



MOVING ON

Moving On Durham

Safeguarding Policy

Approved by CEO	Date: 23.03.2021	
CEO	Signature:	
Review Date:	January 2022	

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1. Policy Statement

Moving On takes the health, welfare and safety of the young people we help look after and those around them very seriously. Moving On has a duty of care (under the Care Act 2014) to help minimise the risks our vulnerable young people may experience by reporting any concerns or signs of abuse.

Moving On works in close partnership with a range of organisations including Local Authority, the Police and voluntary sector agencies to help protect those most vulnerable in society by implementing appropriate policies and procedures.

Staff follow a highly structured training programme organised by the County Durham and Darlington Foundation Trust to recognise the signs of potential abuse, and are confident in taking appropriate steps to stop such abuse through their regular and refresher training.

Moving On also recognises its wider Safeguarding responsibilities under the PREVENT Duty to protect children and adults from radicalisation, whether within their family or from outside influences.

All reported incidents will be addressed in a way that ensures allegations are dealt with in confidence, in a manner which best respects people's dignity, and that investigations are carried out impartially.

Some young people may seek to tell staff, in confidence, that they have been abused. At the very start of support, staff must make it clear that if the client discloses any information which may put them or anyone else at risk, needs to be reported. Staff must understand that it is not possible to give young people absolute guarantees of confidentiality

Example of types of abuse:

- physical abuse
- domestic violence or abuse
- sexual abuse
- psychological or emotional abuse
- financial or material abuse
- modern slavery
- discriminatory abuse
- organisational or institutional abuse
- neglect or acts of omission
- self-neglect
- exploitive use of technology
- spiritual abuse.

2. Safeguarding adults

Vulnerable adult definition

A vulnerable adult is someone **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, is or may be unable to take care of her/himself or is unable to protect her/ himself against significant harm or serious exploitation.

Some Moving On clients may have mental health or substance misuse and may require high levels of support which may make them vulnerable. We are aware some of the young people with whom we work are at risk of sexual exploitation, which may be related to their drug use or poor mental health. Others may be at risk of self-neglect. Others may be very vulnerable because of emotional trauma, low self-esteem and social isolation.

The abuse experienced by our clients may have been in the past, or it may be current or potential abuse. It can be perpetrated by people not connected with Moving On, by other clients, or by staff or visitors to our services.

We must not be complacent, and need to ensure that we can recognise abuse, and take appropriate action to prevent and stop it.

Safeguarding Adults Framework - The Care Act (2014)

The Care Act defines adult safeguarding as (section 42):

'Protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'

The Care Act 2014 places a general duty on local authorities to promote the wellbeing of individuals when carrying out care and support functions.

The 6 Principles of Safeguarding as defined by The Care Act 2014 are:

- Accountability
- Empowerment
- Partnership
- Prevention
- Proportionality
- Protection

3. Safeguarding children

Safeguarding children's Framework - Children's Act (1989)

Child in need

A child in need is (defined under the Children Act 1989) as a child who is unlikely to achieve or maintain a reasonable level of health or development, or whose health and development is likely to be significantly or further impaired, without the provision of services; or a child who is disabled. Children in need may be assessed under section 17 of the Children Act 1989 by a social worker.

Moving On works with many young vulnerable clients who are 16 and 17 years of age but also clients who are single parent families with small children under the age of 2 years. Moving On has a duty to ensure that any concerns about the client or their young child are reported.

Please see appendix 2 what may need to be completed by our support team if there are any concerns around the protection of children.

Child Protection

Durham Local Safeguarding Children Board (LSCB) is a statutory body which is independently chaired and consists of senior representatives of all the principal agencies and organisations working together to safeguard and promote the welfare of children and young people in the County

Child protection is the term used for those **who under 18 years of age** to describe the actions of certain organisations such as Children's Services, the police and Health organisations, in their efforts to make sure children are safe from abuse and neglect.

Child neglect is a failure to meet a child's basic physical and / or emotional needs. Failing to make sure a child is well cared for and looked after. Child abuse can have major long term effects on all aspects of a child's health, development, self-image, self-esteem and wellbeing.

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

4. Disclosure of abuse

How do tenants tell us about abuse?

People may talk openly about what is happening, but sometimes people are anxious to preserve as much confidentiality as possible, and may choose whom they tell very carefully.

Sometimes, people may not tell us directly, but their behaviour may change or indicate that something is wrong.

Allegations of abuse may be made by “third parties” – not the person directly involved. These need to be treated just as seriously.

Staff may see or hear things and suspect that abuse is taking place. It is very important that responsible action is taken. The situation is likely to persist, rather than simply “go away”.

5. Responsibility

Trustees

Charity trustees in the UK are required to take steps to protect everyone who comes into contact with their organisation from harm (Charity Commission for England and Wales, 2019).

This includes:

- Ensuring safeguarding policies, procedures and measures are fit for purpose and up-to-date making sure everyone in the organisation is aware of their Safeguarding responsibilities and knows how to respond to concerns.
- Having a lead trustee for safeguarding and child protection.
- Challenging any decisions which adversely affect anyone's wellbeing.
- Managing allegations of abuse against someone involved in the organisation.
- Reporting serious incidents as necessary.

Management

- Supporting staff with any safeguarding concerns.
- Support staff with regards to reporting of any concerns to Local Authority / commissioning bodies.

Lead

- Supporting staff with any safeguarding concerns
- Arranging training for new staff and refresher training for existing staff

All staff

- To report and voice any concerns to management.
- To be supported to complete a safeguarding referral to Local Authority.
- To ensure clients are aware of 'safeguarding' and how to keep safe.

Training

All staff at Moving On are expected to attend 'Alerter' training via Durham County Council. For new staff, this is to be completed within the 6 month probationary period. Existing staff are to attend refresher training every 2 years at the outside.

Staff contacts

Peter Richards, CEO 07904 954920

6. Reporting and recording abuse

1. Reporting

Discuss concerns / allegations with the CEO / safeguarding lead (or in their absence, the Chair of Trustees).

If under any circumstances none of the appropriate persons are available, telephone SCD for advice.

2. Concerns identified / allegations

Non Urgent

Record concerns in writing on a '**concern form**' (appendix 1) and email to the manager and safeguarding lead so they can add any further comments to the form.

The form should include relevant details about what has been said / behaviour(s) observed.

Urgent

- i. **If the person is in immediate danger call 999 straight away.**
- ii. **Telephone Social Care Direct on 03000 26 79 79. (A trained officer will listen to your concerns, give advice and take a referral if necessary).**
- iii. **Record concerns in writing on a 'concern form' (appendix 1) and email to the manager and safeguarding lead so they can add any further comments to the form.**

SUPPORTING PEOPLE – for those clients who fall under the SP funding stream, staff need to complete a Notifiable Incident Form within 5 days of the incident (appendix 3). An update must then be sent within 4 weeks (appendix 4). Prior to sending off the documents please liaise with the manager / team leader / safeguarding lead.

3. Ongoing liaison / management

- Consider suspension where appropriate
- Consider support needs of any staff member where relevant
- Maintain clear written records of situation (see appendix 2)
- Update where appropriate cases in team meetings or supervisions with the manager

7. Recruitment of staff / volunteers

All Job Descriptions and Job Adverts will specifically reference Safeguarding and the responsibility of the role in safeguarding delivery within the charity.

Applications for employment will be checked for gaps in employment and these will be queried at interview.

Applications will include questions concerning criminal convictions, application forms should be signed by the candidate or have a tick box confirming honesty and accuracy.

Identity checks / right to work in the UK should be carried out prior to interview.

Staff / volunteers who have been successful in an offer of employment / volunteering will be confirmed in writing. The offer will be subject to the receipt of satisfactory references and Disclosure and Barring check which will be completed as soon as possible.

References will be taken up after interview for the successful candidate. The successful candidate will be required to confirm acceptance of the post in writing together with confirmation of their start date. The post is not 'confirmed' until 2 satisfactory references and a clear DBS check has been received.

Staff will not be able to visit clients unaccompanied until a clear DBS check has been received.

A programme of induction will be prepared for the successful candidate. This includes mandatory training around safeguarding.

8. Useful Contacts / Links

Childline

(0800) 1111

A free telephone counselling service for young people in trouble or danger.

ASK Helpline

80800 (text)

A free, confidential text service for 14-25 year olds in County Durham. The service has a comprehensive internal and external referral network to help the young person receives support. Qualified Youth Workers operate the helpline from the Cornforth Partnership.

CAMHS Crisis & Liaison Team (Mental Health)

0191 4415733

Mental health support to young people (up to the age of 18) who are experiencing a crisis with their mental health.

Who Cares?

020 7251 3117

A free advice and counselling service for young people in care.

Children's Legal Centre

(0)1206 872 466

An independent national organisation concerned with law and policy affecting children and young people. Free advice and information service by letter or telephone (2-5pm weekdays).

NSPCC (National Society for the Prevention of Cruelty to Children)

0800 800500

The UK's leading children's charity, preventing abuse and helping those affected to recover.

Appendix 1

Concern Recording Form

This form is to be used to record and monitor concerns such as: Departure from Usual Behaviours; A minor event, not a criminal matter; Outcome is self-inflicted, not abuse; Client not at immediate risk of harm; There are no outstanding Safeguarding Issues OR a significant event that the police, social services are already aware of and dealing with.

Date		Name	
Patch Area	Co. Durham		
Nature of Concern :			
Actions Taken			
Staff Name		Job Title	
Staff Signature			
Has the Line Manager been informed/consulted about this concern			
Yes	[]	No	[]
Advice/Information given by Line Manager:			
Name of Line Manager:			

Appendix 2

Chronology re: Name* DOB* Address*
Agency: * Author: *

Date & Time	Event	Who's Records?	Who was involved?	Decisions/Actions	Child seen/views sought (Record the child's views)

Appendix 3

Initial Report

Guidance for Reporting Serious Incidents and Complaints – Initial Report

All providers of Supporting People services are required as part of their contract conditions to notify us of **significant or notifiable** incidents at the time they occur.

Since the introduction of this clause in the contract the method and level of reported incidents by providers has been varied. In response to suggestions from providers and in recognition of the need to introduce consistency the service has developed a standard format and guidance for reporting **significant or notifiable** incidents and any **serious** complaints.

As from 1st June 2008 we are asking all service providers to ensure they contact us as soon as practically possible following a serious incident or complaint and complete and submit a completed report form within 5 working days.

To assist in understanding what we mean by a **significant or notifiable** incident or **serious** complaint the following are examples:

1. Any serious situation including major repair, fire, flood, other 'acts of God'.
2. Any serious emergency situation requiring the assistance of the Police, Fire Brigade or emergency Ambulance service where this is deemed to be out of your usual activity.
3. Death or serious injury to a service user, including suicides and attempted suicides.
4. Death or serious injury to a staff member (associated with work).
5. Safeguarding Issues - adult or child protection concerns (physical, psychological, sexual financial, institutional and discriminatory abuse). *
6. Hostile publicity linked to service provision, such as major disputes with neighbours.
7. Repeated incidents of harassment, vandalism and disturbances affecting the welfare of service users.
8. Theft from service users / staff members or burglary of property.
9. Complaint by a service user or their family or friends requiring investigation by a senior staff member.
10. Incidents that are reportable to the Care Quality Commission (please send us a copy of the notification sent to CQC).
11. Incidents reportable the Health and Safety Executive or the Environmental Health Department of the local authority relating to the delivery of the contracted services (a copy of the notification will be sufficient initially).
12. Police actions or investigations relating to service users and/or the delivery of the contracted services.
13. A known or anticipated inability to continue providing part or all of the service (for instance because of loss of premises or loss of available units).
14. Staffing – any long term absence and cover arrangements, staff conduct leading to verbal / written warnings and / or disciplinary action.
15. Enforcement and/or Improvement Notices served by any regulatory agency on you and relating to the contracted services.

* PLEASE NOTE in relation to safeguarding issues cases must be reported immediately to Durham County Council via Social Care Direct Tel: 03000 267 979

If you have any questions or need further information please contact any member of the team.

Please refer to Review Report, to be submitted within 4 weeks.



REPORTING of SIGNIFICANT or NOTIFIABLE INCIDENTS and C

INITIAL REPORT - Please complete and return within 5 working days.-

SERVICE PROVIDER	Moving On
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SERVICE/SCHEME NAME	
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Reported by:		Date:	
Incident Report No/Ref		Contact No:	0191 3831559

SERVICE USER INFORMATION (If applicable)			
Name:			
Address:			
Next of Kin:		Tel No:	

SUMMARY OF INCIDENT/ COMPLAINT (who was involved and what happened):

ACTIONS (to be taken):

EXPECTED OUTCOME (including updating of relevant risk assessments/support plans):

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SIGNED:		Date:	
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Return completed forms to: Commissioning Service Team (Room 2/96), Children & Adults Services, Durham County Council, County Hall, Durham DH1 5UG or via secure email to mcurle-gcsx@durham.gcsx.gov.uk

Appendix 4



Review Report

Guidance for Reporting Serious Incidents and Complaints – Review Report

All providers of Supporting People services are required as part of their contract conditions to notify us of **significant or notifiable** incidents at the time they occur. Please refer to **Guidance for Reporting Serious Incidents and Complaints – Initial Report**

Following this, the review form needs to be completed by the line manager within 4 weeks of the initial incident report being completed and forwarded to Supporting People.

It is important to consider the following information whilst completing the review form:

- Have you reviewed the initial incident report?
- Has there been any further information that needs to be reported?
- What has the outcome been for the client?
- Has there been an update to the client's support plan, safety plans etc?
- Has an Incident management meeting taken place (serious incident)?
- Was a case review required? (serious incident)?
- What was the outcome/update?
- If applicable, are there clear plans in place to minimize future serious incidents of this nature?
- Are there any statutory or regulatory requirements to report the incident to (e.g. RIDDOR CQC, Safeguarding, CPN, MAPPA and any other relevant support agencies)?
- Was there any organisational learning?



REPORTING of SIGNIFICANT or NOTIFIABLE INCIDENTS and COMPLAINTS

UPDATE FORM – TO BE COMPLETED WITHIN 4 WEEKS OF INCIDENT

SERVICE PROVIDER	
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SERVICE/SCHEME NAME	
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Line Manager Reviewing Incident		Date:	
Incident Report No/Ref		Contact No:	

SERVICE USER INFORMATION (If applicable)	
Name:	

ACTIONS COMPLETED (taken):

ACTUAL OUTCOME (including updating of relevant risk assessments/support plans):

LINE MANAGER SIGNED:		Date:	
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Return completed forms to: Commissioning Service Team (Room 2/96), Children & Adults Services, Durham County Council, County Hall, Durham DH1 5UG or email to mcurle-gcsx@durham.gcsx.gov.uk.