

# Northmoor Community Association



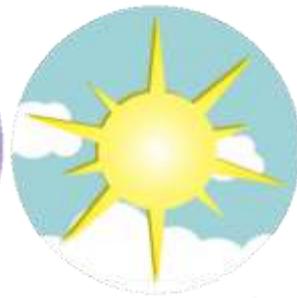
Advancing Skills and Learning



Relieving Poverty



Promoting Health and Wellbeing



Quality of Life

## **SAFEGUARDING ADULTS AT RISK POLICY AND PROCEDURES**



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## 1.0 INTRODUCTION

### 1.1 Overview

The introduction of the Care Act 2014 provides a clear legal framework for how agencies work in partnership with other services to protect adults at risk. This places adult safeguarding on the same statutory footing as child safeguarding. The Care Act defines an adult at risk, and states that specific adult safeguarding duties apply, to any adult over 18 who is experiencing one or all of the following:

- **Has** care and support needs
- **Is** experiencing, or is at risk of, abuse or neglect
- **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

Northmoor Community Association (NCA) acknowledges the duty of care to safeguard and promote the welfare of adults at risk, is committed to ensuring safeguarding practice reflects government guidance, Manchester's Safeguarding Adults' Board (MSAB) approved reporting procedures and meets Charity Commissions good governance guidance on safeguarding (**Appendix A**).

The work of NCA is varied and diverse and involves working with multiple partners and third party suppliers. Safeguarding is **everybody's** responsibility so everyone who comes into contact with adults at risk has a role to play in safeguarding adults at risk through a person centred approach. Where a third party is running a service from NCA's premises they must have their own safeguarding policies in place or must sign up to this policy within NCA's room hire terms and conditions

Safeguarding and the protection of adults at risk go beyond implementing basic adult at risk procedures. It is an integral part of all activities, functions, culture and ethos of NCA. This policy complements and supports other relevant NCA policies and should be read in conjunction with these linked policies outlined below in **point 10**. This policy is separate from NCA's policy for Safeguarding Children. Please refer to the 'Safeguarding Children Policy' for guidance and support relating to working with and protecting children.

## 2.0 PURPOSE AND SCOPE

All adults have the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation. This policy has been developed to embed safeguarding practices and procedures throughout NCA and to support the creation of a safer culture by reinforcing the safeguarding and wellbeing of adults at risk who use our services.

### 2.1 Purpose

Of this policy is to outline the duty and responsibility of NCA in respect to Safeguarding with these key objectives:

- Raise awareness about the abuse and/or neglect of adults at risk
- Develop a culture that does not tolerate such abuse and encourages people to feel confident in raising concerns
- Prevent abuse from happening wherever possible
- Work within the agreed multi agency framework within Manchester.
- Outlines everyone's responsibilities in respect of the safeguarding of adults at risk.
- Enable those who receive disclosures of, witness, or suspect abuse to make informed and confident responses.
- Ensure that prompt action is taken to minimise the risk of harm occurring from any further abuse.
- Ensure that information relating to safeguarding is kept securely and only shared on a need-to-know basis.

### 2.2 Scope

- This Safeguarding Adults at Risk Policy applies to **All** who work and are associated with NCA and who are expected to abide by the Safeguarding Code of Conduct (**Appendix B**) in relation to adults at risk. Safeguarding is about protecting the safety, independence and wellbeing of people at risk of abuse, and is **everybody's responsibility**.
- This policy relates to all adults who become known to NCA through the course of our work and who **may** be at risk of abuse.
- Assessing whether adults are experiencing abuse is the responsibility of professionals within the local authority. NCA's role is therefore not to assess whether abuse has taken place, but to safeguard by informing the local authority if information becomes known to us that could indicate that abuse may have taken place, or that an adult may be at risk of abuse.

## 3.0 GUIDING PRINCIPLES AND OUR APPROACH

**3.1 The Care Act** signals a major change in practice towards a much more person centred approach that relies on agencies working together to safeguard individuals. It sets out the following principles that should underpin the safeguarding of adults.

1. **Empowerment** – presumption of person led decisions and informed consent
2. **Prevention** – it is better to take action before harm occurs
3. **Proportionality** – proportionate and least intrusive response appropriate to the risk presented
4. **Protection** – support and representation of those in greatest need
5. **Partnerships** – local solutions through services working with their communities.
6. **Accountability** – accountability and transparency in delivering Safeguarding.

**3.2** The above **Care Act** principles shape our approach to safeguarding adults at risk: We recognise that:

- We will not assume someone is vulnerable to abuse simply because of age or disability. We will however, act on concerns or allegations of abuse or neglect which will always be taken seriously and investigated in response to an individual's particular needs.
- Anyone raising a safeguarding alert, allegation or concern in good faith should always be listened to, believed and assured that we will act on their concern. We value, listen and respect them.
- The wishes and preferences of the adult at risk should be central to the Adult Safeguarding process – known as Making Safeguarding Personal (MSP).
- Our obligations to ensure we follow safe recruiting practices when employing and appointing staff and volunteers undertaking the necessary DBS (Disclosure & Barring Service) checks and will share information on staff found to be unsuitable to work with people at risk, by referring their details to the DBS.
- The need for clear lines of accountability and defined roles and responsibilities within NCA and the value in promoting safeguarding so that adult customers can safeguard themselves
- We will act in accordance with agreed MSAB inter agency information sharing protocols. Where possible we will seek a person's consent to share information. We cannot guarantee full confidentiality when our duty to safeguard adults or children at risk, or the public interest, is greater than our responsibility to an individual.
- Our duty to be vigilant regarding the welfare of our adult at risk customers and their families and to train staff to recognise the signs of abuse and/or neglect.
- Staff, volunteers, Trustees have access to, and are familiar with, this policy and will know their responsibilities.
- All staff, volunteers and Trustees will receive training at a level proportionate with their role in Safeguarding Adults (**Appendix G**); and have access to information about how to report concerns or allegations of abuse.
- That good record keeping (clear, concise, factual & accurate) is essential, enabling an appropriate response to concerns. It can also be key to preventing abuse as it can provide indicators of particular risks or vulnerabilities
- The Mental Capacity Act (2005) will be used by NCA in partnership with the relevant statutory services to guide decisions on behalf of those adults at risk who are unable to make certain decisions for themselves.

#### **4 ROLES AND RESPONSIBILITIES**

**NCA Management Committee (Overall Accountability)** ensuring that:

- An Adult at Risk policy and procedure is in place.
- Serious incidents are reported to the Charity Commission promptly.
- Safe recruitment processes and procedures are followed (**Appendix C**), all appropriate checks are carried out, and that at least one panel member has undertaken Safer Recruitment Training.
- The policy is reviewed annually and updated in line with legislative and/or organisational developments.
- There are procedures for dealing with allegations of abuse against staff and volunteers that comply with MSAB.
- There is a named Safeguarding Trustee (For Adults at Risk this is Paula Crawford)

**NCA Centre Manager (Lead Person in Safeguarding) responsible for:**

- Day to day responsibility for the implementation of this policy and raising awareness on behalf of the committee.
- Ensuring that ALL complete their safeguard training according to the training matrix.
- Appropriate whistle blowing procedures and setting an open and inclusive culture that enables safeguarding and equality and diversity issues to be addressed.
- Sufficient resources and time are allocated to enable the Designated Safeguarding Officers x 3 and other staff to carry out their responsibilities including taking part in internal SAFE meetings.
- Liaise with the Management Committee on any issues and ongoing investigations and ensure there is always cover for this role.

**Designated Safeguarding Adult Officer responsible for:**

- Providing advice and support to other staff, liaising with the Centre Manager and local authority.
- Ensuring third parties adopt NCA's safeguarding policies or provide their own via room hire T&C's.
- ALL to feel able to raise concerns about poor or unsafe practice in regard to adults at risk, and such concerns are addressed sensitively and effectively in a timely manner in accordance with agreed whistleblowing policies.
- Promoting awareness of the policy which alerts adults at risk to feel confident in disclosing.
- Referring cases of suspected abuse or allegations to the MSAB and liaise with other agencies if needed.
- Act as a source of support, advice and expertise within the organisation;
- Attend and contribute to SAFE meetings.

**All (Staff, volunteers, Trustees) will:**

- Fully comply with the centre's policies and procedures
- Attend appropriate training
- Inform the Designated Safeguarding Adult Officer of any concerns
- Recognise how to identify signs of abuse and when it is appropriate to make a referral;
- Have a working knowledge of how Manchester Safeguarding Adult Board operate,
- Have access to and understand the Adult at Risk policy and procedure; and help to promote it
- Have safeguarding training as part of their induction;
- Keep detailed accurate secure written records of referrals; discussions with other agencies and/or concerns
- Obtain access to resources and attend any relevant or refresher training courses at least every two years.

## 5. DEFINITIONS AND TYPES OF ABUSE

To assist working through and understanding this policy a number of key definitions need to be explained:

**Adult Safeguarding** is the term given to promoting the right of people to live without suffering or the fear of suffering, abuse or neglect and refers to all the preventative measures taken to stop someone being abused.

**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. This includes adults with physical, sensory and mental impairments and learning disabilities, whether present from birth or due to advancing age, illness or injury. Also included are people with a mental illness, dementia or other memory impairments, and people who misuse substances or alcohol (*where this has led to impaired physical, cognitive or mental health*).

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.

**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).

**Abuse** Adult abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse may be physical or sexual, it may involve people taking money without permission or not looking after someone properly. It may involve poor care practices, bullying or humiliating, or not allowing contact with friends or families. Abuse often involves criminal acts and will mean police involvement. Abuse can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture. It can take a number of forms, including the following:

<ul style="list-style-type: none"><li>• <b>Physical abuse</b></li><li>• <b>Domestic violence and Domestic abuse</b></li><li>• <b>Sexual abuse</b></li><li>• <b>Psychological abuse</b></li><li>• <b>Financial or material abuse</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Modern slavery</b></li><li>• <b>Discriminatory abuse</b></li><li>• <b>Organisational abuse-</b></li><li>• <b>Neglect and acts of omission</b></li><li>• <b>Self-neglect</b></li></ul>
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Please see **Appendix D** for detailed definitions of abuse including signs and indicators under these forms of abuse.

## 6.0 SAFEGUARDING ADULTS AT RISK KEY LEGISLATION AND GOVERNMENT INITIATIVES

We have drawn this safeguarding policy together on the basis of all relevant guidance (statutory and non-statutory) that seeks to protect adults at risk, including:

- [Human Rights Act \(1998\)](#) gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR).
- [Public Interest Disclosure Act \(1998\)](#) provides protection to "workers" making disclosures in the public interest and allows such individuals to claim compensation for victimisation following such disclosures.
- [Sexual Offences Act 2003](#) The Sexual Offences Act introduced a number of new offences concerning adults at risk and children.  
[Mental Capacity Act 2005](#) 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 should be the least restrictive intervention.
- [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 or their care or treatment, and who may be deprived of their liberty in their best interests in order to protect them from harm.
- [Safeguarding Vulnerable Groups Act 2006](#) 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.
- [Equality Act \(2010\)](#) legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single **Act**, making the **law** easier to understand and strengthening protection in some situations.
- [Protection of Freedoms Act 2012](#) Merged the Independent Safeguarding Authority with the Criminal Records Bureau (CRB) to form a single, new, non-departmental public body called the Disclosure and Barring Service (DBS) [Disclosure & Barring Service 2013](#) 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).
- [The Care Act 2014 – statutory guidance](#) 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](#) This guide is intended to support councils and their partners to develop outcome-focused, person-centred safeguarding practice.

- [Modern Slavery Act \(2015\)](#) will give law enforcement the tools to fight modern slavery, ensure perpetrators can receive suitably severe punishments for these appalling crimes and enhance support and protection for victims.
- [Revised Care and Support Statutory Guidance - Safeguarding \(2017\)](#) The guidance will be used by local authority officers to plan care and support at a local authority level, as well as by practitioners. The guidance will also be used by people using care and support, their families, the voluntary sector and providers of care and support to help them understand the new system, and by courts in deciding whether a local authority has acted within the law.

## 7.0 PROCEDURES FOR DEALING WITH ALLEGATIONS OF ABUSE

### 7.1 Making safeguarding personal

NCA is committed to 'making safeguarding personal'. This means that staff and volunteers must adopt a person-led and outcomes-focused approach to safeguarding. The adult at risk should be engaged in a conversation about how best to respond to their safeguarding situation in a way that enhances their involvement, control and choice at the beginning, middle and end of the safeguarding process. The flowchart ([Appendix E](#)) must be followed for referrals.

### 7.2. Raising a safeguarding concern

When an employee or volunteer identifies concerns that an adult may be, or is, at risk of abuse, they will consult with the Designated Adult Safeguarding Officer **within two hours**. Making decisions about when to refer through multi-agency procedures can be complex, and at this point the consideration to the following questions must be given to aid the decision-making process:

- **Empowerment:** What does the person want? What rights need to be respected? Are there duties to act; are others at risk of harm?
- **Protection:** Is this person a 'vulnerable adult'? What support do they need? Is capacity an issue? Should others (such as a carer) be involved?
- **Proportionality:** Have risks been weighed up? Does the nature of the concern require referral through multi-agency procedures?
- **Partnership:** What is the view of others involved? How do multi-agency procedures apply?
- **Accountability:** Is the decision well-made? Is it defensible?

### 7.3 Referrals

If the adult at risk of abuse consents to safeguarding procedures and a referral to other agencies, then it is reasonable to proceed and make a referral following the MSAB procedures [here](#). This should happen **on the same working day** that the concerns were noted and consent obtained.

### 7.4 Mental capacity and referring

If the adult at risk of abuse is perceived to lack mental capacity for the decision not to be referred, then consideration is made by the employee and the line manager as to what is in their best interests. If it is decided that it would be in their best interests to be referred, the manager will make a referral following the MSAB procedures. This should happen **on the same working day** that the concern was noted.

### 7.5 Referring without consent: other justifiable reasons

Other justifiable reasons when a referral can be made without consent include:

- Emergency or life-threatening situations
- When other people are, or may be, at immediate risk of harm, including children

### 7.6 Confidentiality

All staff, volunteers and trustees must work under the principle that confidentiality is extremely important, however, under no circumstances will any staff, volunteer or trustee of NCA keep confidential any information that raises concerns about the safety and welfare of an adult at risk. This statement relating to confidentiality is made known to all who access any provision of NCA.

### 7.7 Allegations against Employees, trustees or volunteers

If you have information which suggests a staff member, trustee or volunteer has:

- Behaved in a way that has harmed or may have harmed an adult at risk
- Possibly committed a criminal offence against, or related to an adult at risk
- Behaved towards an adult at risk in a way that indicated s/he is unsuitable to work with adults at risk

You should speak immediately with the Chair David Callicott who will inform MSAB Local Authority Designated Officer (LADO) within 24 hours to provide advice or support in any allegations process, including advising whether or not immediate suspension of the person concerned should be initiated. If it is not possible to involve the Chair, contact the MSAB LADO direct.

### 7.8 Outside of working hours

If an emergency arises outside of normal working hours (i.e. between 5pm and 9am on weekdays, or on weekends and statutory holidays) all employees and volunteers must ring **999** or if it is a non emergency outside of working hours then ring the **Manchester Contact Centre: 0161 234 5001**.

## 8.0 SEVEN GOLDEN RULES FOR INFORMATION SHARING

- Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.
- Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be, shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
- Seek advice if you are in any doubt, without disclosing the identity of the person where possible.
- Share the consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.
- Consider safety and well-being: Base information-sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.
- Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
- Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

## 9. THE DO AND DON'T'S IF CONCERNED ABOUT AN ADULT AT RISK OF ABUSE OR HARM

In the event of an incident or disclosure:

### DO

- stay calm
- make sure the individual is safe; assess whether emergency services are required and if needed call them
- listen carefully and establish the basic facts
- offer support and reassurance
- make careful notes and obtain agreement on them
- ensure notation of dates, time and persons present are correct and agreed
- take all necessary precautions to preserve forensic evidence
- explain areas of confidentiality; immediately speak to your manager for support and guidance
- explain the procedure to the individual making the allegation
- remember the need for ongoing support.

### DON'T

- confront the alleged abuser
- be judgemental or voice your own opinion
- be dismissive of the concern
- investigate or interview beyond that which is necessary to establish the basic facts
- disturb or destroy possible forensic evidence
- consult with persons not directly involved with the situation
- ask leading questions
- assume information
- make promises
- ignore the allegation
- elaborate in your notes

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the designated Vulnerable Adult Protection Officer.

## 10 EQUALITY AND DIVERSITY

We appreciate that abuse may receive less recognition amongst particular groups, religions and cultures. We will ensure we raise awareness of safeguarding issues and our approach with customers of all backgrounds and ensure they are comfortable and empowered to report and discuss incidents of abuse and neglect.

## 11 OTHER READING AND LINKED POLICIES

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Grievance Policy &amp; Procedure</li> <li>• Whistle Blowing Policy &amp; Procedure</li> <li>• Equality and Diversity Policy</li> </ul> | <ul style="list-style-type: none"> <li>• GDPR Policy</li> <li>• Safer Recruitment Policy</li> <li>• Volunteer Policy</li> </ul> |
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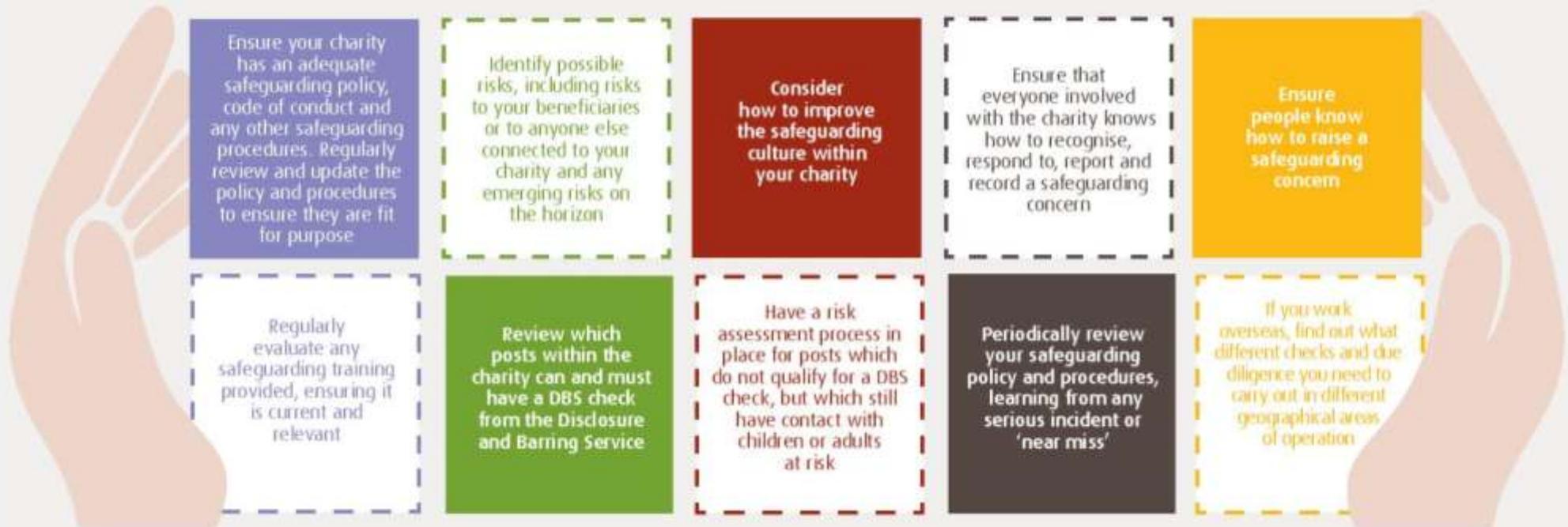
## 12 REVIEWED AND POLICY REVISIONS

This policy will be reviewed and amended annually, to reflect best practice and/or changes in legislation.

Policy Ref: SP 2	Approved: 20/08/2019
Previous Revision: 02/2018	
Last Revision: 18/08/2019	Next Review: August 2020
<p>Signature:  (Chairperson of NCA Board)</p>	

## 10 actions trustee boards need to take to ensure good safeguarding governance

Safeguarding should be a key governance priority for all charities



**CHARITY COMMISSION  
FOR ENGLAND AND WALES**

## Appendix B

### NCA's Safeguarding Code of Conduct for staff and volunteers

NCA believes that all children and adults at risk have the right to protection from all forms of abuse and harm. Staff, volunteers, and others representing or visiting NCA's projects are responsible for maintaining a professional role with children and adults at risk, which means establishing and maintaining clear professional boundaries that serve to protect everyone from misunderstandings or a violation of the professional relationship. This Safeguarding Code of Conduct outlines the behaviour NCA expects from all staff, volunteers and others associated with NCA, with regards to working with or in the proximity of children and/or adults at risk.

I, (name) \_\_\_\_\_, agree to abide by the following behavioural guidelines with regards to children and adults at risk I come into contact with through my work:

#### I will:

- Treat all children and adults at risk with respect, regardless of race, colour, sex, sexual identity, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
- Conduct myself in a manner that is consistent with the values of NCA
- Provide a welcoming, inclusive and safe environment for all children and adults at risk
- Respect cultural differences which do not harm the child or vulnerable adult
- Encourage open communication between all children, young people, adults at risk, parents, staff and volunteers and enhance and promote the participation of children and adults at risk in the decisions that affect them
- Be transparent in my actions and whereabouts
- Take responsibility for ensuring I am accountable and transparent, and that I do not place myself in positions where there is a risk of allegations being made. I will exercise caution about being alone with a child. In situations where this may be needed (for example where a child wants to speak in private) think about ways of making this seem less secret for example by telling another worker or volunteer what you are doing and where you are, leaving a door ajar, being in earshot of others and lastly note the conversation in the log.
- Report any concerns of abuse or policy non-compliance in accordance with NCA's reporting procedures
- Keep confidential all information that I am party to regarding safeguarding protection cases, disclosing and discussing information only with the relevant parties.
- Report any concerns or suspicions regarding abuse or policy non-compliance by a fellow worker, volunteer, contractor or visitor, in line with NCA's reporting procedures
- Talk explicitly to children or adults at risk about their right to be kept safe from harm.
- Listen to children and adults at risk and take every opportunity to raise their self-esteem.
- Work as a team with co-workers/volunteers. Agree with them what behaviour you expect from children and be consistent in enforcing it. If you have to speak to a child about their behaviour remember you are challenging 'what they did' not 'who they are'.
- Comply with all relevant national legislation, including labour laws in relation to child labour
- Immediately disclose all charges, convictions and other exploitation and abuse and policy non-compliance in accordance with appropriate procedures

#### I will not:

- Engage in behaviour that is intended to shame, humiliate, belittle or degrade children or adults at risk
- Use inappropriate, offensive, harassing, abusive, sexually provocative, demeaning, culturally inappropriate or discriminatory language when speaking with a child or vulnerable adult
- Do things of a personal nature that a child can do for him/herself, such as assistance with toileting or changing clothes. If this is necessary, for example for a child or adults at risk with a disability, I will inform my line manager/supervisor first and be as open as possible in my behaviour, which includes explaining what I can do to assist them
- Invite unaccompanied children or adults at risk into my home, unless they are at immediate risk of injury or in physical danger at which point I will inform my line manager or supervisor.
- Smoke in front of any child or young person or use un-prescribed drugs or be under the influence of alcohol.
- Use physical punishment, hit or physically assault children or adults at risk
- Develop sexual relationships with children or relationships with children or adults at risk that may be deemed exploitative or abusive. Engage in any form of sexual activity or acts, including paying for sexual services or acts, with anyone under the age of 18 or with a vulnerable adult
- Encourage or condone behaviour on the part of others which constitutes abuse or exploitation of a child or vulnerable adult
- Behave provocatively or inappropriately with a child or vulnerable adult. Hold, kiss, cuddle or touch a child or vulnerable adult in an inappropriate, unnecessary or culturally insensitive way
- Seek to make contact, in person, by phone, or electronically, and/or spend time with any child or vulnerable adult that I come into contact with in my role as a representative of NCA outside of designated work and activity times of my role
- Discriminate against any children or adults at risk for any reason or show special favour towards any child or group of children or adults at risk

- Release or discuss any personal confidential information about suspected or proven abuse or protection cases other than with the relevant safeguarding persons within NCA.
- Use any computer, mobile phone, or video and digital camera to exploit or harass children or adults at risk. I will not access illegal images of children through any medium (see also 'Use of Children's Images' below)

**Use of Children's Images**

- When photographing or filming a child/children or vulnerable adult for work purposes, I must:
  1. Assess and endeavour to comply with local traditions or restrictions for reproducing personal images
  2. Obtain consent from the child/vulnerable adult and a parent/guardian of the child/vulnerable adult. As part of this I must explain how and where the photograph or film will be used. I must follow NCA's guidance on obtaining consent for taking photos of groups of children
  3. Ensure photographs or films present children and adults at risk in a dignified and respectful manner, not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive
  4. Ensure images are honest representations of the context and the facts
  5. Ensure children and adults at risk are portrayed as part of their community
  6. Ensure file images do not reveal identifying information about a child or vulnerable adult when sending images electronically
  7. Ensure there is no identifying information of the child or vulnerable adult used in the publication of images with their location. Ensure all recorded identifying details are stored confidentially.
  8. Ensure all photographers I am supervising are screened for their suitability, including police checks where appropriate.
  9. Not post images or details of children or adults at risk associated with NCA's work on personal social media sites

I understand that the onus is on me, as a person engaged or associated with NCA, to use common sense and avoid actions or behaviours that could be construed as abuse when engaging in activities or projects of NCA or other agencies.

I have read NCA's Safeguarding Policies and Safeguarding Code of Conduct and discussed its contents with my line manager/supervisor. I am aware that NCA expects me to uphold at all times the standards of behaviour described in the Safeguarding Code of Conduct above. I also understand that disciplinary measures and/or legal steps will be taken if I am found to be in breach of the Safeguarding Code of Conduct.

Signature of Staff Member: \_\_\_\_\_

Name of Staff Member: \_\_\_\_\_

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

**Appendix C**  
**Safeguarding Recruitment Checklist**

Steps in recruitment	How it can help keep children /adults at risk safe
<p>When designing the job, analyse the role and think about the safeguarding issues and risk in that job:</p> <ul style="list-style-type: none"> <li>• What contact with children/adults at risk will the job involve?</li> <li>• Will the employee have unsupervised access to children and/ or adults at risk, or hold a position of trust?</li> <li>• What other sort of contact may the person have with children /adults at risk (e.g. via email, telephone, letter, internet)?</li> </ul>	<p>Helps NCA to determine the level of contact with children/adults at risk and potential risks of abuse</p>
<p>Develop clear role profiles, terms of reference/role briefs for all posts including short-term and consulting contracts.</p>	<p>(same as above)</p>
<p>Make sure that the selection-criteria outlines the relevant experience needed if the post involves direct work with children and/or adults at risk.</p>	<p>Positions with greater contact with children/adults at risk may require more specialised skills and experience</p>
<p>Make sure that the commitment to keeping children/adults at risk safe is included in details of any post advertised for prospective job candidates. Mention of the safeguarding policy should be mentioned on the website and a copy of the policy including Code of Conduct should also be on the website.</p>	<p>This will help deter sex offenders and other unsuitable people from applying.</p>
<p>Develop application forms that ask for consent to gain information on a person's past convictions/pending disciplinary proceedings.</p>	<p>For the purpose of conducting criminal background checks</p>
<p>Whenever possible, conduct interviews face-to-face</p>	<p>In order to pick up on non-verbal cues</p>
<p>Make sure you have a well-planned interview process –            Make sure the interviewers have the relevant experience and knowledge about child safeguarding and best practice.</p>	<p>Behaviour-specific questions help uncover any areas of concern about an applicant</p>
<p>Include some specific behavioural-based questions in the interview that draw out people's attitudes and values in relation to the protection of children.</p>	<p>Behavioural-based questions that ask for examples of past behaviour give the best indication of future behaviour.</p>
<p>Ask for documentation to confirm identity and proof of relevant qualifications.</p>	<p>Deters potential abusers, prevents applicants from covering up a history of questionable or criminal behaviour</p>
<p>Ask applicant to sign a declaration that they have not been charged with child abuse or exploitation offences.</p>	<p>This gives NCA stronger grounds to terminate employment if convictions are discovered later on.</p>
<p>Take two references including from previous employers or others who have knowledge of the candidate's experience and suitability to work with children. One of the references must be their immediate prior employer.</p>	<p>Written references are easier to be forged. Verbal referee checks provide opportunities to gauge non-verbal cues such as hesitancy and ask follow up questions</p>
<p>Verify the identity of referees</p>	<p>To ensure referees are actual previous employers or people not related to the applicant</p>
<p>Conduct as many background checks as possible.</p>	<p>To be certain of a person's background and qualifications</p>
<p>Whenever the local situation and legislation allows it, all successful applicants must undergo a police background check, including in the country of their last residence. If a police background check cannot be performed, then the staff member must sign a Statutory Declaration form applicable for the country situation, stating the person has not committed any crimes against children.</p>	<p>Prime areas of concern in a police check include:</p> <ul style="list-style-type: none"> <li>- Child abuse</li> <li>- Child or adult sexual offences</li> <li>- Violence</li> <li>- Illegal images of children</li> <li>- Internet offences involving children</li> </ul>
<p>Successful applicants will be provided with full copies of the safeguarding policies, fully inducted and asked to sign the Safeguarding Code of Conduct. This will be kept in their HR file, along with a photo copy of the person's identity document.</p>	<p>Having staff sign the code of conduct:</p> <ul style="list-style-type: none"> <li>- Creates clear boundaries</li> <li>- Prevents misinterpretations</li> <li>- Identifies inappropriate boundaries</li> </ul> <p>Is empowering for colleagues and management</p>
<p>All postings should have a probationary period of employment to ensure suitability once in post.</p>	<p>A probation period allows NCA to assess the skills and capacity of a new employee, as well as monitor aspects of an employee such as honesty, reliability, and interactions with co-workers, communities and children.</p>

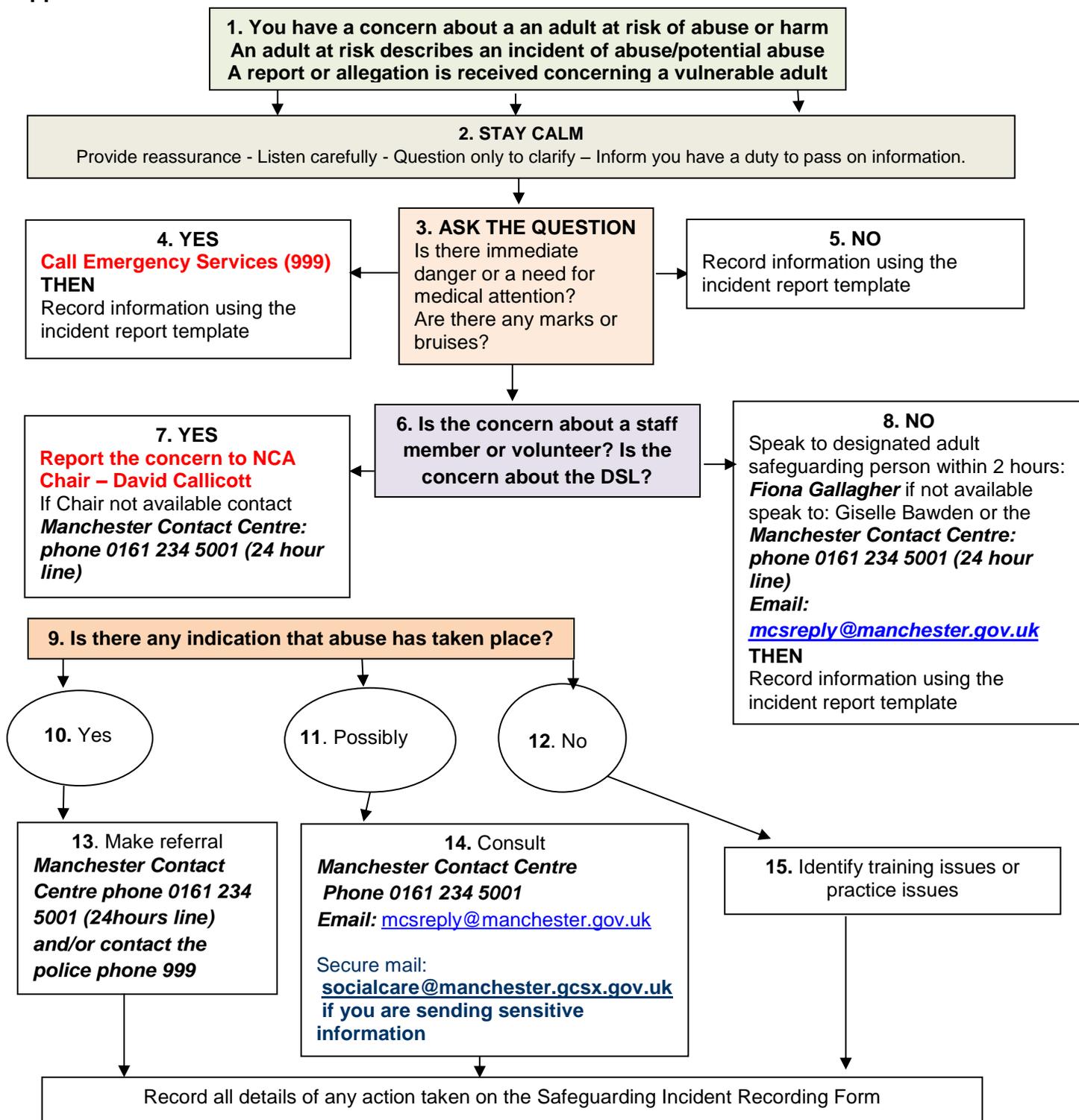
## Appendix D: Different forms of Adult Abuse – Description and Signs and Indicators

Category of Abuse	Description	Signs and indicators
<b>Physical abuse</b>	The physical mistreatment of one person by another which may or may not result in physical injury, this may include slapping, burning, punching, unreasonable confinement, pinching, force-feeding, misuse of medication, shaking.	Over or under use of medication, burns in unusual places; hands, soles of feet, sudden incontinence, bruising at various healing stages, bite marks, disclosure, bruising in the shape of objects, unexplained injuries or those that go untreated, reluctance to uncover parts of the body.
<b>Domestic abuse</b>	In 2013 the Home Office announced a change to the definition of domestic abuse to include psychological, physical, sexual, financial and, emotional abuse. There can be 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 and may include Female Genital Mutilation; forced marriage and so-called honour based violence. People can now ask for information from the police if they suspect a partner has committed domestic Violence in the past through <b>Clare's Law</b> (see further below for further details)	Will include all those include under previous categories in this document, including unexplained bruising, withdrawal from activities, work or volunteering. Not being in control of finances, having options and making decisions.
<b>Sexual abuse</b>	Any form of sexual activity that the adult does not want and or have not considered, a sexual relationship instigated by those in a position of trust, 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.	Signs of being abused may include recoiling from physical contact, genital discharge, fear of males or female, inappropriate sexual behaviour in presence of others, bruising to thighs, disclosure, and pregnancy. Abusers may take longer with personal care tasks, use offensive language, work alone with clients, or show favouritism to clients.
<b>Psychological or emotional abuse</b>	This abuse may involve the use of intimidation, indifference, hostility, rejection, threats of harm or abandonment, humiliation, verbal abuse such as shouting, swearing or the use of discriminatory and or oppressive language. A deprivation of contact, blaming, controlling, coercion, harassment, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks. There may be a restriction of freedom, access to personal hygiene restricted, name calling, threat to withdraw care or support, threat of institutional care, use of bribes or threats or choice being neglected	Stress and or anxiety in response to certain people, disclosure, compulsive behaviour, reduction in skills and concentration, lack of trust, lack of self-esteem, someone may be frightened of other individuals, there may be changes in sleep patterns
<b>Financial and material abuse</b>	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 may include not allowing a person to access to their money, not spending allocated allowance on the individual, theft from the individual, theft of property, misuse of benefits. There may be an over protection of money.
<b>Modern Slavery &amp; Human Trafficking</b>	Encompasses slavery, human trafficking, and 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	There may be signs of physical or psychological abuse, people may look malnourished or unkempt, or appear withdrawn. People may rarely be allowed to travel on their own, seem under the control or influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work. They may be living in dirty, cramped or overcrowded accommodation, and / or living and working at the same address. People may have no identification documents, have few personal possessions

		and always wear the same clothes day in day out. What clothes they do wear may not be suitable for their work. People may have little opportunity to move freely and may have had their travel documents retained, e.g. passports. They may be dropped off / collected for work on a regular basis either very early or late at night. People may avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family.
<b>Neglect and acts of omission</b>	Behaviour by carers that results in the persistent or severe failure to meet the physical and or psychological needs of an individual in their care. This may include 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 wilful failure to intervene or failing to consider the implications of non-intervention in behaviours which are dangerous to them or others, failure to use agreed risk management procedures, inadequate care in residential setting, withholding affection or communication, denying access to services.	There may be disclosure. Someone being abused may have low self-esteem, deterioration, depression, isolation, continence problems, sleep disturbances, pressure ulcers. There may be seemingly uncertain attitude and cold detachment from a carer, denying individuals request, lack of consideration to the individuals request, denying others access to the individual health care professionals
<b>Discriminatory abuse</b>	This includes forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation, and religion or health status and may be the motivating factor in other forms of abuse. It can be personal, a hate crime or institutional	There may be a withdrawal or rejection of culturally inappropriate services e.g. food, mixed gender groups or activities. Individual may simply agree with the abuser for an easier life, there may be disclosure, or someone may display low self-esteem. An abuser may react by saying “ I treat everyone the same”, have inappropriate nick names, be uncooperative, use derogatory language, or deny someone social and cultural contact.
<b>Institutional or Organisational Abuse</b>	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 may include a system that condones poor practice, deprived environment, lack of procedures for staff, one commode used for a number of people, no or little evidence of training, lack of staff support/supervision, lack of privacy or personal care, repeated unaddressed incidents of poor practice, lack of homely environment, manager implicated in poor practice. There may be a lack of personal clothing, no support plan, lack of stimulation, repeated falls, repeated infections, unexplained bruises/burns, pressure ulcers, unauthorised deprivation of liberty. Abusers may have a lack of understanding of a person’s disability, misuse medication, use illegal controls and restraints, display undue/inappropriate physical intervention, and inappropriately use power/control.
<b><u>Self-neglect</u></b>	This covers a wide range of behaviours, such as neglecting to care for one’s personal hygiene, health or surroundings and includes behaviours such as hoarding. A safeguarding response in relation to self-neglect may be appropriate where a person is declining assistance in relation to their care and support needs, and the impact of their decision, has or is likely to have a substantial impact on their overall individual wellbeing	Very poor personal hygiene. Unkempt appearance. Lack of essential food, clothing or shelter. Malnutrition and/or dehydration Living in squalid or unsanitary conditions. Neglecting household maintenance. <a href="#">Hoarding</a> Collecting a large number of animals in inappropriate conditions Non-compliance with health or care services. Inability or unwillingness to take medication or treat illness or injury

<b>Radicalisation to terrorism</b>	Radicalisation is comparable to other forms of exploitation, such as grooming and Child Sexual Exploitation. The Government through it's PREVENT programme has highlighted how some adults may be vulnerable to radicalisation and involvement in terrorism. This can include the exploitation of vulnerable people and involve them in extremist activity. Radicalisation can be described as a process, by which a person to an increasing extent accepts the use of undemocratic or violent means, including terrorism, in an attempt to reach a specific political/ideological objective. Vulnerable individuals being targeted for radicalisation/recruitment into violent extremism is viewed as a safeguarding issue.	May include being in contact with extremist recruiters. Articulating support for violent extremist causes or leaders. Accessing violent extremist websites, especially those with a social networking element. Possessing violent extremist literature. Using extremist narratives to explain personal disadvantage. Justifying the use of violence to solve societal issues. Joining extremist organisations. Significant changes to appearance and/or behaviour
<b>Forced Marriage</b>	This 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	
<b>Mate Crime</b>	A "mate crime" is when "vulnerable people are befriending by members of the community who go on to exploit and take advantage of them" (Safety Network Project, ARC). It may not be an illegal act, but it still has a negative effect on the individual. A mate crime is carried out by someone the adult knows, and it often happens in private. In recent years there have been a number of Serious Care Reviews relating to people with a learning disability who were seriously harmed, or even murdered, by people who purported to be their friend.	
<b>Cyber Bullying</b>	Cyber bullying occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages. It can also involve using online forums with the intention of harming, damaging, humiliating, or isolating another person. It includes various different types of bullying, including racist bullying, homophobic bullying, or bullying related to special education needs and disabilities. The main difference is that, instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.	
<p><a href="#">Clare's Law</a> came into effect in 2014 after Clare Wood was murdered by her ex - partner in 2009. The aim of this scheme is to give members of the public a formal mechanism to make enquires about an individual who they are in a relationship with or who is in a relationship with someone they know and there is a concern that the individual may be abusive towards their partner. The local police force will discuss any concerns and decide whether it is appropriate to be given more information to help protect the person who is in the relationship about individual of concern. The scheme aims to enable potential victims to make an informed choice on whether to continue the relationship and provides help and support to assist the potential victim when making that informed choice.</p> <p>Anyone can make an application about an individual who is in an intimate relationship with another person and where there is a concern that the individual may harm the other person Any concerned third party, such as a parent, neighbour or friend can make an application not just the potential victim. However, a third party making an application would not necessarily receive the information about the individual concerned. If you have concerns about a person you are working with and want to request a disclosure, please speak to <b>Fiona Gallagher – Designated Safeguarding Officer for Adults or Giselle Bawden – Centre Manager</b> about how to do this, following normal internal safeguarding reporting procedures.</p>		

## Appendix E: Flowchart to be followed for concerns about Adults at Risk



### If an adult at risk is in immediate danger ring the emergency services or contact the police on 999

Any person, regardless of whether they are a staff member, customer, family carer, volunteer or member of the public, may raise an alert about the abuse, or risk of abuse to an adult at risk. A member of staff or volunteer who becomes concerned about the abuse of a vulnerable adult should discuss the situation with the Safeguarding Adults Designated Officer **Fiona Gallagher** or the Centre Manager **Giselle Bawden**. If the situation does not require emergency assistance, click here to [report your concern](#) on line. In non emergencies an online referral for Social Care and Adults can be made [here](#).

**Manchester Contact Centre** (MSAB Manchester Safeguarding Adults Board)

**Telephone: 0161 234 5001 (open 24 hours a day, seven days a week)**

**Email: [mcsreply@manchester.gov.uk](mailto:mcsreply@manchester.gov.uk)**

**secure email: [socialcare@manchester.gcsx.gov.uk](mailto:socialcare@manchester.gcsx.gov.uk) if you are sending sensitive information**

**SMS Text: 07860 003160**

**Online through: Sign-Video**

**If you are in any doubt about reporting your concerns don't think**

**'What if I'm wrong?' think 'What if I'm right?'**

**TRUST YOUR INSTINCT**

## Appendix F - KEY LOCAL EXTERNAL CONTACTS FOR ADULTS AT RISK

LOCAL	Telephone Number
<a href="#">AGE UK Manchester</a>	0161 833 3944
<b>To report a hate crime</b> - Even if you are unsure if you have been a victim of a hate crime it is important to speak to someone: Call Greater Manchester Police on 101 or at <a href="http://www.gmp.police.uk">www.gmp.police.uk</a> • Call the Manchester City Council's Hate Crime Report Line on <b>08000 830 007</b> • <b>Report it to True Vision anonymously.</b> If you don't want to call the Police you can report online or download a reporting form (which can be sent to your local police station) on the <a href="#">True Vision website</a>	08000 830 007
Alcohol & Drug Abstinence Service (ADAS)	0161 484 0000
Manchester Specialist Midwifery Service	0161 226 6669
North Healthy Child Programme Team	0161 2412813
South Healthy Child Programme Team	0161 946 9431
ChatHealth	Text: 07507330205
<a href="#">Manchester Women's Domestic Abuse Helpline</a>	0161 636 7525
<a href="#">St Mary's Sexual Assault Referral Centre</a>	0161 276 6515
Independent Domestic Violence Advisors <b>Email</b> <a href="mailto:domestic.violence.team@manchester.gov.uk">domestic.violence.team@manchester.gov.uk</a>	0161 234 5393
Manchester Women's Aid <b>Email:</b> <a href="mailto:referrals@manchesterwomensaid.org">referrals@manchesterwomensaid.org</a> <b>Website</b> <a href="https://pankhursttrust.org/get-help">https://pankhursttrust.org/get-help</a>	0161 660 7999 0808 2000 247
Prevent Channel Team based at GMP Headquarters Manchester Prevent and Community Cohesion Coordinator, Samiya Butt <a href="https://www.gov.uk/government/case-studies/the-channel-programme">https://www.gov.uk/government/case-studies/the-channel-programme</a> <a href="https://www.gov.uk/government/publications/channel-guidance">https://www.gov.uk/government/publications/channel-guidance</a>	0161 234 1489 0161 234 1489
<a href="#">Survivors Manchester</a>	0808 800 5005
<a href="#">Ardwick and Longsight Foodbank</a>	0161 273 3977 07853 553732
<a href="#">Shelter - Greater Manchester Advice and Support Service</a>	0344 515 1640 <a href="mailto:manchester@shelter.org.uk">manchester@shelter.org.uk</a>
<a href="#">Greater Manchester Immigration Aid Unit</a>	0161 740 7722 <a href="mailto:info@gmiau.org">info@gmiau.org</a>
<a href="#">Citizens Advice for Manchester</a> -	03444111222
<a href="#">MIND Manchester</a>	0161 769 5732
<a href="#">Change Grow Live</a> – Drug and Alcohol service Central Manchester	0161 226 5526
<a href="#">Action against cruelty</a> Combating cruelty, harassment and abuse against people with learning disabilities	
<a href="#">SelfHelp</a> for those suffering with mental health conditions.	0300 003 7029
<a href="#">Macmillan Solutions</a> support in the community for those diagnosed with cancer	
<a href="#">Manchester Safeguarding Adults Board</a>	

NATIONAL CONTACTS FOR ADULTS AT RISK	
Foreign & Commonwealth Office	Tel: 020 7008 1500
Forced Marriage Unit <ul style="list-style-type: none"> <li>email: <a href="mailto:fmu@fco.gov.uk">fmu@fco.gov.uk</a></li> <li>email for outreach work: <a href="mailto:fmuoutreach@fco.gov.uk">fmuoutreach@fco.gov.uk</a></li> <li>Facebook: <a href="#">Forced Marriage page</a></li> <li>Twitter: <a href="#">@FMUnit</a></li> </ul>	Tel: 020 7008 0151
Protecting Children & Uniting Families Across Borders (CFAB, previously International Social Services)	Tel: 020 7735 8941 <a href="http://www.cfab.org.uk">www.cfab.org.uk</a>
SSAFA Forces Help – Social work service Head Office & for Army & RAF overseas	Tel: 0800 731 4880 <a href="http://www.ssafa.org.uk">www.ssafa.org.uk</a>
<a href="#">24 Hour Domestic Violence Helpline</a>	Tel: 0808 2000 247
MALE Men's Advice Line & Enquiries	Tel: 0808 801 0327
Respect – information for those working with perpetrators of domestic abuse	Tel: 0845 122 8609
Website information for both professionals and survivors of domestic abuse	<a href="http://www.endthefear.co.uk">www.endthefear.co.uk</a>
Policy non-emergency contact number for FGM reporting	Tel: 101
Prevent: for concerns about an individual potentially being radicalised	Tel: 101 quote Channel or call Anti-terrorism hotline 0800 789 321
<a href="#">Modern Slavery Helpline:</a>	08000 121 700
<a href="#">Action on Elder Abuse</a>	0808 808 8141

## Appendix G - Safeguarding Adults at Risk Training Matrix

Safeguarding training is a requirement for certain jobs, including those that involve working with children or adults at risk on a regular basis. However, knowing what level of training is needed can be confusing. It is important that you take the course that is suitably tailored for your role and responsibilities. The table below explains the difference between the three safeguarding levels and suggests which are suitable for the target groups.

Target group	Level of training + Criteria	Frequency	Method + Duration
All staff, volunteers and Trustees	<p><b>Level 0 Induction</b> This will not be classed as formal training but provides a useful function in signposting to the appropriate procedures and safeguarding leads. All must be aware of systems within NCA which support safeguarding and should be explained as part of the induction: This should include:</p> <ul style="list-style-type: none"> <li>➤ the safeguarding adults at risk policy</li> <li>➤ sign the safeguarding code of conduct within the policy</li> <li>➤ the identity and role of the designated safeguarding lead and designated safeguarding officer for Adults'</li> <li>➤ Read the further guidance referenced as <b>hyperlinks</b> within the policy</li> <li>➤ <a href="#">Easy read guide to the harassment of disabled people</a></li> <li>➤ <a href="#">Hoarding advice for practitioners</a></li> <li>➤ <a href="#">Neglect Advice for all</a></li> <li>➤ <a href="#">Safeguarding older people from abuse</a></li> </ul>	One-off - Complete within 1 month of commencing role	Induction checklist hard copies of documents and hyperlinks within policies
All staff, volunteers and Trustees	<p><b>Level 1</b> – In frequent contact with adults at risk and/or carers who may become aware of possible abuse or neglect.</p> <ul style="list-style-type: none"> <li>➤ Introduction to Safeguarding Adults – 3 hours (Volunteers to complete)</li> <li>➤ Safeguarding Everyone - Protecting Children, Young People and Adults at Risk – 3 hours</li> <li>➤ Safer Recruitment (for those staff/Trustees involved in recruitment) 2-3hrs</li> </ul>	<p>Complete within 1 month of commencing role</p> <p>Over a three year period refresher training equivalent to a minimum of 3 hours</p>	<p>E-Learning - Online via Highspeed Training (in house) and <a href="#">MSBC virtual college</a>.</p> <p>It can also be achieved through conferences, reflective practice, supervision and peer review.</p>
All roles which involve direct contact and work with adults at risk.	<p><b>Mixture of Level 1 &amp; 2</b> - All who are working directly with adults at risk in excess of 3 hours per week</p> <ul style="list-style-type: none"> <li>➤ Advanced Safeguarding Adults (Level 2 Safeguarding)</li> <li>➤ Hate Crime</li> <li>➤ Trafficking, Exploitation and Modern Slavery</li> <li>➤ Deprivation of Liberty Safeguards (DoLS) Training</li> <li>➤ Awareness of Domestic Violence and Abuse - NAR</li> </ul>	In addition to level 1 training, over a three-year period, refresher training equivalent to a minimum of 3 – 4 hours	<p>E-Learning - Online via Highspeed Training (in house) and <a href="#">MSBC virtual college</a>.</p> <p>It can also be achieved through conferences, reflective practice, supervision and peer review.</p>
Designated leads and Designated Officers	<p><b>Level 3</b> – Those who work predominantly with adults at risk and who could potentially contribute to assessing, planning, intervening and reviewing the needs of a vulnerable adult where there are safeguarding concerns.</p> <ul style="list-style-type: none"> <li>➤ Designated Safeguarding Officer Training (Level 3 Safeguarding)</li> <li>➤ Safeguarding and Leadership (for line managers &amp; supervisors)</li> </ul>	Staff accessing Level 3 must have completed Level 1 & 2. Thereafter to remain at level 3 refreshed every 2 years.	<p>E-Learning - Online via Highspeed Training (in house) and <a href="#">MSBC virtual college</a></p> <p>In addition to the courses training can also be achieved through conferences, reflective practice, supervision and peer review.</p>

**Guidance for handling a Disclosure or Concern**

- Take all complaints, allegations or suspicions seriously;
- Ensure the immediate safety of the person affected;
- Stay calm, and offer support and reassurance to the person making the disclosure;
- Do not make any promises regarding confidentiality;
- Listen, keep questions to a minimum, make brief but careful notes and check the person affected agrees with them (where applicable);
- Explain what you will do.

## Safeguarding - Incident Report Forms

<b>Safeguarding Incident Recording Template 1</b>	
<b>Your Details:</b>	
• <b>Name:</b>	
• <b>Job Role</b>	
• <b>Date</b>	
• <b>Contact Details (Phone and e-mail)</b>	
<b>Details of Incident / disclosure</b>	
• <b>Date of initial raising of concern / incident</b>	
• <b>Who raised the concern?</b> ○ Name ○ Contact details	
• <b>Who is the vulnerable person / child?</b> ○ Name ○ Age (if applicable in the case of Under 18) ○ Contact details ○ Parents contact details	
• <b>Where did the incident occur?</b>	
• <b>When did the incident occur?</b> ○ Date and time	
• <b>What happened?</b>	
• <b>Were there witnesses?</b> ○ Name ○ Age (if applicable in the case of Under 18s) ○ Contact details	
<b>After the incident/ disclosure</b>	
• <b>Were there any witnesses to the referral?</b> ○ Name ○ Contact details	
• <b>Who have you discussed this incident with?</b> ○ Name ○ Contact details	
<b>Please save this report securely and password protect if sending by email. Once completed send it to your Designated Safeguarding Officer.</b>	

**Safeguarding Incident Recording Template 2**  
**Detailing discussion with Multi Agency Safeguarding Hub**  
**To be used in conjunction with Template 1**

<b>Your Details:</b>	
• <b>Name:</b>	
• <b>Job Role</b>	
• <b>Date</b>	
• <b>Contact Details (Phone and e-mail)</b>	
<b>Details of Incident / disclosure</b>	Refer to Template 1
• <b>Name of Victim</b>	
• <b>Date of incident</b>	
<b>Notes on discussion with MASH</b>	
• <b>What was discussed</b>	
• <b>Agreed outcomes</b>	
• <b>Further action</b>	
○ <b>By whom?</b>	
<b>Please save this report securely.</b>	

**APPENDIX I:**  
**NCA Commitment to Safeguarding**

"I, \_\_\_\_\_ [name] \_\_\_\_\_, have read and understood the guidelines and procedures outlined in this Safeguarding Children Policy. I agree with the principles contained therein and agree to implement and promote the procedures and practices contained within this document while working or associated with NCA.

\_\_\_\_\_  
(Print name)

\_\_\_\_\_  
(Job title / role)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)