

ACCURO (CARE SERVICES)

Policy & Procedure on Safeguarding Adults

Safeguarding Adults Policy & Procedure

NOTE:

Accuro (Care Services) works within the SET (Southend, Essex and Thurrock) Safeguarding Adults Guidelines produced by the Essex Safeguarding Adult Board. The procedures outlined in this document are intended as a supplement to, not replacement for, the SET guidelines.

Southend, Essex, Thurrock (SET) Safeguarding Adults Guidelines Version 10 May 2024 which is Downloadable at: <http://www.essexsab.org.uk/professionals/guidance-policies-protocols/>

NB This policy should be read in conjunction with Accuro (Care Services)'s separate policies Whistleblowing and Recruitment of Staff.

Additionally, the SET Safeguarding Handbook 2024 should be read and used to provide clarity alongside this policy – See copy attached as Appendix 4.

Date of Last Review: **November 24**

Date of Next Review: **November 25**

Senior Operations Manager Signature:



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Policy & Procedure on Safeguarding Adults

Adult Safeguarding

1. Scope

This policy applies to all staff, volunteers working or participating in any services in connection with Accuro (Care Services)

Definition of Adult Safeguarding:

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect, while at the same time that the adult's wellbeing is promoted including, where appropriately, having regard to their view, wishes, feelings and beliefs in deciding on any action. [Care Act 2014]

The statutory framework introduced under the Care Act 2014 applies to any person aged 18 or over who:-

- Has need for care and support (regardless of the level of need and whether local authority is meeting any of those needs)
- Is experiencing or is at risk of abuse or neglect and as a result of their needs, is unable to protect themselves against the abuse or neglect, exploitation or the risk of it.

They may include:-

- People with a physical or learning disability
- People with a mental health problem or mental illness (including dementia)
- People with a sensory impairment
- People who are frail and/or experiencing a temporary illness
- People with alcohol or substance dependency

Abuse is a violation of an individual's human and civil rights by any other person or persons. It may involve a single or repeated act or omission, occurring within a personal or other close relationship where there is an expectation of trust, which causes harm to a vulnerable person.

Accuro (Care Services) recognises that the abuse of vulnerable adults does occur and this policy sets out the roles and responsibilities of Accuro in working together with other professionals and agencies in promoting adults' welfare and safeguarding them from abuse and neglect.

This policy is based on the premise that ignoring abuse **is not an option** and that any person or organisation with knowledge or suspicion that a vulnerable adult may be at risk of abuse, or is being abused, must report their concerns at the earliest opportunity.

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Aims

Accuro is committed to:

- Ensuring that the welfare of adults who are under our care and support is paramount at all times
- Maximising people's choice, control and inclusion and protecting their human rights
- Working in partnership with others, in order to protect those who are experiencing or at risk of abuse or neglect
- Ensuring safe and effective working practices are in place
- Supporting staff and volunteers within the organisation

The purpose of this policy

This policy sets out roles and responsibilities of all staff and volunteers to promote the welfare of adults utilising the Accuro adult projects and protecting them from abuse and neglect.

- To protect vulnerable adults who have a disability and utilise Accuro (Care Services) projects.
- To ensure that all Accuro (Care Services) staff, volunteers and trustees are aware of their obligation around safeguarding vulnerable adults and to adhere to this Safeguarding Policy and procedures.
- To ensure that all Accuro (Care Services) staff, volunteers and trustees are aware that adults with a disability may be more vulnerable to abuse than mainstream adults due to their dependency on others.

Principles

The Six Principles of Safeguarding should underpin all adult safeguarding work:

- Empowerment - Adults are encouraged to make their own decisions and are provided with support and information. (see also 'Making Safeguarding Personal')
 - Prevention - Strategies are developed to prevent abuse and neglect that promotes resilience and self-determination.
 - Proportionate - A proportionate and least intrusive response is made balanced with the level of risk.
 - Protection - Adults are offered ways to protect themselves, and there is a co-ordinated response.
 - Partnerships - Local solutions through services working together within their communities.
 - Accountable - Accountability and transparency in delivering a safeguarding response.
- [SET Guidelines, Section 1.4]

Additionally, reinforcing the principle of empowerment, Making Safeguarding Personal is a person-centred approach, which means that adults are encouraged to make their own decisions about how they live their lives and how they manage their safety and are provided with support and information to empower them to do so. [See SET Guidelines, Section 1.6]

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Abuse is a violation of an individual's human and civil rights by any other person or persons. It may involve a single or repeated act or omission, occurring within a personal or other close relationship where there is an expectation of trust, which causes harm to a vulnerable person.

Accuro (Care Services) recognises that:-

Anyone is potentially at risk of abuse and, for the reasons given above, this may be particularly true for vulnerable adults. Vulnerable adults can experience, or be at risk of, abuse irrespective of social class, status, income, age, gender, sexuality, ability, disability, race or cultural background. Equally abuse may occur in any culture.

Who abuses and neglects adults?

Anyone can carry out abuse or neglect, including:

- Spouses/partners
- Other family members
- Neighbours • Friends
- Acquaintances
- Other adults with care and support needs
- People who deliberately exploit adults they perceive as vulnerable to abuse
- Paid staff
- Volunteers and strangers

[Set Safeguarding Adults Guidelines 4.1]

2. Types of Abuse [SET Safeguarding Adults Guidelines [Set 4,2 categories are defined within the Care and Support Statutory Guidance.]

Abuse can occur in several ways and may include:

- **Physical abuse**
Assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions
- **Domestic abuse**
Psychological, physical, sexual, financial, emotional abuse, coercive control; so-called "honour" based violence and forced marriage
- **Sexual abuse**
Rape, sexual assault, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual acts to which the adult has not consented or was pressured into consenting
- **Psychological**
Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber-bullying, isolation, unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial and material abuse**
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.
- **Modern slavery (Human Trafficking)**
Encompasses slavery, human trafficking, sex work, forced labour, sexual exploitation, debt bondage and domestic servitude.

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- **Discriminating abuse**
Harassment, slurs or similar treatment because of age, race, gender and gender religion. [protected characteristics' under the Equality Act 2021]
- **Organisational abuse**
Neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to care provided in someone's own home.
- **Neglect including acts of omission**
Ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self neglect including Hoarding**
A wide range of behaviour; neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

The above list not an exhaustive list of categories, and it may be that the abuse encountered does not fit neatly into any one category. Therefore, for further information on specific types of abuse including domestic abuse and how to respond, please refer to [SET Safeguarding Adults Guidelines for Adults 4.3 – 4.13]

We also have to consider for adults with disabilities who are vulnerable may be impacted by the following;

Gang Activity/Serious Violence

Adults with disabilities can put at risk by gang activity, both through participation in and as victims of gang violence which can be in relation to their peers or to a gang-involved adult in their household or community. There may also be links between gangs and 'county lines.' Those affected by gang activity or serious violence may have suffered, or may be likely to suffer, significant harm through physical, sexual and emotional abuse or neglect. There are also situations where a person may be on the path to significant harm from serious violence and gangs but not yet reached that threshold. It is important to recognise this and utilise the services that are available for early intervention.

Knives and Other Weapons

Fear and a need for self-protection is a key motivation for people to carry a weapon - it affords a feeling of power. Neighbourhoods with high levels of deprivation and social exclusion generally have the highest rates of gun and knife crime. Therefore, young adults are more likely to carry knives, noxious substances and other weapons than guns. Those working with young adults who may have reason to be fearful in their neighbourhood or further education setting should be alert to the possibility that a young adult may carry a weapon.

The Mental Capacity Act 2005 (MCA 2005)

The Mental Capacity Act 2005 (the Act) provides the legal framework for acting and making decisions on behalf of individuals who lack the mental capacity to make particular decisions for themselves. Everyone working with and/or caring for an adult who may lack capacity to make specific decisions must comply with this Act when making decisions or acting for that person, when the person lacks the capacity to make a particular decision for themselves. The same rules apply whether the decisions are life-changing events or everyday matters.

The Act's starting point is to confirm in legislation that it should be assumed that an adult (aged 16 or over) has full legal capacity to make decisions for themselves (the right to autonomy) unless it can be shown that they lack capacity to make a decision for themselves at the time the decision needs to be made. This is known as the presumption of capacity. The Act also states that people must be given all appropriate help and support to enable them to make their own decisions or to maximise their participation in any decision-making process. [Mental Capacity Act 2005 Code of Practice 1.1,1.2]

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Section 1 of the Act sets out the five 'statutory principles' that underpin the legal requirements in the Act. The Act is intended to be enabling and supportive of people who lack capacity, not restricting or controlling of their lives. It aims to protect people who lack capacity to make particular decisions, but also to maximise their ability to make decisions, or to participate in decision-making, as far as they are able to do so.

The five statutory principles are:

1. A person must be assumed to have capacity unless it is established that they lack capacity.
2. A person is not to be treated as unable to make a decision unless all practicable steps to help him to do so have been taken without success.
3. A person is not to be treated as unable to make a decision merely because he makes an unwise decision.
4. An act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his best interests.
5. Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action [Section 1 – MCA 2005]

The Act covers a wide range of decisions made, or actions taken, on behalf of people who may lack capacity to make specific decisions for themselves. These can be decisions about day-to-day matters – like what to wear, or what to buy when doing the weekly shopping – or decisions about major life-changing events, such as whether the person should move into a care home or undergo a major surgical operation.

There are certain decisions which can never be made on behalf of a person who lacks capacity to make those specific decisions. This is because they are either so personal to the individual concerned or governed by other legislation. [Mental Health Act 200 Code of Practice 1.8,1.9]

If an adult is believed to lack the capacity to engage in decision about how their need will be met, the MCA guidance must be followed.

Nothing in the Act permits a decision to be made on someone else's behalf on any of the following matters:

- consenting to marriage or a civil partnership
- consenting to have sexual relations
- consenting to a decree of divorce on the basis of two years' separation
- consenting to the dissolution of a civil partnership • consenting to a child being placed for adoption or the making of an adoption order
- discharging parental responsibility for a child in matters not relating to the child's property
- giving consent under the Human Fertilisation and Embryology Act 1990. [MCA 2002 S27]

Although the Act does not allow anyone to make a decision about these matters on behalf of someone who lacks capacity to make such a decision for themselves (for example, consenting to have sexual relations), this does not prevent action being taken to protect a vulnerable person from abuse or exploitation.

There is no requirement to assess mental capacity unless there are doubts about the individual's mental capacity to make a specific decision at the time it needs to be made. The starting point must always be to assume that a person has the capacity to make a specific decision. Some people may need help to be able to make or communicate a decision but this does not necessarily mean that they lack capacity to do so. What matters is their ability to carry out the processes involved in making the decision – and not the outcome. The expressed wishes of vulnerable adults should, where possible, be paramount in the decision making process. However, there remains a fundamental duty to balance the person's right to autonomy with their, or the public need for protection. The principles of the Mental Capacity Act should be followed at all times where lack of capacity of an individual is assessed.

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Deprivation of Liberty Safeguards (DoLS) and their forthcoming replacement with Liberty Protection Safeguards (LPS)

Current arrangements - Deprivation of Liberty Safeguards (DoLS)

If arrangements proposed for the care or treatment of someone who lacks capacity would amount to a deprivation of liberty, this must be authorised in accordance with Mental Capacity Act or

Mental Health Act requirements. A deprivation of liberty arises if the person will be under continuous supervision and control, is not free to leave and lacks capacity to consent to these arrangements. This includes domestic settings, such as a supported living placement, if the local authority has imposed the arrangement. The purpose of the placement or the person's compliance or lack of objection to it are not relevant to whether there is a deprivation of liberty requiring authorisation. A potential safeguarding issue arises when a potential deprivation of liberty is identified and not acted upon through raising an appropriate authorisation. See: <https://www.gov.uk/government/collections/dh-mental-capacity-act-2005-deprivation-of-liberty-safeguards>

(DoLS) will continue to apply until Liberty Protection Safeguards (LPS) has been implemented.

Responsibilities of staff in Safeguarding Adults

- Follow the safeguarding policies and procedures at all times, particularly if concerns arise about the safety or welfare of an adult who may be experiencing or at risk of abuse or neglect
- Be fully aware of the Code of Conduct attached as Appendix 1.
- All staff and volunteers, participating in safeguarding adults training, as appropriate to role, and maintain current working knowledge Become familiar with use of the current version of the SET Safeguarding Adults Guidelines, and the SET Safeguarding Handbook: Safeguarding Adults from Abuse and Neglect – Appendix 4.
- Remain alert at all times to the possibility of abuse
- Discuss any concerns about the welfare of adults with their line manager
- Contribute to actions required including information sharing and attending meetings
- Work collaboratively with other agencies to safeguard and protect the welfare of people who use services
- Recognise the impact that diversity, beliefs and values of people who use services can have
- Support and supervise volunteers in following the safeguarding policies and procedures

Ignoring abuse is not an option.

Any person connected with Accuro (Care Services) with any knowledge of or suspicion that a vulnerable adult may be at risk of abuse or is being abused **must** report their concerns. Failure to do so will be potentially regarded as gross misconduct that will result in disciplinary action.

Concerns should be reported to the Designated Safeguarding Lead, except if/when these concerns relate to them in which case the concerns should be reported to the Chair of Trustees – Matthew Punshon.

Accuro (Care Services) has 3 Designated Adult Safeguarding Leads, their responsibilities will include:

- Ensuring the organisation operates within this policy and guidelines and that these procedures and guidelines remain compatible with the safeguarding guidelines adopted by Essex Safeguarding Adults Board.
- Resolving any inter-agency issues that arise.

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- Acting as the link person with the Essex Social Care – includes taking responsibility for completion/submission of SET SAF forms.
- Acting as the person to whom all allegations/concerns should be reported (except in the case of concerns/allegations relating to the DSL, when such concerns should be addressed to the Chair of Accuro (Care Services)).
- Ensuring that the appropriate relevant organisations are contacted. The decision about which agency/agencies concerns should be reported to will depend on the individual circumstances of the situation. Where it is thought that a criminal act may have been committed the Police must be contacted. The Care Quality Commission (CQC) must be contacted when a residential care home, domiciliary care agency or any other establishment regulated under the Health and Social Care Act 2008. Essex Adults Social Care must be informed in all cases. Contact details for the above agencies are given under item 12.

What you should do if you encounter or suspect abuse or believe someone may be at risk of abuse.

All concerns must be reported without delay to Alison McKeown if this is not possible, please contact Amy Connelly or Rhiannon Blake (Please see No. 12 for Contact details)

It is important that you write down why you are concerned about a person as simply and clearly as you can, without delay after an event. Therefore, it may mean that you attach notes to the Safeguarding Reporting Form. All original notes must be retained.

- It is important that you record all relevant information including where it was, what you saw, what you heard, and why you acted as you did.
- Sign and date the completed Safeguarding Forms.
- Record any physical signs or injuries using a body map; make sure you sign and date it.
- Write down what is said to you, who said it including their relationship to the vulnerable adult or role and how they can be contacted, if appropriate. Include any questions you have asked, make sure you sign and date it.
- Include any details about what the vulnerable person wants to be done at this stage.
- Make a written record of all messages to ensure they are not lost. Include the date, time, and sign them.
- Ensure you record what action you took and why.
- Sign and date all your records and make sure they are kept in a safe place.
- Safeguarding will be an agenda point at Senior Management meetings and Board Meetings and raised via the Operations Manager or the Deputy Operations Manager in her absence. Senior managers will ensure that staff members are adequately trained to recognise signs of abuse and safeguarding will be an agenda point at supervision and team meetings.

For a summary of safeguarding definitions and the local procedures for reporting concerns about abuse or neglect, and preserving and recording evidence, please also refer to the SET Safeguarding Handbook: Safeguarding Adults from Abuse and Neglect, which should be read by all volunteers and employees and is attached to this policy as Appenix 4. Additionally, other useful safeguarding documents can be downloaded from <http://www.essexsab.org.uk/professionals/guidance-policies-protocols/> which also includes the SET Easy Read Safeguarding Guide: Understanding and Reporting Abuse Easy Read Guide (a helpful document for those who may be at risk of and/or experiencing abuse).

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Information Sharing

Whilst every effort will be made to ensure that confidentiality is preserved, this will be governed by what may be an overriding need to protect a person who has been or is at risk of abuse. All those working with adults must be clear that it is not possible to keep information about suspected or actual abuse confidential. The needs of the person and the potential risk to others, requires you to share the information with your manager. Please see SET Safeguarding Adults Guidelines Section 3.4 'Confidentiality' and 3.5 'Consent in relation to safeguarding', sets out in detail the questions to be considered when deciding what information should be shared with others, in relation to any safeguarding concern.

3. Allegations Against Staff and Volunteers

3.1 For the purposes of this policy and guidance a 'worker' is defined as a person whose work brings them into contact with vulnerable adults. As such this definition includes:

- Employees of Accuro (Care Services), both temporary and permanent.
- All volunteers within the organisation
- Contract workers.

3.2 Any allegations against a worker must be reported to Accuro (Care Services)'s Operations Manager without delay.

3.3 If the Operations Manager is implicated in the allegation the concern should instead be reported to the Chair of Accuro (Care Services) Matthew Punshon – matthew@accuro.org.uk

3.4 In either of the above two situations the person receiving the allegation will compile a written record outlining the details of the allegation. This report should be typed, dated, and signed.

The Operations Manager/Chair will decide on how the allegation is to be investigated, selecting from options including:

- Referral to the Police.
- An internal investigation by Accuro (Care Services).
- An investigation by relevant external body.

As noted, failure to pass on the concern by the person receiving it is prohibited and such a failure is likely to lead to disciplinary action being taken against the person responsible.

3.5 Any member of staff who believes allegations or suspicions which have been reported to the relevant person are not being dealt with appropriately has a responsibility to inform a more senior person within Accuro (Care Services) or to contact the LADO via Social Care Direct.

3.6 If, for any reason, there are any difficulties in following the above procedures a referral should be made directly to Essex Safeguarding Adults Board and/or to the police.

3.7 The person who is the subject of the allegation should be:

- Advised at the outset to contact her/his Union or professional association or seek other relevant advice, e.g. from the CAB or a solicitor.
- Treated fairly and honestly and helped to understand the concerns expressed, the process involved and the possible outcomes.
- Kept informed of the progress of the case and of the investigation.

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- Clearly informed of the outcome of any investigation and the implications for disciplinary or related processes.
- Provided with appropriate support during the case (via occupational health or employee welfare arrangements where these exist).
- Be kept informed about workplace developments if suspended.

3.8 Suspension

A decision to suspend or temporarily re-deploy staff or volunteers is made without prejudice and is at the discretion of Accuro (Care Services).

Suspension will not be automatic, but it will be considered in every case where:

- Not to suspend may continue or increase the risk of significant harm for any vulnerable adult, or
- Not to suspend may hamper investigations, or
- The allegation warrants investigation by the Police, or
- The allegation is so serious that it might be grounds for dismissal.

3.9 If a suspended person is to return to work, Accuro (Care Services) will consider and provide appropriate help/support/training e.g. phased return and/or provision of a mentor and how to manage the person's contact with any person who made the allegation.

3.10 Should Accuro dismiss or remove an employee, we have a duty to make a referral to DBS following harm to a child or adult or where there is a risk of harm.

3.11 Resignations and compromise agreements

All investigations into allegations should be completed and the outcome recorded, regardless of whether the person involved resigns her/his post, responsibilities or position of trust, even if the person refuses to co-operate with the process.

'Compromise agreements', where a person agrees to resign without any disciplinary action and agreed future reference, must not be used.

3.12 Please also refer to the Code of Conduct attached as Appendix 1.

All allegations of abuse must be dealt with fairly, quickly and consistently to provide effective care for the child and at the same time support the person who is the subject of the allegation.

Confidentiality will be an important issue and all enquiries will be conducted in the strictest confidence; information being restricted to those who have a need to know. Accuro also operates a Confidentiality Policy that reflects current legislation and provides guidance on sharing of information (including guidance on consent to the sharing of information).

Accuro will maintain and operate a Safer Recruitment Policy that will specify the need for all staff and volunteers to be subject to a satisfactory Enhanced DBS Check prior to appointment.

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4. Alleged abuser and victims who are both service users

It is important that consideration is given to a co-ordinate approach and partnership working, where it is identified that both the alleged abuser and the alleged victim are service users. Where both parties are receiving a service, Designated Leads and relevant staff should discuss cases and work together. However, meetings with both the alleged abuser and alleged victim in attendance, are not considered appropriate.

Chair of Trustees (Matthew Punshon) and the Safeguarding Trustee (Annette Burns) must be made aware of any safeguarding issues that arise by Accuro's Designated Safeguarding Lead Officer who is:

Alison McKeown – Operations Manager

or in her absence

Rhiannon Blake – Deputy Operations Manager

Kerry Mattholie - Adult Services Co-ordinator

5. Staff Support and Supervision

All staff and volunteers will receive support and advice through regular supervision sessions conducted by a designated Line Manager. Safeguarding issues, including awareness of this policy, will be an essential component of such supervision.

Safeguarding is an item on the agenda for every team-meeting and Board meeting to ensure safeguarding remains at the forefront of Accuro's services.

Accuro will operate an 'Internal Safeguarding Group' which will meet on an 8 weekly basis (or sooner if needs require this) to consider any incidents in which a safeguarding concern has arisen, its primary purpose being to review the effectiveness of Accuro's policies, procedures and practices in dealing with the specific incident and to make recommendations for changes as appropriate.

6. Staff & Volunteer Recruitment

Accuro (Care Services) operates a Safer Recruitment process which is covered in our Recruitment of Staff Policy and Procedures. All staff, volunteers and trustees are subject to a satisfactory enhanced DBS check, prior to appointment.

7. Safeguarding Training

The training provided to frontline staff/volunteers begins with online basic Safeguarding Adult Awareness training during induction. In addition to this further training is provided to ensure staff and volunteers know who to contact at Accuro if they have any concerns, forms involved and additional information regarding working with adults who have a disability.

If you have any queries around training or further questions, staff or volunteers should contact one of the Designated Safeguarding Leads and this information can be found under item 12 on page 13.

8. Whistleblowing

A whistleblower is a person who reveals information regarding bad practice that is taking place so that it is revealed and then addressed which may include abuse or negligence, in the workplace. Staff who

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work with vulnerable adults have an individual responsibility to raise concerns about bad practice and a right to know that they will be supported by their employer when they are acting in good faith. Accuro, working together with the Essex Safeguarding Adults Board will support staff and volunteers who raise concerns about practices that may be abusive. It is the responsibility of all organisations to promote a culture which values good practice and encourages whistleblowing.

9. Compliments, Comments and Complaints

Accuro do have in place a Comments, Compliments and Complaints leaflet and a Complaints. Policy which is available and give details of how to complain and how it will be actioned.

9. Lone Working

Please refer to Accuro (Care Services) Policy on Lone Working which provides important information to help ensure the safety of its staff and volunteers at all times.

10. Staff Ratios

Staff Ratios are determined by the care needs of individuals around care/health/behaviour management to ensure the safe delivery of activities.

11. Monitoring and Review of this Policy

This policy as part of procedures and good practice will be reviewed annually or sooner following any significant changes to SET (Southend, Essex and Thurrock) Safeguarding Adult Guidelines and/or statutory guidance.

The policy will be reviewed/updated by the Senior Operations Manager – Alison McKeown who has completed the ESAB Designated Adult Safeguarding Lead training in line with SET and/or statutory guidance.

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12. Contact Telephone Numbers

Accuro Designated Safeguarding Lead – Adults

Senior Operations Manager (Alison McKeown) 07856 54453

Deputy Designated Lead

Operations and Projects Manager (Rhiannon Blake) 07708 068431

Chair of Trustees

Matthew Punshon 01279 870297

Safeguarding Trustee

Annette Burns 01279 870297

Accuro Contacts

Accuro (Care Services) Head Office 01279 870297

Out of Hours 07856544543

Essex County Council

Social Care Direct 0345 6037630

Emergency Duty Team (Out of Hours) 0845 6061212

LADO Local Authority Designated Officer 0330 139797

If there is an immediate risk of harm, contact the Police on 999

Care Quality Commission (CQC) 0300 0616161

Ofsted 0300 1231231

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Please ensure that you read:-

Appendix 1 Code of Conduct
Appendix 3 Body Map

Appendix 2 Safeguarding Report Form
Appendix 4 SET Safeguarding Handbook 2022

APPENDIX 1

CODE OF CONDUCT



You Should:

- Treat all children, young people and vulnerable adults with respect, and respect their right to personal privacy
- Ensure that, whenever possible, there is more than one adult present during activities or that you are within sight or hearing of others
- Exercise caution when discussing sensitive issues with children, young people or vulnerable adults
- Exercise caution in initiating any physical contact with a child, young person or vulnerable adult
- Operate within the guidance offered by this Code of Conduct, and Accuro's Safeguarding & related policies and procedures
- Only take children, young people and vulnerable adults alone in a car where explicit and informed consent has been received and recorded
- Challenge all unacceptable behaviour and report all allegations or suspicions of abuse
- Keep parents and / or guardians, and / or carers fully informed of all anticipated activities
- When working with children, young people, adults and their families maintain professional boundaries



You Should Not:

- Spend excessive time alone with children, young people or vulnerable adults away from others
- Take children, young people or vulnerable adults to your home
- Engage in physical or sexually provocative games including horseplay
- Allow or engage in inappropriate touching of any form
- Make over-familiar or sexually suggestive comments or approaches to a child, young person or vulnerable adult even as a joke
- Let allegations, over-familiar or sexually suggestive comments made by a child, young person or vulnerable adult go unchallenged or unrecorded
- Do things of a personal nature that children, young people or vulnerable adults can do for themselves
- Take photographs, videos or other images of a child, young person or vulnerable adult without the express permission of their parent, and / or guardian and / or carer.
- Use your personal phone/camera to take a photo of children, young people or vulnerable adults.

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APPENDIX 2

Safeguarding Reporting Form



CHILD/YOUNG PERSON OR ADULTS FULL NAME	
DOB	
PROJECT	
STAFF/VOLUNTEER NAME:	
SIGNATURE:	
LOCATION OF INCIDENT/DISCLOSURE	
DATE /TIME RECORDED	

Please ensure any continuation forms and any additional information is attached to this form.

DETAILS OF CONCERN

Provide details of the incident or concerns you have including times, dates, description of any injuries (use body diagram on the back of the form to indicate injury), witness details, what you have observed, heard or been told, if the information is first hand, fact or opinion and any other relevant details. Ensure you clearly record the voice of the child, recording the actual words they used. Please advise your project Co-ordinator of any concerns and complete this form as soon as possible and ensure it goes to the office for the attention of the Designated Safeguarding Officer in relation to Safeguarding Children and Designated Lead Officer for Adult Safeguarding.

BOX BELOW IS TO BE COMPLETED BY DESIGNATED SAFEGUARDING OFFICER/DESIGNATED LEAD OFFICER

AGREED ACTIONS & ANTICIPATED OUTCOMES

Record all discussions, communications, referrals & decisions made, include any conversations with parents/other agencies and rationale and any key decisions made.

Name:..... Signature:..... Date:

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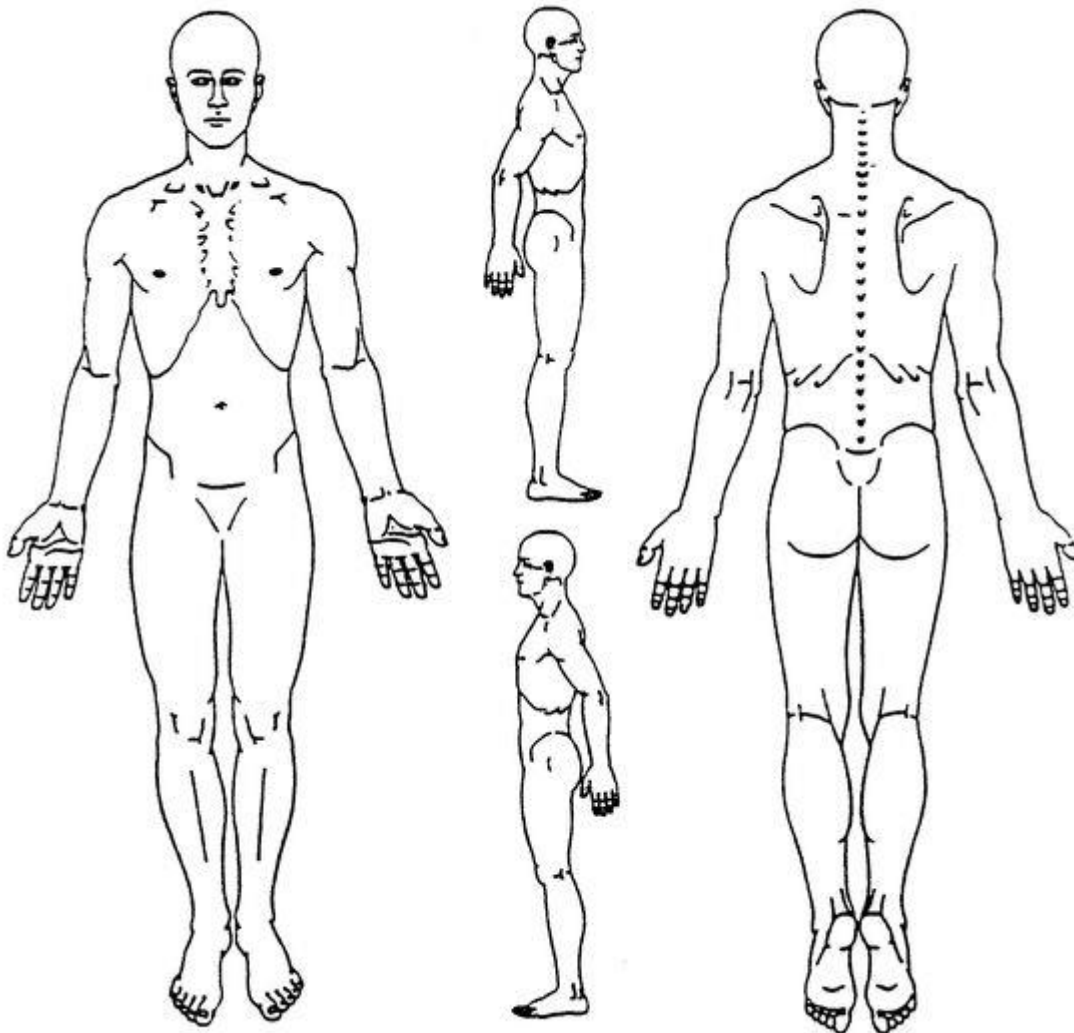
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APPENDIX 3 BODY MAP – ADULT

This form must be attached to a completed Safeguarding Reporting Form

ADULTS NAME	
DOB	
PROJECT	

STAFF/VOLUNTEER NAME:	
SIGNATURE:	
LOCATION OF INCIDENT OR DISCLOSURE	
DATE AND TIME RECORDED	



ACCURO (CARE SERVICES)

Policy & Procedure on Safeguarding Adults

I hereby acknowledge receipt of a copy of the **Accuro (Care Services) Policy & Procedure on Safeguarding Adults** and confirm that I have read this policy and agree to be bound by the conditions outlined therein.

Signed:

Name:

Date:

Please indicate in which role(s) you are involved with Accuro by deleting those which do not apply.

Trustee

Volunteer

Paid Employee

Once signed please detach this page and return it to the head office of Accuro (Care Services).

Thank you.