



In Touch/ Kids United

Safeguarding Children and Vulnerable Adults Policy and Procedure

Reviewed on: 01/06/2024

A handwritten signature in black ink that reads 'C Gluck'.

C Gluck
Trustee

A handwritten signature in black ink that reads 'R Schapira'.

R Schapira
Administrator

Policy Statement

This policy will enable In Touch to demonstrate its commitment to keeping safe the children and vulnerable adults with whom it works alongside. In Touch acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that staff, volunteers, service users and carers, and management committee can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up in order to enable In Touch to:

- Promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- To ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- And to stop that abuse occurring.

The Policy and Procedures relate to the safeguarding of children and vulnerable adults.

Children are any person under eighteen years of age. This includes children who receive a service from us and children of any adults receiving a service from us.

Vulnerable adults are defined as:

- People aged 18 or over
- Who are receiving or may need community care services because of learning, physical or mental disability, age, or illness
- Who are or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

(No Secrets, Department of Health, 2000)

The policy applies to all staff, including senior managers, management committee members, trustees, paid staff, volunteers, sessional workers, agency staff, students and anyone working on behalf of In Touch.

It is acknowledged that significant numbers of children and vulnerable adults are abused and it is important that In Touch has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy the In Touch will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion
- to ensure the safety and well being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse
- recruit staff and volunteers safely, ensuring all necessary checks are made

- provide effective management for staff and volunteers through supervision, support and training

In Touch:

- will ensure that all management committee members, trustees, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
- will act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
- Will pass information to Adult and Culture Services or children social care services when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to vulnerable adults or children
- will inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- will make a referral to the Adult or Children's Social Care Direct team as appropriate
- will endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- will ensure that the Safeguarding Officer understands his/her responsibility to refer incidents of abuse to the relevant statutory agencies (Police/Adult and Culture Services Directorate/ Children's Social Care)

The Safeguarding Officer for Safeguarding Adults in In Touch is Mrs Esther Katz, certified DSL.

They should be contacted for support and advice on implementing this policy and procedures.

Procedures

1. Introduction

In Touch provides therapy and respite opportunities to families with a disabled child. These procedures have been designed to ensure the welfare and protection of any adult or child who accesses services provided by In Touch. The procedures recognise that abuse can be a difficult subject for workers to deal with. In Touch is committed to the belief that the protection of children and vulnerable adults from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, trustees of the organisation, management committee members, staff and volunteers act appropriately in response to any concern around adult or child abuse.

2. Preventing abuse

In Touch is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within In Touch will be treated with respect.

Therefore, this policy needs to be read in conjunction with the following policies:

- Diversity
- Volunteers
- Complaints
- Confidentiality
- Data Protection
- Recruitment and Selection
- Whistleblowing

In Touch is committed to safer recruitment policies and practices for paid staff, trustees, and volunteers. This may include DBS checks for staff and volunteers, ensuring references are taken up and adequate training on Safeguarding is provided for staff and volunteers.

Management committee members/trustees will be required to provide two references and where appropriate have a DBS certification.

The organisation will work within the current legal framework for reporting staff or volunteers that are abusers.

Service users will be encouraged to become involved with the running of the organisation. Information will be available about abuse and the complaints policy and Safeguarding Children and Vulnerable Adults policy statement will be available to service users and their carers/families.

3. Recognising the signs and symptoms of abuse

In Touch is committed to ensuring that all staff, the management committee, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. In Touch will ensure that the Safeguarding Officer and other members of staff, trustees and volunteers have access to training around Safeguarding Children and Vulnerable Adults.

“Abuse is a violation of an individual’s human and civil rights by any other person or persons” (No Secrets: Department of Health, 2000)

Abuse includes:

- Physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- Sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material
- Psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
- Financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions, or benefits.
- Neglect and acts of omission: including withholding the necessities of life such as medication, food, or warmth, ignoring medical or physical care needs.
- Discriminatory abuse: including racist, sexist, that based on a person’s disability and other forms of harassment, slurs, or similar treatment.
- institutional or organisational: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers, or others in a position of trust. They may also be relatives, friends, neighbours, or people who use the same services as the person experiencing abuse.

4. Safeguarding Officer for safeguarding children and vulnerable adults

In Touch has an appointed individual who is responsible for dealing with any Safeguarding concerns. In their absence, a deputy will be available for workers to consult with.

Safeguarding Officer

Mrs Esther Katz

Work Telephone number 020 3952 8594

Mobile Number 07964005456

Emergency Contact Number 07964005456

Deputy Safeguarding Officer

Mrs Sarah Fischman

Mobile number 07984530983

Emergency contact number 07984530983

Should either of these named people be unavailable then management committee members, trustees, staff or volunteers should contact the relevant Social Care directly. See below for contact details.

The roles and responsibilities of the named person(s) are:

- To ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a child or vulnerable adult may be experiencing, or has experienced abuse or neglect.
- To ensure that concerns are acted on, clearly recorded and referred to a Social Care team or to the allocated social worker/care manager where necessary.
- To follow up any referrals and ensure the issues have been addressed.
- Consider any recommendations from the safeguarding children and vulnerable adults process
- To reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- To ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- If appropriate staff or volunteers will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and it's outcome

5. Responding to people who have experienced or are experiencing abuse

In Touch recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform the Safeguarding Officer in the organisation
- To record what happened in name of place/file/log where safeguarding concerns will be recorded

All situations of abuse or alleged abuse will be discussed with the Safeguarding Officer or their deputy. If a member of the management committee, a trustee, staff member or volunteer feels unable to raise this concern with the Safeguarding Officer or their deputy then concerns can be raised directly with Adult Social Care Direct. The alleged victim will be told that this will happen. This stage is called the alert.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Adult Social Care Direct team or children's social services as relevant.

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

The Safeguarding Officer may take advice at the above stage from Adult Social Care Direct and/or the Safeguarding Adults Unit and/or Children's Social Care Services and/or other advice giving organisations such as Police.

Safeguarding Children Contact

Hackney Children and Families Services Multi Agency Safeguarding Hub (MASH)
020 8356 5500
MASH@hackney.gov.uk

Hackney Adult Social Care

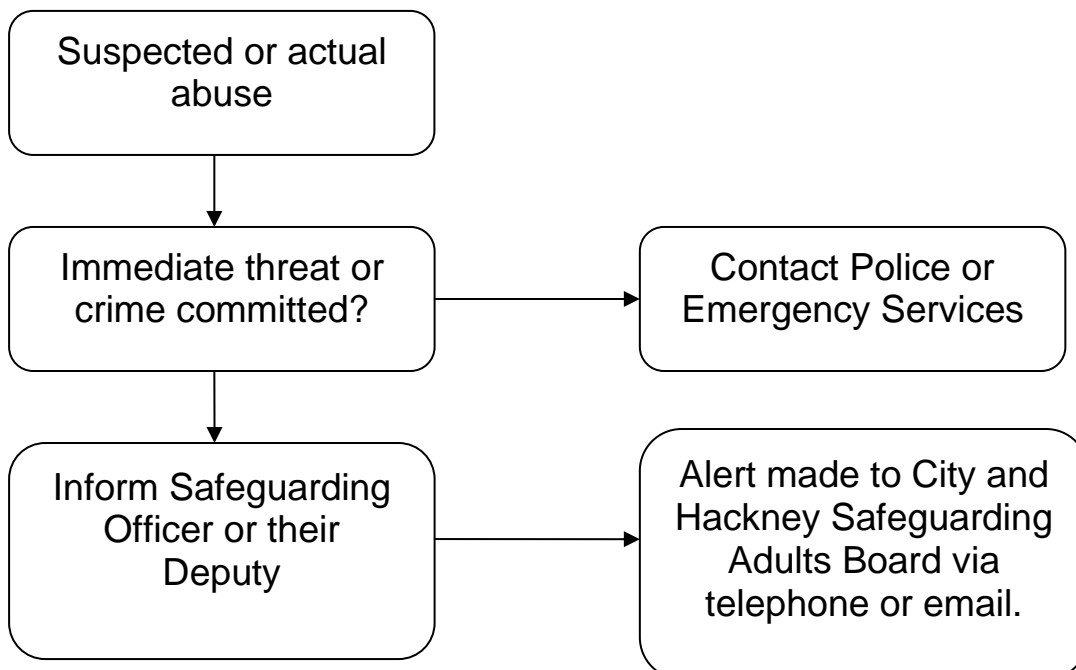
<https://hackney.gov.uk/safeguarding-vulnerable-adults>
020 8356 5782
020 8356 2300 (out of hours)

City and Hackney Safeguarding Adults Board (CHSAB)

020 8356 6498
chsab@hackney.gov.uk

Metropolitan Police

Phone: 999
Hackney: 020 8721 2322
Haringey: 020 7230 1212



6. Managing allegation made against member of staff or volunteer

In Touch will ensure that any allegations made against members or member of staff will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Safeguarding Officer will liaise with Adult Social Care Direct to discuss the best course of action and to ensure that the In Touch's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

7. Recording and managing confidential information

In Touch is committed to maintaining confidentiality wherever possible and information around Safeguarding issues should be shared only with those who need to know. For further information, please see In Touch's confidentiality policy.

All allegations/concerns should be recorded in safeguarding file in the office. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection. Access to this information will be restricted to the Safeguarding Officer and the deputy safeguarding officer.

8. Disseminating/Reviewing policy and procedures

This Safeguarding Children and Vulnerable Adults Policy and Procedure will be clearly communicated to staff, trustees, volunteers, service users, parents and carers. The Safeguarding Officer will be responsible for ensuring that this is done. Failure to follow this policy will be dealt with as a very serious matter. A trustee/ staff member/ volunteer who does not follow this policy will be issued a warning and may result in exclusion from the organization.

The Safeguarding Children and Vulnerable Adults Policy and Procedures will be reviewed annually by the Management Committee. The Safeguarding Officer will be involved in this process and can recommend any changes. The Safeguarding Officer will also ensure that any changes are clearly communicated to staff, trustees and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes

Appendix 1

Safeguarding Log Form

This form is to be used to keep internal log of any suspected or actual instances of abuse.

Person completing the form:

Role within Organisation:

Phone contact details:

Date:

Details of incident/suspected or actual abuse

To be completed by the manager or lead officer within the organisation responsible for safeguarding adults

Date of alleged incident/harm: Area where incident/harm took place:

Time of alleged incident/harm: Who reported the alert:

Date:

Who was involved:

Details of Alleged Victim

Name:

Address:

Date of Birth:

Phone:

Name and address of GP:

Ethnic Origin:

Nature of alleged victims' vulnerability:

Any other details (e.g. communication needs):

Details of Alleged Perpetrator

Name:

Address:

Date of Birth:

Phone Contact:

Ethnic Origin:

Relationship to victim:

Are they a vulnerable adult? Yes/No

Alleged perpetrators vulnerability (if applicable):

If the alleged perpetrator is a staff member please provide staff details
(E.g. job role, employer, address of place of work)

Any other details:

Have you made the victim aware that details of the incident are being recorded and will be investigated:

Yes/No

If not, why not?

Type of Abuse (Please tick one or more)

<input checked="" type="checkbox"/>			
Sexual		Physical	
Emotional		Neglect or omission	
Psychological		Financial/Material	
Discriminatory Abuse		Institutional	
Other i.e. suspicious death of a service user			

Description of alleged incident / alleged harm, detailing all people involved including witnesses

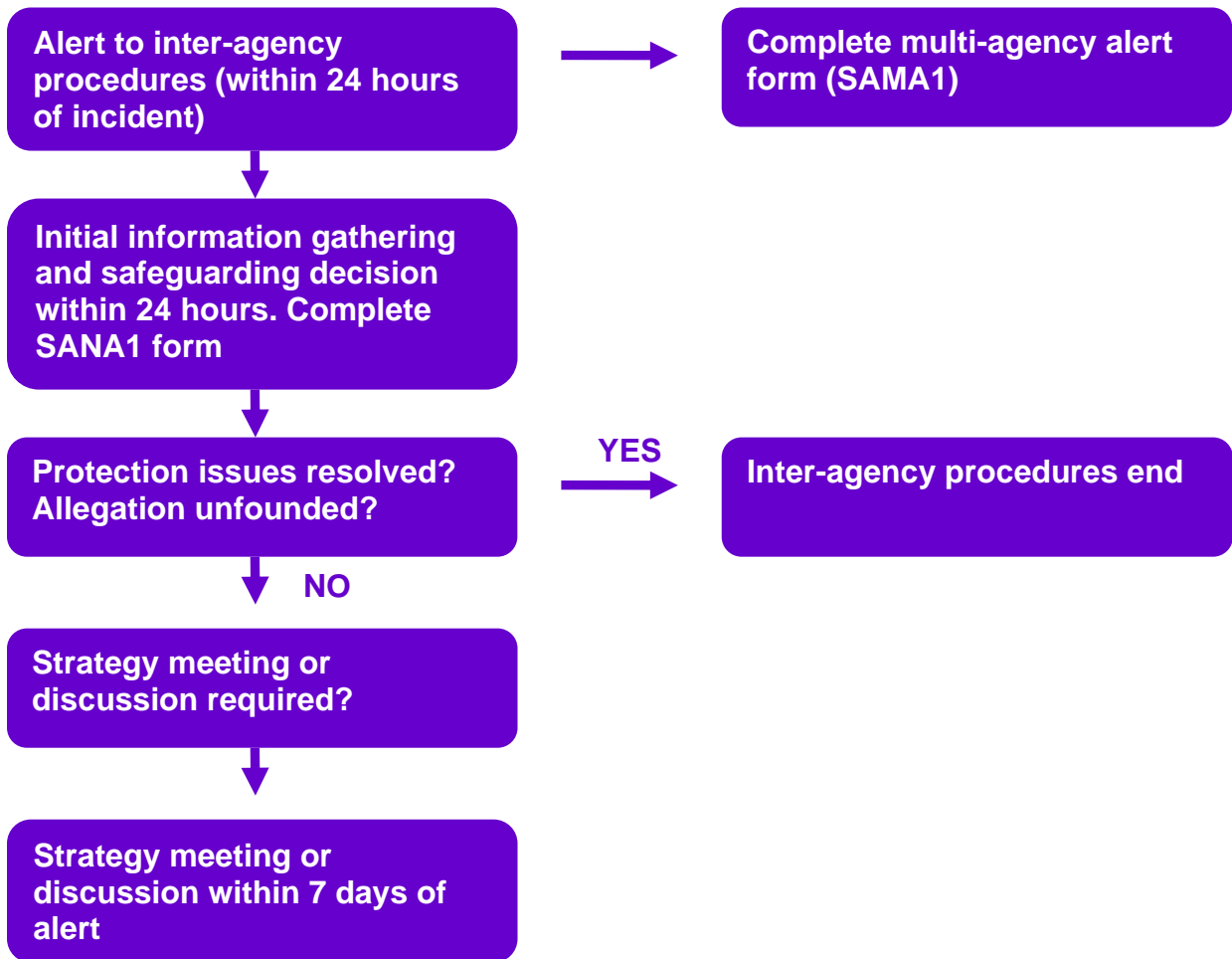
On this page please give a detailed description of the incident (please include times) and any other comments you feel are relevant. If necessary attach further pages.

What action did you take immediately after the incident/allegation of harm (E.g. administered first aid, asked perpetrator to leave, took victim to secure area)

Were the Police called: Yes / No	Were any other emergency services called: If yes, which service(s)? Yes / No
Names and badge numbers of Police:	Outcome: (Response time, taken to hospital etc)
Are there any other Agencies involved? Yes/No	Please provide details of agencies:
Are there any capacity issues? Yes/ No	Please provide details:
Has the victim made any previous referrals/alerts? Yes/No	Please provide details (e.g. dates, type of abuse):
Is the victim in immediate danger of further abuse? Yes/No	Have any immediate actions been identified to reduce the potential for further abuse? Yes/No
Has an initial assessment been made to determine further potential risk to the victim? Yes/No	What actions have been taken to reduce the potential for further abuse?
Are there any risks to others? Yes/No (Vulnerable adults, children)	Please provide details (include who this information has been shared with – e.g. Children’s Social Care, Police):
Signed:	Date:
	Time:

Appendix 2

Decision and strategy stage



Strategy and Protection Plan Stage

