

Safeguarding Policy & Procedure (Vulnerable Adults and Children)

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| Updated by | Sharon Thomas |
| Date created | September 2015 |
| Review date | November 2016 |
| Expected review date | September 2017 |
| Last reviewed by | Sharon Thomas |

Policy Statement

Ealing Adult Learning (EAL) fully recognises its responsibilities for safeguarding vulnerable adults and children. Safeguarding is paramount and it is the duty of all Ealing Adult Learning staff and volunteers working with, or in contact with children and vulnerable adults, to recognise signs of abuse, protect them from abuse and be alert to the possibility of abuse.

The main aims of this policy and the procedures are to promote the welfare of children and vulnerable adults at Ealing Adult Education and to outline:

- arrangements to minimise risks
- arrangements to take all appropriate actions to address concerns – actively promoting the concept of the safe learner

The elements of our policy:

- Ensuring safer recruitment in checking the suitability of all staff and volunteers.
- Raising awareness of safeguarding issues and equipping vulnerable adults and children with the skills needed to keep them safe.
- Developing and implementing procedures for identifying and reporting cases or suspected cases of abuse
- Supporting learners who have been abused and working together with adult or child services in accordance with his/her protection plan
- Establishing a safe environment in which vulnerable adults and children can learn and develop

1. Definition of abuse

- Neglect/ Psychological
- Emotional abuse (including efforts to radicalise)
- Physical injury/violence
- Financial abuse or material abuse
- Sexual abuse
- Discriminatory abuse including harassment
- Bullying including Cyber or e-bullying

2. Who this Policy relates to

Safeguarding Children relates to any child, under the age of 18yrs, who has suffered from, or may be at risk of, physical injury, neglect and emotional or sexual abuse.

Safeguarding vulnerable adults relates to anyone over the age of 18 years who may:

- be in need of community care services by reason of mental or other disability, age or illness

- be unable to take care of themselves or unable to protect themselves against significant harm or exploitation
- have physical or sensory impairments
- be old and frail
- be detained in custody or under a probation order
- be experiencing abuse due to problems with alcohol or drugs
- be vulnerable due to other circumstances such as being an asylum seeker or being financially vulnerable due to being neither in employment or education or training (NEET)

While it is important to recognise that certain groups of people are legally defined as vulnerable, we seek to ensure that our policies and procedures are fully inclusive and integrated “safer” practices that apply to all staff and learners. Ealing Adult Learning aim to create a safe environment for all and ensure that no one is left out.

3. Signs of Abuse

Concerns may be raised by:

- Bruises, bite marks, burns/scalds, scars or fractures
- Remarks made by a vulnerable adult or child, parent or other adult, (including speech which promotes hatred against another religious or racial group)
- Observations of the vulnerable adult or child’s behaviour or personality
- Evidence of disturbance or explicit detail in a vulnerable adult or child’s play, drawing or writing
- Neglect – where lack of due care for a vulnerable adult or child creates significant risk to their health and well-being
- If the vulnerable adult does not have any money on a regular basis to pay for their lunch etc.
- Changes to personality – where the vulnerable adult or child becomes withdrawn or aggressive; may start to wet or soil themselves

4. Designated Persons for Safeguarding

Sharon Thomas - Adult Learning Manager
 Una Crotty-Joyce – Curriculum Programme Manager
 Davinder Lally – Quality and Business Manager

These designated persons with responsibility for college wide Safeguarding. These people also form the safeguarding working group who have responsibility for the following actions:

- Liaising with Children’s’ and Adult Social Services, and any other agencies, on individual cases of suspected or identified abuse
- Co-ordinating action relating to all safeguarding issues

- Ensuring all staff and volunteers are familiar with our safeguarding Policy and Procedure
- Ensuring Disclosure and barring service (DBS) checks for new staff, and updated checks for current staff who have regular unsupervised contact with vulnerable adults and children are completed via the online system.
- Raising awareness of safeguarding vulnerable adults and children, including training where appropriate
- Attending Ealing's Safeguarding Board Meetings for both strategic and practitioners
- Reviewing and revising safeguarding policies
- Ensuring that effective procedures in relation to reporting, recording and referrals are fully communicated and implemented.

5. Safer recruitment.

Guidance set out in the Safeguarding Vulnerable Groups (SVG) Act 2006 sets out that a CRB check is only a priority for those members of staff, contractors or volunteers undertaking regulated activities, whilst it may be sufficient for employers to ensure that sufficient safeguards are in place for members of staff and volunteers undertaking controlled activities. The changes in government policy and Ofsted regulation in 2013 have stated that it is now illegal to blanket DBS check all staff members and only those who have regular unsupervised contact with vulnerable adults and children.

Due to the broad definition of vulnerable adults and the general contact that teaching staff, contractors and volunteers supporting vulnerable working within the college **must** hold a current and valid DBS check. Checks that contractors are able to work in environments with vulnerable people present must also be made and noted prior to the work-taking place.

Staff waiting for DBS checks to be cleared can undergo training and induction and a risk assessment must be undertaken but cannot undertake any unsupervised face-to-face work with vulnerable adults or children.

Quality Improvement Manager will keep the centralised list of all staff DBS's. Should we received notification that any members of staff has come up on the Information Safeguarding Authorities (ISA) barred list for working with vulnerable adults or children there will be an assessment as to whether that members of staff or volunteer can continue working undertaking their job role within the college. The safeguarding working group will make this assessment as to whether the person in question will be dismissed from their post or can retain their employment within another role.

6. Regulated activity

Regulated activity covers anyone working closely with children or vulnerable adults, paid or unpaid, not part of a family or personal arrangement, on a

frequent, intensive or overnight basis. Frequent means once a week or more (except in health or personal care services where frequent means once a month or more); intensive means on four days or more in a single month.

Regulated activity can include, but is not limited to, any of the following:

- teaching, training or instruction, care or supervision of children
- teaching, training or instruction for vulnerable adults
- providing advice or guidance wholly or mainly for children, which relates to their physical, emotional or educational wellbeing
- providing advice, guidance or assistance wholly or mainly for vulnerable adults
- any form of treatment or therapy provided to children or vulnerable adults
- driving a vehicle that is being used only for the purpose of conveying children or vulnerable adults and their carers

Safeguarding Children

All those who come into contact with children and families in their everyday work, including practitioners who do not have a specific role in relation to safeguarding children, have a duty to safeguard and promote the welfare of children.

It is the duty of all other members of staff within college to be aware of our policy and procedures and report any concerns to the designated persons.

This policy has been written, in accordance with the London Safeguarding Children Board (LSCB) London Child Protection Procedures 2007, to encompass the following:

- Children within Wider Family Learning (WFL) and Family Literacy, Language and Numeracy (FLLN) provision
- Children within Early Years settings, where learners attending courses may have workbased placements (ie. Childcare, Early Years, Teaching Assistants)
- Children who attend Early Years courses for observation/assessment purposes
- Children who may attend Open Days & IAG sessions with their parents/carers
- Children who may attend EAL for courses run by other providers (Summer Plus, private training etc)
- Children who might attend any course offered by EAL within the wider 16-18 offer or otherwise

It is Service's policy that children are not allowed to attend classes without their parents/carers unless they fall with the categories above, as this contravenes both health & safety and insurance regulations.

If you see a child left on their own at a centre, please report this to a Designated Person immediately

Procedure

1. Role and Responsibility of Staff and Volunteers

Concerns about a vulnerable adult, child or young person must be discussed with the Designated Person or the safeguarding working group immediately. This will ensure that, if necessary, a referral can be made without delay. Early referral gives more time to help a vulnerable adult or child and family/carers etc before the situation escalates, and allows time for others to protect the vulnerable adult or child. It is always best to discuss your concerns even if they are unfounded. **Do not ignore concerns. Your first priority is the welfare of the vulnerable adult or child.**

2. Designated Persons:

Staff/tutors/teachers and volunteers will notify the Adult Learning Manager or the Programme Manager. They can be contacted at:

adultlearning@ealing.gov.uk or by telephone on: **020 8825 5577** who will report the safeguarding incident to the:

Ealing referral adult contact centre: 020 8825 8000.

Once you have discussed your concerns the designated person will decide on a course of action or might discuss the matter with the safeguarding working group to decide the course of action. The Safeguarding group will inform the Adult Learning Manager of any potential allegations or incidents which will result in an investigation and referral to the police, children or adult safeguarding boards or other safeguarding agencies including the ISA.

3. Concerns or allegations about EAL staff or volunteers

Allegations or concerns about a member of staff or volunteer must be reported to the Designated Person or safeguarding working group immediately.

Our main priority is to assess the situation and allegation first to ascertain whether a referral is required to incorporate the next steps in a Multi Agency approach. Once the referral has been made then depending on the outcome of any investigation that may be undertaken externally, the concerns or allegations will be normally dealt with through internal London borough of Ealing Human Resources disciplinary policies and procedures.

It may be advisable depending on the situation to remove the vulnerable adult or child from any activity that would mean that they have direct contact with the member of staff or volunteer but only if the decision to make a referral has been made.

4. Day Centres, Schools & Early Years Settings: Any concerns raised whilst you are delivering courses, or assessing candidates, within day centres, schools or early years settings, must be reported immediately to

the school/setting Designated Person and then to EAL's Designated Persons.

5. Emergencies: If you are concerned that a vulnerable adult or child is in immediate danger please contact emergency services on the following numbers:

- **Police 999**
- **Ealing Access & Assessment Team**
- **Emergency Duty Team – Ealing**
- **NSPCC Child Protection Help Line**
- **Social Services by contacting the relevant team - Community Mental Health Team, Learning Disability Team, Older People Team or Physical Disabilities and Sensory Impairment Team, or directly to the Safeguarding Adults Manager**
- **Ealing Domestic Violence Project Management Board**

6. Disclosure (by vulnerable adult, child or third party)

Staff and volunteers should not investigate concerns themselves, as this is the role of the statutory agencies. However, if a vulnerable adult or child does talk to you (Disclosure), it is vital that you listen carefully:

- **Listen** – do not ask closed or leading questions, interrogate or give opinions
- **Do not** promise the vulnerable adult or child you will keep secrets but thank and congratulate them for coming forward.
- **Tell the vulnerable adult or child** that you will need to talk to someone else who can help
- **Remain Calm** – Be sensitive and sympathetic. You may feel shocked, angry or upset by what you have been told but if the vulnerable adult or child senses this, it may prevent them from disclosing
- **Re-assure the vulnerable adult or child** that they have done nothing wrong. Talk to the vulnerable adult or child in age appropriate language.
- **Record what you know** - as soon as possible write down what you been told, but not during the disclosure. Make sure you record the facts as soon as the person has left.

Appendix 2: Record of alleged abuse, investigation and report to the safeguarding working group.

Appendix 3: Body Maps for the vulnerable person to either indicate where the alleged abuse has taken place or for any visual marks etc are observed.

- **Report** to the Designated Person or safeguarding working group as soon as possible after the disclosure (using the form in appendix 3)
- **Referral:** Will be made by the designated persons/safeguarding working group to the relevant agencies/board/police etc after the

internal college investigation has taken place and concern is still very much apparent.

Appendix 4: Flow chart of procedures for reporting, reporting and referrals of safeguarding complaint and concerns

7. When to talk to parents/carers

- **Physical Injury:** Where there is obvious physical injury (bruises, black eyes, cuts/bruises) it is appropriate to discuss with the parent/carer. You should always record your observation and the explanation. However, if you feel the reason given suggest the injury was non-accidental, or a failure to protect the vulnerable adult or child from harm, the parent/carer should be informed of the need to refer to the Designated Person and/or Social Services.
- **Neglect:** Where neglect or emotional abuse is suspected, you can discuss with the parent/carer sources of support. If concerns persist you must refer to Social Services via the Designated Person.
- **Sexual Abuse:** **You must never** approach or discuss suspected sexual abuse with the parent/carer. Immediately inform the Designated person who will seek advice from Social Services.

8. Make Written Notes

As soon as possible write down your concerns but not during the disclosure. Record the facts accurately on the forms provided (appendix 3) and give to the Designated Person immediately as this will help to ensure accuracy.

- If physical injuries also record on body map (appendix 4)
- Disclosure – you must record **what** the vulnerable adult or child has said not what you think happened. Do not question the vulnerable adult or child or asked closed questions

9. Confidentiality

It is important that information given, or disclosed, remains confidential and only passed to those persons on a 'need to know' basis

10. Children Attending Adult Classes/Left Alone (outside classrooms)

Where children do not fit into any of the categories under Policy Statement section 6, it is the right of the college to ask any parent/carers to leave the class. If children are left in the college unsupervised the designated persons or safeguarding working group will be consulted and will then report the matter to social services.

11. PREVENT

- Ealing Adult Learning is committed to respond to the challenge of terrorism and radicalisation and the threat we face from those who promote it.
- We will make every effort to support learners who may be at risk of being drawn into terrorism and radicalisation by referral to appropriate services. We understand that the factors for vulnerability and some of the behaviours that can

result from those vulnerabilities can be the same as other risks experienced by vulnerable children and adults. Protecting those from extremism is no different to protecting them from other forms of harm and the procedures to refer these cases are the same.

Please contact our Team for more information at: adultlearning@ealing.gov.uk or telephone: 020 8825 5577

Workshop to raise awareness of Prevent - WRAP

Extremism and the support for Terrorist causes are increasingly issues that are facing safeguarding and teaching professionals in their everyday work. The events across the globe, and the way that they are interpreted are exacerbating vulnerabilities in individuals that can be exploited by radicalisers and in some cases lead to the deaths of young people and risks to their family and siblings.

The Prevent strategy forms an important part of the UK Governments Counter Terrorism Strategy and works in the 'pre criminal' space. Put simply, it is there to guide the support we give to individuals who are vulnerable to radicalisation.

Specialists who work in the field of safeguarding, offender management and crime prevention may not have read the Prevent strategy, but invariably find that they understand the principles that underpin it and quickly gain the confidence to discuss the issues arising out of extremism, and use this knowledge in their everyday work.

The medium that is used to deliver an understanding of the Prevent strategy is called 'WRAP'. It is a Home Office owned product.

What is WRAP?

The Workshop to Raise Awareness of Prevent (WRAP) is an interactive, facilitated workshop centred on a DVD product. It is normally delivered in around 1 hour and participants will have the opportunity to ask questions or discuss the connected issues either during or after the session.

It is aimed at frontline staff (such as police, safeguarding services, probation, education and youth justice staff) and is intended to give them:

- An awareness and understanding of the Prevent agenda and their role within it.
- The ability to use existing expertise and professional judgement to recognise potentially vulnerable individuals who may be susceptible to messages of violence.

- The confidence to use a common sense based response to make referrals.

The workshop covers the normal social processes that are used to influence and manipulate vulnerable people. It includes extreme right-wing and Al Qaida/ISIS case studies, terrorist ideologies and factors which may contribute to an individual's susceptibility to an extremist ideology.

During the workshop, there will be an opportunity to discuss how these issues present a risk in your local area.

The workshop will also give an introduction to the ways that a referral might be made when staff believe someone needs support – this includes an overview of the 'CHANNEL' risk assessment and case conferencing system operated locally in Ealing by Police, the Council and their partners.

Is the workshop evaluated?

Yes, you will be sent an evaluation form which needs to be copied for each of your delegates.

What needs to be in place for event to take place?

Sometimes WRAP is delivered at Perceval House by the Prevent Team and all facilities are in place, but if we are delivering at your premises, at a school for instance, we will need access to a room which ideally should be set out in a 'cabaret' style. We will need access to a projector with audio and a DVD player/laptop. If not, we can plug in our laptop to play the DVD through that, plugging your audio directly into that through the standard external speaker/headphone jack. Please let your facilitator know if you need us to bring equipment.

Is it possible to speak to someone that has already hosted a workshop?

Yes- the Prevent team have the details of people that would be willing to speak to you about their workshop. Just contact us below.

Designated safeguarding representatives and managers are invited to learn more about CHANNEL in the short, simple on line learning package at

http://course.ncalt.com/Channel_General_Awareness

The Prevent Strategy can be viewed on line through the Home Office website.

For more information, contact Nazia Matin on matinn@ealing.gov.uk or Paul Smith at smithpa@ealing.gov.uk

Appendix 1

New Referral Adult Contact Centre: (020) 8825 8000

| Useful contact list | Telephone Numbers |
|---|---|
| Safeguarding Adults Coordinator/Manager, SAFEGUARDING & SUPPORT | (020) 8825 9401/6628 |
| Acton Police Station – Community Safety Unit In an emergency please contact 101 | (020) 246 1178 |
| The out of hours Team is the Emergency Duty Team and deal with Childcare as well as Mental Health. Manager: Rosalee Brown Email: brownr@ealing.gov.uk | They are contactable during day time hours at: 2nd floor NW, Perceval House (020) 8825 5285 |
| Recovery East Avenue House, Acton, London, W3 8NJ Manager: Melissa Bullen Email: Melissa.bullen@wlmht.nhs.uk | (020) 8483 2600 |
| Care Quality Commission | 03000 616161 |
| Director on-call Commissioning Care Group (covers Brent, Harrow, Hillingdon, Central London, West London, Hounslow, Hammersmith & Fulham) | Pager No: 08448222888 |
| Ealing Emergency Duty Team for Children & Adults | (020) 8825 5000 |
| Safeguarding Adults Team | (020) 8825 9401 |
| CATT/SAM Patient Services – Kevin Simpson | |

Appendix 2:

CONFIDENTIAL

**RECORD OF ALLEGED ALERT AND REFFERAL REPORT TO
SAFEGUARDING WORKING GROUP**

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| Learner Details Name: Address: Date of Birth: |
| Courses Learner is currently undertaking |
| Background information Family Next of kin Present living situation Description of learners vulnerability (i.e: why are they vulnerable) |
| Allegation: Date of allegation: By Who: Who Reported to: Where it took place Others involved |

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| DETAILS: |
| DETAILS OF INVESTIGATION |
| Date: Interviews (with whom, when and content) Outcome of interview Any meetings held, include review meetings etc |
| Identified Management of Risks (Including opinion about level of risk to user and others) |
| Recommendation by Safeguarding Working Group (including report to Adult Learning Manager and Assistant Director) |
| Recommended referral: |
| Report completed by: |

| |
|---|
| Name, Position: Date: |
| Final Conclusion and sign off: |
| Signature: Name, Position: Date: |