



# Adult Safeguarding Policy Guidance and Procedures

## Version Control

Version	Date	Revision made
v0.1	Apr 2019	New document to reflect Rebrand to Active Suffolk from 1/4/2019, new East Suffolk Council and legislative and guidance changes. Document separated from Child Safeguarding Policy

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# **1 Introduction**

Active Suffolk is one of 43 Active Partnerships across England. Working with a wide range of local partners Active Suffolk provides the strategic lead for physical activity and sport across the county and supports Suffolk's collective ambition to be the Most Active County in England. Our Strategic Vision is

## **Improved health and wellbeing across Suffolk by inspiring everyone to be more active**

This Policy, Guidance and Procedures document demonstrates Active Suffolk's commitment to protecting and safeguarding adults at risk against potential or actual harm.

It applies to all individuals directly employed by or volunteering for Active Suffolk. It is the responsibility of all Active Suffolk employees/volunteers to implement the procedures. Active Suffolk is hosted by East Suffolk Council and any disciplinary processes taken against Active Suffolk personnel in breach of this Safeguarding Policy Guidance and Procedures will be handled in accordance with the host's Disciplinary and Grievance Procedures.

It also demonstrates a commitment to working with statutory bodies, voluntary agencies and other organisations to promote the safety and welfare of adults at risk, and acting promptly whenever a concern is raised about an adult at risk or about the behaviour of an adult. Active Suffolk will work with the appropriate statutory bodies when an investigation into abuse is necessary.

Active Suffolk will endeavour to safeguard adults at risk by:

- valuing them, listening to and respecting them;
- adopting appropriate guidelines through procedures and a code of conduct for staff and volunteers;
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- sharing information about good practice with individuals and organisations within and beyond the sector;
- sharing information about concerns with agencies who need to know, and involving carers appropriately;
- providing effective management for staff and volunteers through supervision, support and training;
- reviewing our approach annually.

Active Suffolk will endeavour to safeguard adults at risk who attend activities we fund, organise or facilitate by following these procedures if a concern is raised about an adult at risk's welfare.

## **2 Policy Statement**

### ***Active Suffolk's Duty of Care***

Active Suffolk is committed to creating and maintaining a safe and positive environment and accepts its responsibility to safeguard the welfare of all adults involved in our activities in accordance with the Care Act 2014.

Active Suffolk recognises that it has a duty of care towards adults at risk and can help to protect them from abuse and poor practice.

### ***Principles***

The six principles of Adult Safeguarding underpin this Policy, Guidance and Procedures:

- **Empowerment** - People being supported and encouraged to make their own decisions and informed consent.

“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”

- **Prevention** – It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”

- **Proportionality** – The least intrusive response appropriate to the risk presented.

“I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”

- **Protection** – Support and representation for those in greatest need.

“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”

- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse

“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

- **Accountability** – Accountability and transparency in delivering safeguarding.

“I understand the role of everyone involved in my life and so do they.”

## *Summary of Active Suffolk's Responsibilities*

Active Suffolk will:

- Promote a consistent approach to safeguarding across the sector in Suffolk for the benefit of sport and physical activity organisations, staff / volunteers, parents / carers and adults at risk
- Provide advice and guidance on safeguarding to partner organisations
- Act as an advocate for good safeguarding practice, and promote the adoption of the guidance within this document, or similar, across wider networks
- Accept the moral and legal responsibility to implement procedures to provide a duty of care for adults at risk, safeguard their wellbeing and protect them from abuse
- Respect and promote the rights, wishes and feelings of adults at risk
- Recruit, train and supervise its employees and volunteers to adopt best practice to safeguard and protect adults at risk from abuse and themselves against allegations
- Require employees / volunteers to adopt, at induction, and abide by this Policy, Guidance and Procedures document
- Respond to allegations appropriately and implement the appropriate disciplinary and appeals procedures
- Ensure that its partnership, funding or commissioning criteria reference the requirement to address safeguarding within the relevant organisation(s)
- Review the Policy every two years, in response to any changes in the role of the Partnership, in relevant legislation or following a significant incident.

### *Adoption Statement*

Active Suffolk believes that the welfare and safety of adults at risk is of paramount importance and that all adults at risk have the right to protection from abuse and to take part in sport and physical activity without risk of harm.

This Policy, Guidance and Procedures document has been reviewed, updated and formally re-adopted by Active Suffolk in July 2019 and will next be reviewed in July 2021 or earlier if there is a major change in the organisation or in relevant legislation.



Tracey Loynds  
Chair, Active Suffolk  
July 2019



John Clough  
Director, Active Suffolk  
July 2019

## **3 Guidance and Procedures**

### ***3.1 The Legal Framework***

#### **3.1.1 Legislation and Government Guidance**

The practices and procedures within this policy are based on the principles contained within the UK legislation and Government Guidance and have been developed to complement the local Safeguarding Adults Board's policy and procedures, and take the following into consideration:

- The Care Act 2014
- The Protection of Freedoms Act 2012
- Domestic Violence, Crime and Victims (Amendment ) Act 2012
- The Equality Act 2010
- The Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Sexual Offences Act 2003
- The Human Rights Act 1998
- The Data Protection Act 1998, 2018

### ***3.2 Definitions***

#### **3.2.1 Key Definitions**

To assist working through and understanding this policy, guidance and procedures a number of key definitions are explained below:

**Adult at Risk** is a person aged 18 or over who is in need of care and support regardless of whether they are receiving them, and because of those needs are unable to protect themselves against abuse or neglect.

In recent years there has been a marked shift away from using the term 'vulnerable' to describe adults potentially at risk from harm or abuse.

**Abuse** is a violation of an individual's human and civil rights by another person or persons. See section 3.3 for further explanations.

**Adult** is anyone aged 18 or over.

**Adult safeguarding** is protecting a person's right to live in safety, free from abuse and neglect.

**Capacity** refers to the ability to make a decision at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to make a decision unless it can be established that they lack capacity (Mental Capacity Act 2005).

### ***3.3 Types of Abuse and Recognising the Signs***

#### **3.3.1 Types of Abuse and Neglect - Definitions from the Care Act 2014**

The following is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour or issue which could give rise to a safeguarding concern:

**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.

This could be a participant whose appearance becomes unkempt, does not wear suitable sports kit and demonstrates a deterioration in hygiene.

**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 inhumane treatment. You may notice that a participant in a team has been missing from practice sessions and is not responding to reminders from team members or coaches.

**Domestic Abuse** – including psychological, physical, sexual, financial and emotional abuse. It also includes so called 'honour' based violence. You may notice a power imbalance between a participant and a family member. For example a participant with Downs syndrome may be looking quiet and withdrawn when their brother comes to collect them from sessions, in contrast to their personal assistant whom they greet with a smile.

**Discriminatory** – discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act.

This could be the harassing of a club member because they are or are perceived to be transgender

**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.

This could be, for example, training without a necessary break.

**Physical Abuse** – includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

This could be a coach intentionally striking an athlete.

**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.

This could be a fellow athlete who sends unwanted sexually explicit text messages to a learning disabled adult they are training alongside.

**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.

This could be someone taking equipment from an athlete with dementia.

**Neglect** – including ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

This could be a coach not ensuring athletes have access to water.

**Emotional or Psychological Abuse** – this includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

This could be an athlete threatening another athlete with physical harm and persistently blaming them for poor performance.

### **3.3.2 Additional Considerations not included in the Care Act 2014**

**Cyber Bullying** - cyber bullying occurs when someone repeatedly makes fun of another person online or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

**Forced Marriage** - forced marriage is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.

**Mate Crime** - a 'mate crime' as defined by the Safety Net Project is 'when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual.' Mate Crime is carried out by someone the adult knows and often happens in private.

In recent years there have been a number of Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.

**Radicalisation** - the aim of radicalisation is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. This may be direct through a relationship, or through social media.

### **3.3.3 Signs and Indicators of Abuse or Neglect**

Abuse can take place in any context and by all manner of perpetrator. Abuse may be inflicted by anyone who a participant comes into contact with. Club members, workers, volunteers or coaches may suspect that an athlete is being abused or neglected outside of a club setting. There are many signs and indicators that may suggest someone is being abused or neglected, these include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying their sessions.
- Someone losing or gaining weight / an unkempt appearance.
- A change in the behaviour or confidence of a person.
- They may self-harm.
- They may have a fear of a particular group or individual.
- They may tell you / another person they are being abused – i.e. a disclosure.

## **3.4 *Protecting Adults at Risk***

### **3.4.1 Good Practice Guidelines**

It can be difficult to distinguish poor practice from abuse, whether intentional or accidental.

It is not the responsibility of any individual involved in Active Suffolk to make judgements regarding whether or not abuse is taking place, however, all Active Suffolk personnel have the responsibility to recognise and identify poor practice and potential abuse, and act on this if they have concerns.

a) ***Good Practice***

**Everyone should:**

- Aim to make the experience of Active Suffolk activities fun and enjoyable.
- Promote fairness and playing by the rules.
- Not tolerate the use of prohibited or illegal substances.
- Treat all adults equally and preserve their dignity; this includes giving more and less talented members of a group similar attention, time and respect.

**Coaches and those working directly with adults at risk should:**

- Respect the developmental stage of each athlete and not risk sacrificing their welfare in a desire for team or personal achievement.
- Ensure that the training intensity is appropriate to the physical, social and emotional stage of the development of the athlete.
- Work with adults at risk, medical advisor and their carers (where appropriate) to develop realistic training and competition schedules which are suited to the needs and lifestyle of the athlete, not the ambitions of others such as coaches, team members, parents or carers.
- Build relationships based on mutual trust and respect, encouraging adults at risk to take responsibility for their own development and decision-making.
- Always be publicly open when working with adults at risk:
- Avoid coaching sessions or meetings where a coach and an individual athlete are completely unobserved.
- Avoid unnecessary physical contact with people. Physical contact (touching) can be appropriate so long as:
  - It is neither intrusive nor disturbing.
  - The athlete's permission has been openly given.
  - It is delivered in an open environment.
  - It is needed to demonstrate during a coaching session.
- Maintain a safe and appropriate relationship with athletes and avoid forming intimate relationships with athletes you are working with as this may threaten the position of trust and respect present between athlete and coach.
- Be an excellent role model by maintaining appropriate standards of behaviour.
- Gain the adult at risk's consent and, where appropriate, the consent of relevant carers, in writing, to administer emergency first aid or other medical treatment if the need arises.
- Be aware of medical conditions, disabilities, existing injuries and medicines being taken and keep written records of any injury or accident that occurs, together with details of treatments provided.
- Arrange that someone with current knowledge of emergency first aid is available at all times.

- Gain written consent from the correct people and fill out relevant checklists and information forms for travel arrangements and trips. This must be the adult themselves if they have capacity to do so.

**b) Poor Practice**

The following are regarded as poor practice and should be avoided:

- Unnecessarily spending excessive amounts of time alone with an individual adult.
- Engaging in rough, physical or sexually provocative games, including horseplay.
- Allowing or engaging in inappropriate touching of any form.
- Using language that might be regarded as inappropriate by the adult and which may be hurtful or disrespectful.
- Making sexually suggestive comments, even in jest.
- Reducing an adult to tears as a form of control.
- Letting allegations made by an adult go un-investigated, unrecorded, or not acted upon.
- Taking an adult at risk alone in a car on journeys, however short.
- Inviting or taking an adult at risk to your home or office where they will be alone with you.
- Sharing a room with an adult at risk.
- Doing things of a personal nature that adults at risk can do for themselves.

*Note: At times it may be acceptable to do some of the above. In these cases, to protect both the adult at risk and yourself, seek written consent from the adult at risk and, where appropriate, their carers and ensure that the Lead Safeguarding/Welfare Officer of your organisation is aware of the situation and gives their approval.*

If, during your care, an adult at risk suffers any injury, seems distressed in any manner, appears to be sexually aroused by your actions, or misunderstands/misinterprets something you have done, report these incidents as soon as possible to another adult in the organisation and make a brief written note of it.

### **3.5 Referral Procedures and Processes**

#### **3.5.1 What to do if you have a concern or someone raises concerns with you**

You may become aware that abuse or poor practice is taking place, suspect abuse or poor practice may be occurring or be told about something that may be abuse or poor practice. It is your duty to report this to the Lead Safeguarding Officer, or, if the Lead Safeguarding is implicated then to report it to East Suffolk Council's HR Department.

If the matter is urgent and relates to the immediate safety of an adult at risk then contact the police immediately.

It is important when considering your concern that you also consider the needs and wishes of the person at risk, taking into account the nature of the concern.

The Flowchart at *Appendix C* sets out the procedures to be followed.

### **3.5.2 How to Record a Disclosure**

It is important to note that your role is to record and pass on information accurately and not to conduct the early stages of any investigation. Safeguarding matters must not be investigated by Active Suffolk employees/volunteers. However, you may be asked to take part in a strategy discussion if Social Services consider that there is reasonable cause to suspect that an adult at risk is suffering, or is likely to suffer, significant harm.

- Make a careful note of what you see / what you are told, using the Active Suffolk reporting form (Appendix B).
- If you need to ask questions of an adult (s) at risk, do not ask leading questions, only ask open, prompting questions to clarify the nature of the concern, e.g. How did that happen? Listen carefully to anything they tell you. If you have observed signs of an injury you may ask how the injury happened, but do not make the individual feel as though they are being interrogated.
- If the explanations offered still cause you concern (e.g. if the explanation for an injury is inconsistent with the signs you have observed), make a careful note of what you have heard and observed on whatever you have to hand. Follow this up by completing the reporting form (Appendix B).
- Sign and date the reporting form.
- As long as it does not increase the risk to the individual, you should explain to them that it is your duty to share your concern with your Lead Safeguarding Officer.
- Immediately report your concerns to the Designated Person as listed below, forwarding the reporting form to that individual within 24 hours. Do not keep a copy of the reporting form for yourself, and do not discuss the matter or show the form to anyone else. Make sure the form is sent in a sealed envelope marked Private and Confidential.
- In the first instance you should contact the Active Suffolk Lead Safeguarding Officer, unless the concern is about the Lead Safeguarding Officer themselves:

**Lead Safeguarding Officer: James Payne 07775 816875**

- If the Active Suffolk Lead Safeguarding Officer is unavailable and the concern is about an Active Suffolk Employee / Volunteer, contact the Human Resources Department at East Suffolk Council:

<b>Heather Shilling</b>	<b>(01502) 523221</b>
<b>Carol Lower</b>	<b>(01502) 523228</b>

- You should also inform the Lead Safeguarding Officer at the earliest possible opportunity
- If the Active Suffolk Lead Safeguarding Officer is unavailable contact the Deputy Safeguarding Officer. This includes potential abuse taking place outside of the sporting environment, or within the sporting environment but not involving an Active Suffolk employee / volunteer.

**Deputy Safeguarding Officer: Megan Felton 07824 821554**

- Again you should also inform the Lead Safeguarding Officer at the earliest possible opportunity

**If the concern is about the Lead Safeguarding Officer contact the Human Resources Department at East Suffolk Council.**

<b>Heather Shilling</b>	<b>(01502) 523221</b>
<b>Carol Lower</b>	<b>(01502) 523228</b>

### **3.5.3 Handling Allegations of Abuse / Concerns of Poor Practice**

#### ***a) Against an Active Suffolk Employee / Volunteer***

Once an allegation or complaint has been received by the Lead Safeguarding Officer / HR Officer, the relevant East Suffolk Council procedures will be used. This includes:

- Liaison between HR and the Lead Safeguarding Officer to ensure both parties are aware of the situation. This should be done immediately, but the unavailability of either party should not cause a delay in referral to Social Care Services (or the Police).
- Informing the Line Manager of the individual concerned, within 24 hours of receiving the allegation.
- Deciding if the matter concerns possible abuse or possible poor practice. This should be a joint decision between the Lead Safeguarding Officer and HR, but if either party is unavailable the decision should be made by the other so as not to cause a delay in referral to Social Care Services (or the Police in an emergency). If there is any doubt at all about whether the matter concerns possible abuse, Social Care Services will be consulted for advice.
- If the matter concerns possible poor practice then the East Suffolk Council Disciplinary Procedures (and timescales) will be used.

- If the matter concerns possible abuse, then Social Care Services (or the Police in an emergency) will be informed immediately as well as implementing the East Suffolk Council Disciplinary Procedures.
- The employee or volunteer may need to be suspended from work whilst the matter is investigated. However, this will not be automatic and will take into account the relevant circumstances. In some cases, it may be sufficient to ensure that the employee or volunteer does not have unsupervised access to children.
- Where Social Care Services (or the Police in an emergency) are informed, any internal investigation or action will not commence until this can be done without prejudicing their procedures. Where internal procedures are underway relating to poor practice and potential abuse comes to light, the internal procedures may be suspended pending Social Care Services / Police action. A decision about immediate disciplinary action (e.g. temporary suspension pending the outcome of Police investigation) will be made in consultation with the statutory agencies involved.
- Any inappropriate behaviour by an employee that causes harm to an adult at risk in the care of Active Suffolk or in the course of an individual's work for Active Suffolk will be treated as a serious disciplinary offence.
- The Lead Safeguarding Officer will make a decision whether to share information with other relevant organisations, following the principles outlined in Section 3.5.6[a].
- The Lead Safeguarding Officer will record all actions taken above using the Form for Recording Actions Following a Referral (Appendix D), which will then be kept in lockable storage (3.5.6[c]).

***b) Not Against an Active Suffolk Employee / Volunteer***

- The Lead Safeguarding Officer (or the Deputy if the Lead Officer is unavailable) is responsible for deciding of what course of action to take. This will be done in consultation with the other Safeguarding Officers, with Social Care Services or with the Ann Craft Trust as appropriate. If the Lead Safeguarding Officer is unavailable, the Deputy Officer will inform the Lead Officer of the incident and any action taken at the earliest opportunity.
- If there is ANY doubt regarding whether an incident should be referred to Social Care Services, they will always be contacted and asked for advice.
- The Lead Safeguarding Officer will make a decision whether to share information with other relevant organisations, following the principles outlined in Section 3.5.6[a].
- The Lead Safeguarding Officer will record all actions taken above using the Form for Recording Actions Following a Referral (Appendix D), which will then be kept in lockable storage (3.5.6[c]).

### **3.5.4 Support for those Involved in Adult at Risk Risk Protection Incidents / Allegations**

In so far as it does not prejudice or impact on any investigations being undertaken by statutory agencies, Active Suffolk will ensure that all parties involved will be kept updated and informed about the progress of the investigation and subsequent processes.

#### ***a) Support for the Reporter of Suspected Abuse***

- Listening to a disclosure from an adult at risk or witnessing evidence of abuse / poor practice can be a stressful and upsetting experience, as can making a referral afterwards especially if it is against a colleague
- Active Suffolk recognises that individuals may require support in the aftermath of involvement with an incident. Counselling is available for employees / volunteers of Active Suffolk through East Suffolk Council (provided by Human Resources)
- Additionally, any concerns about making an allegation against a colleague are covered by the East Suffolk Council Whistleblower Policy, and Active Suffolk will fully support any individual that makes an allegation in good faith against an Active Suffolk employee / volunteer

#### ***b) Support for the Adult at Risk / Parent(s) / carer(s) involved***

- Social Care Services are able to advise on the support available for those affected either directly or indirectly by child abuse. Additionally, The British Association for Counselling Directory is available from The British Association for Counselling and Psychotherapy, 15 St John's Business Park, Lutterworth, Leicestershire, LE17 4HB, Tel: 01455 883300, E-mail: bacp@bacp.co.uk, Internet: www.bacp.co.uk

#### ***c) Support for Active Suffolk Staff / Volunteers Accused of Abuse / Poor Practice***

- Any allegations against Active Suffolk members of staff or volunteers will be dealt with within the strict guidelines of the East Suffolk Council Disciplinary Procedures, unless advised otherwise by Social Care Services or the Police. All information will be dealt with in the strictest confidence and the individual will be able to access counselling through East Suffolk Council.

### **3.5.5 Provision of Advice**

Occasionally you may be asked to give advice on safeguarding matters. Refer these queries to the Active Suffolk Lead Safeguarding Officer (or Deputy Officer if the Lead Officer is not available), or to Social Care Services. The Lead / Deputy Safeguarding Officer will keep a written record of what advice was given using the Record of Advice Form in *Appendix F*, which will be securely stored by the Lead Safeguarding Officer (Deputy Safeguarding Officers should forward their completed Record of Advice Forms to the Lead Safeguarding Officer within 24 hours).

### **3.5.6 Confidentiality**

#### ***a) Sharing Information with Other Organisations***

- Sometimes, it is only when information from several sources has been shared and combined that it becomes clear that an individual is at risk. Personal information about adults at risk and their families will usually be confidential and should not be disclosed to a third party without the consent of the subject. However, the law allows for the disclosure of confidential information where this is necessary to safeguard an adult at risk in the public interest.
- Disclosure of confidential information must be justifiable in each case, according to the particular facts of the case and must be limited to those people who need to know in order to take appropriate action. Active Suffolk employees / volunteers can supply personal information to other bodies such as Social Care Services or the Police
- When a complaint, allegation, positive DBS check or positive Self Disclosure Form concerns a coach, instructor or helper, it is possible that this individual may be coaching for other local organisations such as Local Authorities, Schools or sports clubs. If this is the case, it may be appropriate to share information with these organisations. However, before doing so careful consideration needs to be given regarding whether there is a legitimate reason for sharing this information.
- Consent to share information will usually be sought from the individual concerned, unless this would increase risk of harm. Advice should normally be sought from Social Care Services and / or the Police before seeking consent. However, if consent is not given, information can still be shared if it is believed that this would be in the public interest, i.e. there is believed to be an increased risk if the information is not shared
- A record will be kept by the Lead Safeguarding Officer about the reasons for the decision whether to share information or not and, if relevant, what information has been shared and with whom (Appendix D)

***b) Dealing with Complaints***

For complaints from members of the public (parents / carers / participants) about poor practice or possible abuse from Active Suffolk employees / volunteers, the East Suffolk Council Complaints Policy, including timescales for responding to complaints will apply. However, confidential information about any investigations / disciplinary procedures taking place will not be revealed (if the case is referred to Social Care Services or the Police, they may contact the person making the complaint as part of their investigation).

***c) Storage of Information***

All written information (Reporting Forms and Record of Advice Forms) will be stored by the Lead Safeguarding Officer in a locked filing cabinet, with no electronic records being kept. Access will be restricted to the Active Suffolk Safeguarding Officers, to the Human Resources Department of East Suffolk Council (if appropriate) and to Social Care Services or the Police

## **Appendix A – Coaches / Instructors Information Sheet**

# **Safeguarding Adults at Risk**

### **What to do if you have any concerns**

If at any time during your work as a coach / instructor, you are concerned that some form of abuse is taking place, then it is vital that you follow these simple steps:

1. Using the form overleaf, note down what has been said / witnessed, but remember – it is not your responsibility to investigate the situation
2. Report your concerns IMMEDIATELY to the Active Suffolk Lead Safeguarding Officer. They will decide what needs to be done and who needs to be informed:

**James Payne: 07775 816875**

3. If you cannot get hold of the Lead Safeguarding Officer and **the concern is about a member of Active Suffolk staff**, then contact one of East Suffolk Council's Co-ordinators:

**Heather Shilling (01502) 523221**

**Carol Lower (01502) 523228**

4. If you cannot get hold of the Lead Safeguarding Officer and the concern is **NOT about a member of Active Suffolk staff**, then contact the Active Suffolk Deputy Safeguarding Officer:

**Megan Felton 07824 821554**

5. In an emergency, contact Suffolk Social Care Services on 0808 800 4005 or a direct dial referral to the MASH 03456 066167 or Suffolk Police on 101
6. If you want general advice about these issues, you can also contact the Suffolk Multi Agency Safeguarding Hub (MASH) professional consultation line on 03456 061499 (9:00am to 5:00pm Monday Friday) or Ann Craft Trust Helpline on 0115 951 5400.

If you have any concerns during your coaching OUTSIDE of Active Suffolk programmes, you should:

1. Note down your concerns, using the form overleaf if you wish
2. Report them to your manager or your club's Safeguarding Officer
3. If this is not possible, contact Suffolk Social Care Services or Suffolk Police

**REMEMBER – IF YOU ARE CONCERNED ABOUT ANYTHING RELATING TO THE WELFARE OF ADULTS AT RISK, IT IS YOUR DUTY TO REPORT IT**

**A copy of Active Suffolk's Safeguarding Policy Guidance and Procedures is available on request from Active Suffolk 01394 444605 or on the Active Suffolk website ([www.activesuffolk.org](http://www.activesuffolk.org))**

**Appendix B – Reporting Form**  
**FORM FOR RECORDING ALLEGATIONS OR CONCERNS**  
**ABOUT ADULTS AT RISK**

*Please use this form as a prompt, recording any additional information on the back or on another sheet of paper. Forms can be handwritten or typed and printed off, but they must be signed, dated and timed.*

**REMEMBER – your job is not to investigate, but to record accurately all information you receive or signs and symptoms you observe. Only fill in the details you know.**

<b>Your Name:</b>
<b>Your Position:</b>
<b>Your Organisation:</b>

<b>Adult's details (name, address, contact number, age / DOB, gender etc.):</b>	<b>Adult's parents, guardian's, carer details, including contact number (where known and if relevant):</b>
<b>Details of person <u>reporting</u> suspicion / allegation / concern to you, including contact number (this may be the adult at risk):</b>	
<b>Describe what the incident / suspicion/ allegation/ concern is here (using adult at risk's words where possible):</b>	
<b>Describe fully any signs, symptoms you or others have observed (include here what the adult at risk has told you):</b>	

**Where did this occur (as far as you know)?**

**When did this happen (as far as you know)?**

**If some earlier signs/symptoms were noticed before today, when and where was this?**

**Who was informed?**

**Record details of any witness / anyone else who may have been present or have relevant information:**

**Contact details:**

**Have the parents / carers been consulted? If so, what was said?**

**Record who has been informed (Lead Safeguarding Officer / Social Care / Police) and any actions agreed:**

**Signed:**

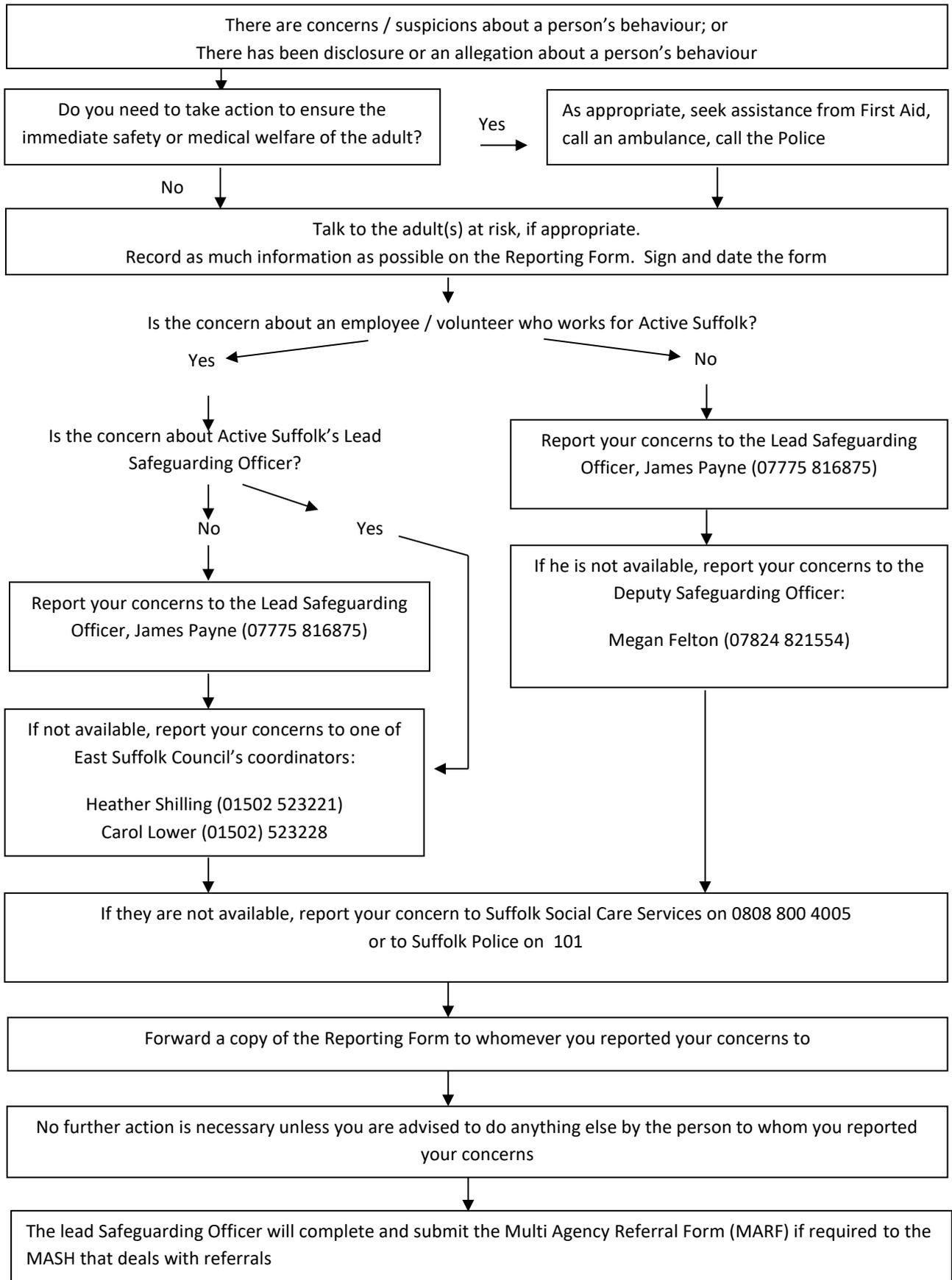
**Date and Time:**

**Job title:**

**Telephone Number:**

**SEND OR HAND THIS FORM (in envelope marked Private & Confidential, and within 24 hours) TO THE PERSON TO WHOM YOU INITIALLY REPORTED YOUR CONCERNS: NORMALLY, THIS WOULD BE LEAD SAFEGUARDING OFFICER, ACTIVE SUFFOLK, EAST SUFFOLK COUNCIL, RIDUNA PARK, STATION ROAD, MELTON, IP12 1RT**

## Appendix C – Flowchart for Reporting Concerns



**Appendix D - Form for Recording Actions following a Referral**  
 Please refer to the Safeguarding Policy Guidance and Procedures

**1. Details of person receiving referral information**

Name	
Position (delete as appropriate)	Active Suffolk Lead Safeguarding Officer / Active Suffolk Deputy Safeguarding Officer

**2. Does this matter concern possible abuse or possible poor practice? (Please tick)**

<b>Possible Abuse</b>		<b>Possible Poor Practice</b>	
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Please give the reasons for this decision, including details of any organisations (including names of individuals) that you asked for advice in order to make this decision. This may include Suffolk Social Care Services (or Suffolk Police), Ann Craft Trust, East Suffolk Council's HR Department etc. Please also include the date(s) these organisations were contacted:

**3. Possible Poor Practice**

If the matter concerns possible poor practice please give details of the actions (with dates) which have been taken to resolve this issue, including any disciplinary procedures:

**4. Possible Abuse**

If the matter concerns possible abuse, please give details of the person within Social Care Services that the matter was referred to, and any further actions that you were advised to take, or when the Multi Agency Referral Form (MARF) was submitted:

**If you know that the individual concerned also works for any other sporting organisations (LAs, SSPs, NGBs / Clubs etc.) make sure Social Care Services are made aware of this**

**5. Sharing Information**

Are you aware that the individual concerned works for any other sporting organisations(LAs, Schools, NGBs / Clubs etc)? If so, which organisations? (please list):

Did you decide to share information with any of these organisations? Yes / No

If no, why not? Did you seek advice from Social Care Services or other relevant organisations (the Police / Ann Craft Trust) before making this decision?

If yes, please list the names of the organisations (including names of individuals) that you shared information with, what information was shared, and the reason for deciding to share this information. (You should only share information with the 'nominated person' within each organisation):

Was the individual concerned informed that you intended to share this information?

Yes / No

If Yes, did they consent to the sharing of this information? Yes / No

**6. Please record any other relevant information below**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

***Appendix E – Not Used in this document***

## **Appendix F – Record of Advice Form**

### **Details of person giving advice**

Name	
Job Title	
Contact Number	
Date Advice Given	

### **Details of person asking for advice, if known (some people may prefer to remain anonymous)**

Name	
Role (i.e. coach, parent etc.)	
Contact Number	

### **Details of what question was asked or what advice was requested**

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### **Details of what advice was given (including names of any organisations / individuals that you advised the person to contact)**

--

Send or hand this form (in an envelope marked 'private and confidential') to the Active Suffolk Lead Safeguarding Officer, Active Suffolk, East Suffolk Council, Riduna Park, Station Road, Melton, Woodbridge, IP12 1RT

## **Appendix G - Role Description Active Suffolk Lead Safeguarding Officer**

The Active Suffolk Lead Safeguarding Officer is responsible for:

- Leading on the development and implementation of Active Suffolk's Safeguarding Policy and Procedures
- Ensuring that all relevant staff receive training on the Policy and Procedures
- Ensuring that the Policy and Procedures are updated as necessary
- Leading on the promotion of good safeguarding practice across the wider Partnership, including promoting the adoption of the guidance within the Partnership's Safeguarding Policy or similar
- Keeping their Child Protection, Adults Safeguarding and Safeguarding knowledge up-to-date and as comprehensive as possible, through attendance at relevant meetings and training
- Acting as the lead contact for Active Suffolk on all matters relating to child protection and safeguarding. This will include contact with:
  - Other members of the Active Suffolk team
  - Other Partner Organisations
  - The wider sporting community
  - The general public
  - Social Care Services / the Police
  - Other Child Protection, adults safeguarding organisations such as the CPSU, LSCB, LADO and the Ann Craft Trust
- Representing Active Suffolk on the Regional Child Protection Group
- Disseminating relevant information to the Active Suffolk team and wider Partnership, including:
  - Training opportunities
  - Information gained from training attended by the Lead Officer themselves
  - Changes to legislation
  - New guidance from the CPSU, Ann Craft Trust
- Providing advice upon request to any individual / organisation, and recording the details of this advice on a Record of Advice Form
- Receiving and acting upon any reported safeguarding concerns. This includes:
  - Deciding when to refer to Social Care Services / the Police and submission of a completed Multi Agency Referral Form (MARF) when appropriate
  - Deciding when it is appropriate to share information with other organisations
  - Seeking advice from Social Care Services, the CPSU, Ann Craft Trust, or East Suffolk Council's HR Department as appropriate before making either decision
  - Ensuring that all of the above follows the procedures outlined in the Safeguarding Policy
- Ensuring that all Safeguarding Reporting Forms and Record of Advice Forms are stored securely and are only made available to others on a 'need to know' basis
- Ensuring that Active Suffolk maintains Advanced Level of the Standards and completes the annual Self-Assessment Tool within the Framework for Sport
- Arranging for the Partnership's Deputy Safeguarding Officers to take over the Lead role if the Lead Officer is planning to be on leave / absent for a substantial period of time
- Represent sport / NGBs, in agreement with the NGB, at Strategy Meetings at the request of the Local Authority Designated Officer (LADO)

The Lead Safeguarding Officer is expected to attend the following CPSU training courses as soon as possible after taking on the role:

- Child Protection Policy and Implementation Procedures
- Time to Listen CSP Lead Training

## **Appendix H – Role Description for Active Suffolk Deputy Safeguarding Officer**

The Active Suffolk Deputy Safeguarding Officers are responsible for:

- Supporting the Lead Safeguarding Officer (CPO) on the development, implementation and review of Active Suffolk's Safeguarding Policy and Procedures
- Supporting the Lead CPO on the promotion of good safeguarding practice across the wider Partnership, including promoting the adoption of the guidance within the Partnership's Safeguarding Policy or similar
- Keeping their Child and Adult Safeguarding knowledge up-to-date and as comprehensive as possible, through attendance at relevant meetings and training
- Providing advice upon request (normally when the Lead CPO is unavailable) to any individual / organisation, and recording the details of this advice on a Record of Advice Form
- Receiving and acting upon any reported safeguarding concerns when the Lead CPO is unavailable. This includes:
  - Deciding when to refer to Social Care Services / the Police and submission of a completed Multi Agency Referral Form (MARF) when appropriate
  - Deciding when it is appropriate to share information with other organisations
  - Seeking advice from Social Care Services, the CPSU or East Suffolk Council's HR Department as appropriate before making either decision
  - Ensuring that all of the above follows the procedures outlined in the Safeguarding Policy
- Forwarding any completed safeguarding Reporting Forms and Record of Advice Forms to the Lead CPO
- Taking over the Lead CPO role if the Lead CPO is on leave / absent for a substantial period of time

The Deputy Safeguarding Officers are expected to attend the following CPSU training courses:

- Child Protection Policy and Implementation Procedures
- Time to Listen CSP Lead Training

## ***Appendix I – Useful Contacts***

### **Active Suffolk**

James Payne (Lead Safeguarding Officer)  
Megan Felton (Deputy Safeguarding Officer)

[www.activesuffolk.org](http://www.activesuffolk.org)  
07775 816875  
07824 821554

### **East Suffolk Council**

Heather Shilling:  
Carol Lower:

(01502) 523221  
(01502) 523228

### **Suffolk Social Care Services**

0808 800 4005 (24 Hours)

Direct dial referral to the MASH (9am to 5pm)

03456 066167

Suffolk Local Safeguarding Children's Board  
Professional consultation line on  
(9:00am to 5:00pm Monday Friday)

03456 061499

Suffolk Local Safeguarding Adults Board  
Professional consultation line on  
(9:00am to 5:00pm Monday Friday)

03456 061499

Adult Protection Duty Team can be contacted on 01449 724593 or via Customer First on 03456 066 167 or 0808 800 4005 (24 Hours)

### **Suffolk Police**

101

### **The Ann Craft Trust**

Website:  
Email:

0115 951 5400  
[www.anncrafttrust.org](http://www.anncrafttrust.org)  
[Ann-Craft-Trust@nottingham.ac.uk](mailto:Ann-Craft-Trust@nottingham.ac.uk)

## **Appendix J – Legislation and Government Initiatives**

### **Sexual Offences Act 2003**

<http://www.legislation.gov.uk/ukpga/2003/42/contents>

The Sexual Offences Act introduced a number of new offences concerning vulnerable adults and children. [www.opsi.gov.uk](http://www.opsi.gov.uk)

### **Mental Capacity Act 2005**

<http://www.legislation.gov.uk/ukpga/2005/9/introduction>

Its general principle is that everybody has capacity unless it is proved otherwise, that they should be supported to make their own decisions, that anything done for or on behalf of people without capacity must be in their best interests and there should be least restrictive intervention. [www.dca.gov.uk](http://www.dca.gov.uk)

### **Safeguarding Vulnerable Groups Act 2006**

<http://www.legislation.gov.uk/ukpga/2006/47/contents>

Introduced the new Vetting and Barring Scheme and the role of the Independent Safeguarding Authority. The Act places a statutory duty on all those working with vulnerable groups to register and undergo an advanced vetting process with criminal sanctions for non-compliance. [www.opsi.gov.uk](http://www.opsi.gov.uk)

### **Deprivation of Liberty Safeguards**

<https://www.gov.uk/government/collections/dh-mental-capacity-act-2005-deprivation-of-liberty-safeguards>

Introduced into the Mental Capacity Act 2005 and came into force in April 2009. Designed to provide appropriate safeguards for vulnerable people who have a mental disorder and lack the capacity to consent to the arrangements made for their care or treatment, and who may be deprived of their liberty in their best interests in order to protect them from harm.

### **Disclosure & Barring Service 2013**

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>

Criminal record checks: guidance for employers - How employers or organisations can request criminal records checks on potential employees from the Disclosure and Barring Service (DBS). [www.gov.uk/dbs-update-service](http://www.gov.uk/dbs-update-service)

### **The Care Act 2014 – statutory guidance**

<http://www.legislation.gov.uk/ukpga/2014/23/introduction/enacted>

The Care Act introduces new responsibilities for local authorities. It also has major implications for adult care and support providers, people who use services, carers and advocates. It replaces No Secrets and puts adult safeguarding on a statutory footing.

### **Making Safeguarding Personal Guide 2014**

<http://www.local.gov.uk/documents/10180/5852661/Making+Safeguarding+Personal+-+Guide+2014/4213d016-2732-40d4-bbc0-d0d8639ef0df>

This guide is intended to support councils and their partners to develop outcomes-focused, person-centred safeguarding practice.