 11 of the Childrens Act 2004 to ensure their functions and services provided on their behalf are discharged with regard to the needs to safeguard and promote the welfare of children.

RH will assist in this duty by ensuring all concerns are reported appropriately and in line with this policy.

In addition, July 2018, the Government issued new national guidelines; “[Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children](#)” to provide clarity for what is required and how organisations need to work together in partnership with others.

There is more information on the legislation on the [Derby & Derbyshire Safeguarding Children Partnership](#).

b) Legal Framework - Safeguarding Adults at Risk

Nationally there is a wide range of legislation and regulatory framework relating to adults who may be vulnerable. More information is available on the [Derbyshire Safeguarding Adults Board](#) website. There are specific requirements for upper tier councils such as Derbyshire County Council, who have the statutory lead on adult care services including, but not limited to:

- [The Care Act 2014 and its statutory guidance](#) (this replaces the ‘No Secrets’ Guidance 2000)
- [Human Rights Act 1998](#)
- [Mental Capacity Act 2005](#) and its subsequent amendments [Mental Capacity \(Amendment\) Act 2019](#)
- [SCIE Safeguarding Adults of Risk of Harm: a Legal Framework for Practitioners](#) (registration/log in required)

Employees will have regard to and are bound to operate within these Acts as appropriate and will have due regard to any other relevant legislation, statutory guidance and regulations. Other procedures or guidance may apply such as the

‘Safeguarding Children’ procedures, Domestic Abuse Protocol, MARAC, and Forced Marriage.

This Policy is based on the duties and obligations enshrined in the following Acts and guidance policies:-

- The Children Act 1989 and 2004
- Safeguarding Vulnerable Groups Act 2006
- Public Interest Disclosure Act 1998
- Data Protection Act 1998
- General Data Protection Regulations 2018
- Care Act 2014
- Children and Social Work Act 2017
- European Convention of Human Rights
- No Secrets 2000
- Working Together to Safeguard Children 2015
- Mental Capacity Act 2005
- Disclosure and Barring Service (formerly the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA)
- Equalities Act 2010

c) Rykneld Homes’ responsibility

“Safeguarding is everyone’s responsibility”

The services directly provided by, or services commissioned by RH but delivered by others (including volunteers, partners, contractors, or voluntary organisations), have the potential to impact positively upon the lives of children and adults at risk. These include employees or representatives of RH working directly with individuals or families. Equally, employees or representatives may become aware of safeguarding issues whilst out and about in the district during their personal lives.

RH is part of a ‘Joint Safeguarding Group’ which is responsible for developing the corporate policy in conjunction with partners such as North East Derbyshire District Council (NEDDC) and having due regard to local and national policy and legislation. The Group also monitors the application of and effectiveness of this policy and the council’s policy and procedures. Key officers from each partner sit on the working group.

The group is responsible for:

- Developing, implementing and monitoring the effectiveness of the policy and procedures;
- Ensuring a consistent application of the policy across the Council and RH;
- Working with the relevant Safeguarding Partnerships and Boards through the county-wide governance arrangements;
- Working together to develop any joint training;

- Reporting to the Managing Director and Senior Management Team as appropriate any findings, directions or contraventions of the policy and its procedures.
- Disseminating good practice and practice guidance.

RH has appointed a Safeguarding Lead Officer and Safeguarding Link Officers to act as contact points for employees or members of the public that need to report any incidents or concerns regarding a child's health and wellbeing.

The Safeguarding Lead Officer and Safeguarding Link Officers will have a specific responsibility for:

- ensuring the reporting of any allegation or suspicion of safeguarding concerns to appropriate organisations
- being familiar with the requirements set out by Derby and Derbyshire Safeguarding Children's Partnership and Derbyshire Safeguarding Adults Board
- championing the inclusion of robust safeguarding procedures across RH
- continuing professional development to keep abreast of changes in safeguarding practice or legislation.

d) Recruitment and employment

RH will take all reasonable steps to prevent unsuitable people from working with children and young people. RH's Policy on Recruitment and Selection must be followed for all appointments. For existing employees and applicants who are offered employment in posts which involve contact with children or undertaking any form of regulated activity, where the criteria is met, an Enhanced Disclosure and Barring Service (DBS) Check must be undertaken and renewed on an annual basis. This must include a check to ensure that the successful candidate is not barred from working with children and/or adults in vulnerable circumstances. RH fully complies with the DBS Code of Practice.

e) Dealing with allegations against employees

Any concerns about the welfare of a child or an adult at risk due to the actions of an employee of RH must be reported immediately.

It can often be difficult to report a fellow employee, but RH will ensure that all employees are fully supported and protect anyone who, without malicious intent, reports their concerns about a colleague's behaviour towards a child or adult at risk. RH has a Whistle Blowing Policy, which complements the reporting procedures referred to in this policy and can be viewed via RH's internal website or a copy requested from the Human Resources department.

If there is an allegation about an employee, there may be three types of investigation:

- Criminal, led by the police;
- Child or Adult Social Care, led by Derbyshire County Council;
- Disciplinary, led by the line manager and appropriate senior manager at RH, following internal disciplinary procedures.

Civil proceedings could also be taken by the person or family who are alleging the abuse or harassment. It may be that one or more of the above investigations are ongoing at similar times.

Where it is suspected that abuse has taken place, the normal safeguarding reporting routes should be followed and the concern reported to a Safeguarding Lead or Link Officer, or to a member of the [Senior Management Team.

Advice will be sought from appropriate officers or external organisations as to the way to proceed, which may involve reporting the concerns to Derbyshire County Council or the Police.

Whilst any allegation will be treated seriously and investigated immediately and thoroughly, it is possible for an employee to become a victim of false accusations. Employees are encouraged to protect themselves from false accusations by adopting good practice at all times.

Further information about dealing with allegations made against staff or representatives can be found:

- [For children](#)
- [For adults](#)

5. Abuse and harm

The following sections go through the different types of abuse and harm. Whilst there are a number of similarities between children and adults, there are difference and the responses and pathways to support are different. Therefore, the following sections are separated into Children and Adults.

What is abuse or harm to children?

a) Types of abuse

In July 2018 the Government issued new national guidelines;
“Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children”

This document provides clarity for what is required and how organisations need to work together in partnership with others. Safeguarding and promoting the welfare of children is defined in the guidance as:

- protecting children from maltreatment
- preventing impairment of children's health or development

- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

This can include preventing and protecting a child from:

- Abuse
- Physical abuse
- Emotional abuse
- Sexual abuse
- Child sexual or criminal exploitation
- Neglect
- Extremism

b) Barriers to disclosure

There may be a number of barriers that exist which prevent a child from telling others about abuse. Some of the main barriers are:

- Have communication or learning difficulties;
- Not yet have the vocabulary to describe what has happened;
- Don't understand that what they have or are experiencing is wrong;
- Be scared because they feel they have been threatened;
- Think they will be taken away from home;
- Believe they are to blame, or they may feel guilty;
- Think it happens to others;
- Feel embarrassed;
- Not want their abuser to get in trouble;
- Be afraid that they won't be believed;
- Think they have already told e.g. by dropping hints;
- Have told someone before and weren't believed, so think there is no point in trying again.

c) Factors that increase the risk of abuse

There are many issues that may contribute to child abuse, but some factors increase the risk to children and young people and make them more vulnerable to abuse. They can be found in the background of parents, in the environmental situation and in attributes of the child or young person themselves.

These factors can be significant in alerting a bystander or family member to offer support to a family and keep a caring eye out.

Caregivers factors:

- Caregivers with drug or alcohol issues
- Caregivers with mental health issues, including depression
- Caregivers who don't understand children's needs or development
- Caregivers who were abused or neglected as children
- Caregivers who are young or single parents or parents with many children
- Caregivers have unrealistic expectations of the child and lack parenting knowledge

- Caregivers with low education or income
- Caregivers experiencing high levels of parenting stress or economic stress
- Caregivers who use spanking and other forms of corporal punishment for discipline
- Caregivers in the home who are not a biological parent
- Caregivers with attitudes accepting of or justifying violence or aggression

Family factors

- Families that have household members in jail or prison
- Families that are isolated from and not connected to other people (extended family, friends, neighbours)
- Families experiencing other types of violence, including relationship violence
- Families with high conflict and negative communication styles

Community factors

- Communities with high rates of violence and crime
- Communities with high rates of poverty and limited educational and economic opportunities
- Communities with high unemployment rates
- Communities with easy access to drugs and alcohol
- Communities where neighbours don't know or look out for each other and there is low community involvement among residents
- Communities with few community activities for young people
- Communities with unstable housing and where residents move frequently
- Communities where families frequently experience food insecurity

Environmental Factors:

- Overcrowding in the house
- Poverty or lack of opportunity to improve the family's resources
- Family violence is present
- A non-biological adult living in the house
- Family is experiencing multiple stresses

Child Factors:

- Baby is sickly, colicky or unwanted
- Child is younger than 4 years of age
- Child has additional needs which may increase caregiver burden
- Child is the product of an abusive relationship
- Lack of attachment between child and parent

6. Dealing with allegations or suspicions

All employees have a duty to discuss any concerns they may have about the safety or welfare of a child with their line manager or one of the Safeguarding Link Officers and ensure an appropriate referral is made as outlined in this policy.

There are 5 steps employees or representatives should take:

1. **RECOGNISE** concerns as they are identified.
2. **RESPOND** to disclosures in an appropriate way and deal with immediate safety or crime concerns.
3. **REPORT** allegations or suspicions to line managers on the same day.
4. **REFER** to appropriate organisations on the same day.
5. **RECORD** incidents to share concerns with appropriate organisations, ensure data management policies and facilitate investigations or case reviews.

1. Recognise

It is not always easy to recognise when abuse has taken place or a situation that may develop to become abusive. RH employees are not expected to be experts at recognising such situations but they do have a responsibility to act if they have **any** concerns about the behaviour *of* a child, or *towards* a child.

Harm and abuse can happen in a range of different ways, and in any setting, including:

- a person's home (including a care or nursing home)
- at work
- at an education setting, including a school or college
- in a hospital
- at a day centre
- at organised clubs or groups
- anywhere else people spend their time in the community (e.g. leisure centres, open spaces).

2. Respond

It is important that you respond in the right way to anyone who may disclose a concern. Remember:

- Stay calm
- Listen carefully
- Ask questions for clarification
- Believe
- Reassure
- As a child, you will need to inform them you will have to pass information on to the right people to help them
- Don't promise to keep secrets. All allegations of harm or potential harm will be acted upon.

When responding to a disclosure or suspicion about a situation, you need to assess the situation:

- Does it need an immediate response?

It is important that we deal with any situation where someone is immediately at risk of harm or in danger, or if there is a crime in progress at that moment. If this is the case, you need to dial 999 to alert the emergency services.

- Has a crime taken place?

If someone is saying that a crime has taken place (but not in progress), you will need to support the person to report this to the police. You can do this in a number of ways:

- **Phone number:** 101
- **Website reporting form** (use the 'contact us' link):
www.derbyshire.police.uk
- **Twitter:** Sending a Direct Message to @DerPolContact

You will still need to follow the steps below.

3. Report

You will need to share your concerns with your Line Manager or contact one of the Safeguarding Lead or Link Officers on the same day as the concern was noted.

If required, the Safeguarding Lead or Link Officers are officers who can help you to consider what needs to be done next and by who.

4. Refer

The Safeguarding Lead or Link Officers can act as contact points for any employees or members of the public that need support to report any incidents or concerns they may have with a child's health and wellbeing. The person who has the concern, witnessed an incident or has received a disclosure should be the person to make the referral.

If professionals are unsure about whether to refer, they should telephone Starting Point Consultation and Advice Service for Professionals (Tel: 01629 535 353). The service operates Monday to Friday from 08:00 – 18:00.

Making a Referral to DCC's Children Social Care

The Safeguarding Lead and Link Officers, can work with you, if required, to decide what appropriate action needs to be taken, which may be:

- **Phoning Call Derbyshire on 01629 533 190**

Call Derbyshire Customer Care Assistants (CCAs) receive all telephone calls from professionals working with children in Derbyshire where there are concerns for the immediate welfare of a child/ren. Call Derbyshire CCAs will record the detail of the referral on an Initial contact record and task this immediately to **Starting Point**.

Call Derbyshire CCAs will advise referrers to follow up their verbal referral within 24 hours with written confirmation through the completion of an electronic referral document which can be found at: www.derbyshire.gov.uk/startingpoint.

Children's Social Care (through Starting Point) operates their service (both on the phone and through the Online Referral Forms from Monday to Friday 8am - 6pm. To report immediate child protection issues or safeguarding concerns out of these hours telephone:

- Call Derbyshire on Tel: 01629 532 600.

Starting Point has links with Derbyshire Constabulary, Derbyshire Health Services, as well as Children's Social Care, each with access to their own information systems. It is important to make clear that you wish to discuss an individual child and ensure you get the name and job title of the person you speak to. Any immediate courses of action can be discussed to address any concerns. The response time will vary depending on the situation, however it is expected that you are kept informed, but if this does not happen within three working days a follow up call should be made by the Lead Officer (or person making the referral).

If you have had to contact Starting Point please ensure you record the full details of the referral on the centrally held Safeguarding Spreadsheet 'joint Projects/Safeguarding Referrals and VARM' or report them to the Safeguarding Lead or Link Officer for recording purposes.

There is more information available on the services that [Derbyshire County Council provide for children and families](http://www.derbyshire.gov.uk/startingpoint) on their website.

- Speaking to workers already involved

If you are aware the child already has an allocated Early Help Team worker or social worker do not fill out this form and liaise directly with the allocated worker.

5. Record

You will need to write detailed notes on what happened and when, including who was there, what was said or done, what your suspicions are and anything else you remember about the situation. The referral form will help you to record the right information but should always include:

- Name, address and date of birth of the person concerned
- Date and time of the situation
- Your name, signature and job title
- A factual account of what happened
- The location where the incident took place
- The actual words spoken by the individual if possible and how they acted
- A note of any other people involved e.g. as witnesses

7. What is harm or abuse to adults at risk?

a) Types of abuse

Abuse is a violation of an individual's human or civil rights, by any other person or persons. Professionals should not limit their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of the individual case should always be considered. The following types of abuse and neglect are identified within the Care Act 2014, but should not be considered exhaustive;

- **Physical abuse**
Including assault, hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic abuse**
An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality. Includes psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence, Female Genital Mutilation and Forced Marriage.
- **Sexual abuse**
Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Sexual exploitation**
Involves exploitative situations and relationships where people receive 'something' (e.g. accommodation, alcohol, affection, money) as a result of performing, or others performing on them, sexual activities
- **Psychological abuse**
Including emotional abuse, threats of harm or abandonment, deprivation, of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks
- **Financial or material abuse**
Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery**
Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment.

- Discriminatory abuse
Including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- Organisational abuse
Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- Neglect and acts of omission
Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- Self-neglect
This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

b) Adults not meeting safeguarding criteria

Where there is concern that someone is being abused, neglected or is being affected by abuse, but they do not meet the definition of an 'adult at risk' as outlined in 'Definitions, 2 b)', the Vulnerable Adult Risk Management (VARM) procedures may be applicable. More information about the VARM process is available on the [Derbyshire Safeguarding Adults Board website](#).

In addition, there are other areas of community safety that may apply, each with policies, procedures and support available. These may include:

- Derbyshire Domestic Abuse Policies including MARAC, Female Genital Mutilation and Forced Marriage
- Multi Agency Public Protections Arrangements (MAPPA)
- Anti-Social Behaviour
- Hate crime
- Prevent
- Modern Slavery

For more information on these, please see the associated Information Sheets for more information, available on RH's intranet or contact your local Community Safety Team.

In all cases, information will be supplied to the person about universal safety services.

c) Recognition of mental ill health

Everyone has mental health, like everyone has physical health, both change throughout our lives. Minds like bodies can become unwell. Mental ill health can

range from mild stress-related symptoms, to acute conditions such as bipolar, depression, psychosis and schizophrenia. The following can often be indicators that someone may need help: Suicidal thoughts, social withdrawal, delusions, paranoia, confusion, self-harm, marked mood swings and severe anxiety.

Further information on Mental Health is available on RH's intranet or the Rethink Mental Illness website.

d) Barriers to disclosure

There may be a number of barriers that exist which prevent a child or adult from telling others about abuse. Some of the main barriers are:

- Be scared because they may have been threatened;
- Think they will be taken away from home;
- Believe they are to blame, or they may feel guilty;
- Think it happens to others;
- Feel embarrassed;
- Not want their abuser to get in trouble;
- Have communication or learning difficulties;
- Not yet have the vocabulary to describe what has happened;
- Be afraid that they won't be believed;
- Think they have already told e.g. by dropping hints;
- Have told someone before and weren't believed, so they believe there is no point in trying again.

e) Factors that increase the risk of abuse

There are a number of factors that can increase the risk of an adult being at risk of abuse. These can include:

- be getting older.
- have a physical or learning disability or have trouble seeing or hearing.
- not have enough support.
- have mental health problems.
- be socially isolated.
- live in inappropriate accommodation.
- misuse alcohol or drugs.
- have financial circumstances which make them higher risk.

8. Dealing with allegations or suspicions regarding adults

There are 5 steps for employees or representatives to undertake:

- 1. RECOGNISE** concerns as they are identified.
- 2. RESPOND** to disclosures in an appropriate way and deal with immediate safety or crime concerns.
- 3. REPORT** allegations or suspicions to line managers on the same day.

4. **REFER** to appropriate organisations on the same day.
5. **RECORD** incidents to share concerns with appropriate organisations, ensure data management policies and facilitate investigations or case reviews.

1. Recognise

It is not always easy to recognise when abuse has taken place or a situation that may develop to become abusive. RH employees are not expected to be experts at recognising such situations but they do have a responsibility to act if they have **any** concerns about the behaviour *of* an adult or child, or *towards* an adult or child.

Harm and abuse can happen in a range of different ways, and in any setting, including:

- a person's home (including a care or nursing home)
- at work
- at an education setting, including colleges or adult education settings
- in a hospital
- at a day centre
- at organised clubs or groups
- anywhere else people spend their time in the community (e.g. leisure centres, open spaces).

You need to assess the situation:

- Does it need an immediate response?

It is important that we deal with any situation where someone is immediately at risk of harm or in danger, or if there is a crime in progress at that moment. If this is the case, you need to dial 999 to alert the emergency services.

- Has a crime taken place?

If someone is saying that a crime has taken place (but not in progress), you will need to support the person to report this to the police. You can do this in a number of ways:

- **Phone number: 101**
- **Website reporting form** (use the 'contact us' link):
www.derbyshire.police.uk
- **Twitter: @DerPolContact**

2. Respond

It is important that you respond in the right way to anyone who may disclose a concern. Remember:

- Stay calm
- Listen carefully
- Ask questions for clarification

- Believe
- Reassure
- If it is a child, inform them you will have to pass information on to the right people to help them
- Don't promise to keep secrets. All allegations of harm or potential harm will be acted upon.

If no-one is in immediate danger, record the details of the situation and follow the next stages.

Actions to be avoided:

- Panic
- Allow shock and/or distaste to show
- Probe to find out more information than offered
- Speculate or make assumptions
- Make negative comments about the alleged abuser
- Make promises to agree to keep it a secret
- Discussing the issue with anyone other than the appropriate line Manager or Senior Manager.

It is not the responsibility of any employee, or contractor of RH to decide whether or not abuse has taken place. There is, however, a responsibility to act on any concerns and to protect adults in order that appropriate agencies (this is normally DCC's Adult Service or the Police) to make enquiries and take necessary action to protect the Adult.

3. Report

You will need to share your concerns with your Line Manager or Safeguarding Lead or Link Officers on the same day as the concern was noted.

As soon as possible, telephone / email Call Derbyshire and forward the detail of the concern on, they will ask several questions in relation to the concern, please see section 5. Have this ready prior to making the call.

NOTE: In the event that the Line Manager or Safeguarding Lead or Link Officer is not available the referral should not be delayed. A call should be made to Call Derbyshire during the same working day.

4. Refer

If the reporter does not have experience of reporting a safeguarding concern and would like assistance, the Safeguarding Lead or Link Officers can act as contact points. They can help to report any incidents or concerns they may have with an adult's health and wellbeing.

When speaking with the Safeguarding Lead or Link Officers, they will work with you, if required, to decide what appropriate action needs to be taken, which may be a referral to Adult Social Care.

This needs to be completed by;

- **Telephoning Call Derbyshire on Tel: 01629 533 190**

Call Derbyshire operates their service (both on the phone and through the Online Referral Forms from Monday to Friday 8am - 6pm. To report adult safeguarding concerns out of these hours telephone Call Derbyshire on Tel: 01629 532 600.

When referrals are made via telephone to Call Derbyshire, the referring officer should confirm in writing within 24 hours to contactcentre@derbyshire.gov.uk or as directed by the Call Derbyshire officer.

If you have had to contact Call Derbyshire, please ensure you record the full details of the referral on the centrally held Safeguarding Spreadsheet 'joint Projects/Safeguarding Referrals and VARM' or report them to the Safeguarding Lead or Link Officer for recording purposes.

Call Derbyshire has representatives from Derbyshire Constabulary, Derbyshire Health Services, as well as Adult Social Care, each with access to their own information systems. Any immediate courses of action can be discussed to address any concerns. The response time will vary depending on the situation, however it is expected that you are kept informed, but if this does not happen within three working days a follow up call should be made by the reporter to enquire what course of action is to be taken.

More information found on [the Derbyshire Safeguarding Adults Board website](#).

- **Speaking to an allocated worker**

If you are aware the adult already has an allocated Social Worker, do not fill out this form and liaise directly with the allocated worker.

5. Record

You will need to write detailed notes on what happened and when, including who was there, what was said or done, what your suspicions are and anything else you remember about the situation. The referral form will help you to record the right information but should always include:

- Name, address and date of birth of the person concerned
- Your name, signature and job title, date and time of the situation
- A factual account of what happened
- The location where the incident took place
- The actual words spoken by the individual if possible and how they acted
- A note of any other people involved e.g. as witnesses

9. Further information

There is a wealth of information available to access through the Boards, Partnerships and organisations involved. Please visit:

- [Derbyshire Safeguarding Adults Board](#)

- [Derby & Derbyshire Safeguarding Children Partnership](#)
- [Derbyshire County Council](#)
- [Derbyshire Police](#)