

Safeguarding Procedure

Introduction

The ateb Group is committed to safeguarding adults and children at risk of abuse, exploitation or neglect and will ensure that appropriate policies and procedures are in place to safeguard their wellbeing.

It is the responsibility of each person working for or on behalf of the ateb Group to consider the safety and welfare of all adults and children.

Definitions

A **'Child at Risk'** is defined in the Social Services and Wellbeing Act 2014 to be:

'a child who is experiencing or at risk of experiencing abuse, neglect or other kinds of harm'

With the definition of 'Child Abuse' and 'Neglect' defined by the NSPCC as being:

'any action by another person- adult or child that causes significant harm to a child...It can be physical, sexual or emotional but can just be about lack of love, care, attention... neglect in whatever form it takes can be just as damaging to a child as physical abuse'

An **'Adult at Risk'** is defined in the Social Services and Wellbeing Act 2014 as:

'an adult who is experiencing or is at risk of experiencing abuse or neglect ... who is or may be in need of community care services... and as a result of those needs may be unable to protect himself or herself against abuse, neglect, significant harm or exploitation'

This definition may include:

- People who have a learning disability;
- People who have physical or sensory disability;
- People who have a mental illness, including dementia;
- People who are elderly with support / care needs;
- People who are physically frail or have a chronic illness;
- People who misuse drugs / alcohol or both
- People who have an autistic spectrum disorder

An 'adult at risk' is considered to have mental capacity to make decisions unless proven otherwise. Decisions for people who lack capacity will be taken in their best interest by an appropriate professional or advocate in accordance with the Mental Capacity Act 2005.

Mental Capacity is defined in the Mental Capacity Act of 2005 as:

'Mental capacity means a person's ability to make their own choices and decisions... under UK law someone's capacity is judged according to specific decisions to be made, a person may have sufficient capacity to make simple decisions but not more complicated ones.'

'Abuse' is defined in the Social Services Well Being (Wales) Act 2014 as:

'Physical, Sexual, Psychological, Emotional or Financial abuse and may take place in any setting whether in a private dwelling, an institution or any other place and financial abuse includes theft, fraud, pressures about money or misuse of money.'

Abuse may be:

- a single or repeated act, or multiple acts;
- a lack of appropriate action;
- perpetrated as a result of deliberate intent, negligence or ignorance; and / or
- an act of omission (failing to act) or neglect.

Abuse can be categorised as Physical, Sexual, Financial, Emotional or Psychological and Neglect. It is not unusual for an abused person to suffer more than one form of abuse. Please Refer to **Appendix A** for indicators of abuse under the 5 categories.

Since the introduction of Multi-Agency Risk Assessment Conferences (MARAC) and Multi Agency Public Protection Arrangements (MAPPA) in 2003, there has been a more consistent and multi-agency approach to dealing with victims of abuse, working towards reducing risk.

Reporting of allegations, disclosures and incidents of abuse that do not involve an ateb Group colleague.

If a staff member thinks someone is in immediate danger, they should contact the police on 999. If they're worried about someone but they are not in immediate danger, they should share their concerns.

All staff within the ateb Group are expected to report any concerns to their line manager as soon as they can do so. The line manager and the staff member will decide on the relevant course of action to be taken following consideration of the Wales Safeguarding Procedures and the ateb 'Safeguarding Concerns' Flow Chart detailed in **Appendix B**.

Where a Report is to be made to the Local Authority by the staff member / line manager this should be undertaken quickly, ideally within 24 hours of becoming aware of the Safeguarding concern. The Local Authority will have a duty to respond in writing within 7 days of any Safeguarding Report being made to them.

The staff member and/or line manager will also be responsible for contacting the relevant Strategic Lead for Safeguarding within the ateb Group, in order for the concern to be recorded onto a 'Safeguarding Register' which details all reported cases.

The Strategic Leads in the ateb Group are listed below:

- Customer Support Manager (ateb)
- Agency Manager (West Wales Care & Repair)

Reporting of allegations, disclosures and incidents of abuse involving an ateb Group colleague.

The primary responsibility of the person who first suspects or who is told of abuse is to report it in line with the safeguarding procedure.

Colleagues who have suspicions that a child or adult at risk are suffering have a duty to take appropriate action immediately, even if they are unsure of their suspicions.

Colleagues reporting incidents should provide as much detail as possible to enable an informed decision regarding an appropriate response to be made.

The concerns should be reported immediately to the People and Communications Manager, or in their absence the Executive Director for Customer.

When such an allegation is made, the matter may be considered to be a disciplinary offence and will be investigated and dealt with under ateb's Disciplinary Policy and Procedure.

Contractors working on behalf of ateb group

Companies / individuals delivering services on behalf of ateb will be expected to have Safeguarding policy and procedures in place or agree to adopt ateb's policy and procedure. Confirmation will be requested at tender stage for all new contracts and copies held on file.

Contractors / individuals will be expected to provide training to all staff who may deliver services on behalf of ateb group, and provide evidence of this on request. Training may be provided by ateb group on request.

Failure to meet obligations relating to safeguarding may result in termination of a contract to deliver services on behalf of ateb.

If a safeguarding concern is raised that relates to an individual employed to deliver services on behalf of ateb group, they must be fully investigated under the necessary disciplinary procedure and reported immediately to ateb group.

ateb group will seek confirmation on an annual basis that companies / individuals delivering services on behalf of ateb have taken all necessary action to implement best practice in terms of safeguarding.

Multi Agency Approach

Staff assessment and action on abuse must always be in co-operation and collaboration with other agencies where necessary, such as Social Services, the NHS and the Police. ateb Group will co-operate in the development of multi-agency protocols and procedures to ensure the protection of adults and children at risk.

Confidentiality

All staff must adhere to confidentiality and only disclose information given in confidence by an adult or child at risk to their line manager and the relevant Strategic Lead, along with reporting any concerns to the relevant Safeguarding team.

The Supporting People Team will also need to be notified in vulnerable adult referrals within supported and older persons accommodation.

Staff Training

Any staff roles identified within the organisation where there is interaction with Adults or Children at risk, will be provided with training relating to the Safeguarding of Adults and Children.

New starters in these roles will receive training on Safeguarding as soon as reasonably possible. For all staff, refresher training will be provided every 3 years.

Where the need arises for ongoing assistance, advice and guidance, the Strategic Lead alongside the People and Communications Team, will co-ordinate additional Safeguarding training.

Legal Implications

This procedure has been developed to reflect the current guidance provided within the Social Services and Wellbeing (Wales) Act 2014 (Part 7) and Wales Safeguarding Procedures introduced in April 2020.

In line with the regulatory procedures relating to the Disclosure Barring Service (DBS) checks and the revised definitions of regulated activity, all staff working with adults or children at risk are required to have a DBS check undertaken. In terms of any future staff appointments to these roles, these checks will be undertaken as part of the recruitment process. Where existing role profiles are amended or new roles created, they will be assessed in line with this policy to determine if a DBS check is necessary.

Ateb Group will always comply with its legal requirement to make a referral to the DBS barred list following the procedures issued by the DBS where it has evidence that the member of staff in question has been guilty of gross misconduct by harming or putting at risk of harm a person at risk, during their work.

Whistleblowing

ateb Group has a 'Raising Concerns at Work Policy and Procedure' which should be read in conjunction with this procedure.

Performance Management

The success of this procedure will be assessed through reporting against the following key performance indicators:

1. No of cases of abuse or neglect referred per annum.
2. Breakdown by: Adults, nature of abuse and number - Children, nature of abuse and number.
3. No of repeat referrals in the last 12 months.

Our performance is reported to Assurance Committee on an annual basis and through regular performance reports to the management teams.

APPENDIX A - A GUIDE TO INDICATORS OF ABUSE

Recognising abuse is not easy. It is not the responsibility of ateb Group employees to decide if abuse has taken place. However, we do have a responsibility to act if we think it may be happening.

You should report anything that causes you to suspect abuse may be happening in order for appropriate action to be taken. People may exhibit some signs and indicators at some time, the presence of one or more should not be taken as proof that abuse is occurring.

Physical Abuse	
Examples include:	Signs/indicators include:
<p>Hitting, kicking, shaking, pinching, slapping, throwing, poisoning, drowning, suffocating, force-feeding, biting, burning or scalding.</p> <p>Giving too much medication or medication that is not necessary.</p> <p>Fabricating symptoms of, or deliberately inducing illness in a child.</p> <p>Causing needless physical discomfort.</p> <p>Inappropriate restraint.</p> <p>Locking someone in a room.</p> <p>Unexplained bruising, marks or injuries on any part of the body.</p>	<p>Frequent visits to the GP or A&E with an injury inconsistent with the explanation offered.</p> <p>Aggressive behaviour or severe temper outbursts.</p> <p>Flinching when approached.</p> <p>Reluctance to get changed or wearing long sleeves in hot weather.</p> <p>Withdrawn behaviour or other behaviour changes.</p> <p>Running away from home/residential care.</p> <p>Distrust of adults, particularly those with whom a close relationship would normally be expected.</p>
Emotional / Psychological Abuse	
Examples include:	Signs include:
<p>Intimidation and/or threats.</p> <p>Bullying (including cyber bullying and use of social media).</p> <p>Rejection/Controlling/Harassment Shouting/verbal abuse.</p> <p>Deprivation of dignity or privacy</p> <p>Conveying that person is worthless, unloved or inadequate.</p>	<p>Developmental delay, either in terms of physical or emotional progress.</p> <p>Behaviour change.</p> <p>Being unable to play or socialise with others.</p> <p>Fear of making mistakes.</p> <p>Self harm.</p>

Overprotection or preventing child participating in normal social interaction.	
Sexual Abuse	
Examples include:	Signs include:
<p>Rape and other sexual offences including exploitation.</p> <p>For vulnerable adults, sexual activity including sexual contact and nonsexual contact that the person does not want, to which they have not consented, could not consent, or were pressured into consenting to.</p> <p>Forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not they are aware of what is happening.</p> <p>Encouraging children to behave in a sexually inappropriate way.</p> <p>Non-contact activities e.g. coercing the victim into watching or participating in pornographic videos, photographs, or internet images.</p> <p>Any sexual relationship that develops where one is in a position of trust, power or authority.</p>	<p>Pain or itching in the genital/anal areas/ discomfort when walking or sitting down.</p> <p>Sexually transmitted disease</p> <p>Pregnancy</p> <p>Sudden or unexplained changes in behaviour, e.g. becoming aggressive or withdrawn.</p> <p>Fear of being left with a specific person or group of people.</p> <p>Nightmares.</p> <p>Sexual knowledge which is beyond their age or development age.</p> <p>Sexual drawings or language.</p> <p>Bedwetting.</p> <p>Self harm or mutilation, sometimes leading to suicide attempts.</p> <p>Eating problems such as overeating or anorexia.</p>
Neglect	
Examples include:	Signs include:
<p>Withholding/not seeking help or support necessary to carry out daily living tasks.</p> <p>Ignoring medical and physical care needs including their own needs.</p> <p>Failing to provide access to health, social or educational support. The withholding of medication, nutrition and heating.</p> <p>Keeping someone in isolation.</p>	<p>Constant hunger, sometimes stealing food from other.</p> <p>Dirty or 'smelly'</p> <p>Poor property condition/hoarding.</p> <p>Loss of weight or being constantly underweight.</p> <p>Not seeking medical assistance and/or failing to attend appointments.</p>

<p>Failure to intervene in situations that are dangerous to the vulnerable person/child.</p> <p>Inadequate supervision and guidance – leaving the child to cope alone, abandoning them or leaving them with inappropriate carers.</p> <p>Failing to provide appropriate boundaries about behaviours such as underage sex or alcohol.</p>	<p>Worsening of health conditions</p> <p>Pressure sores/Skin infections</p> <p>Sore or extreme nappy rash</p> <p>Distressed/ Anxiety.</p> <p>Little or no distress when separated from primary carer/Inappropriate emotional responses.</p> <p>Language delay</p>
Financial (adults)	
Examples include:	Signs include:
<p>Being over charged for services.</p> <p>Being tricked into receiving goods or services that they do not want or need.</p> <p>Inappropriate use, exploitation, or misappropriation of finances, property and/or utilities.</p> <p>Theft/Deception/Fraud</p>	<p>Inability to pay bills/Unexplained withdrawals from accounts.</p> <p>Inconsistency between standard of living and income.</p> <p>Unusual interest by family, carers and other people in the person's assets.</p> <p>Exploitation or pressure in connection with wills.</p> <p>Recent changes in deeds.</p> <p>Power of Attorney obtained when person lacks capacity to make the decision.</p>
Other forms of abuse could include:	
Female Genital Mutilation	Human Trafficking
Forced Marriage	Hidden Harm
Child Sexual Exploitation	Domestic Abuse / Violence
Radicalisation	Sexting
Modern Slavery	Up skirting
Hate Crime	Grooming

APPENDIX B – SAFEGUARDING CONCERNS FLOW CHART



Referral Form - adults

<https://www.cysur.wales/contacts-and-useful-links/reporting-concerns-adult/>

Referral Form - children

<https://www.cysur.wales/contacts-and-useful-links/reporting-concerns-child/>

APPENDIX C – CONTACT DETAILS

POLICE:

In an emergency ring 999

Non-emergency: 101

PEMBROKESHIRE

- Telephone during office hours: 01437 776444
- Email: ccat@pembrokeshire.gov.uk
- Outside of Office Hours: 0300 333 2222

CEREDIGION

- Telephone during office hours: 01545 574000
- Email: socservs@ceredigion.gov.uk
- Outside of Office hours: 0300 4563554

CARMARTHENSHIRE

- Telephone: 0300 333 2222 (available 24hrs, 7 days a week)
- Email: safeguarding@carmarthenshire.gov.uk

Other Useful Telephone Numbers:-

NSPCC: 0808 8005000

Childline: 0800 1111

Domestic Abuse Helpline: 0808 8010800

Female Genital Mutilation Helpline: 0800 028 3550