

# SAFEGUARDING ADULTS

## POLICY and PROCEDURES

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## 1.0 POLICY STATEMENT

Causeway Coast and Glens Borough Council is dedicated to the comfort and safety of all our service users. We recognise our duty of care and want to ensure that adults at risk are protected from harm while they visit our premises. This Safeguarding Adults policy has been created separately from our Safeguarding Children and Young People Policies as the applicable legislation, procedures, guidance and definitions are significantly different. The following Safeguarding Adults Policies and Procedures outline the systems and procedures in place within Causeway Coast and Glens Borough Council in order to achieve this aim. Its successful achievement requires co-operation and partnership between our staff/volunteers and our many users.

Causeway Coast and Glens Borough Council is committed to creating and maintaining a safe and positive environment and accepts our responsibility to safeguard the welfare of all adults involved in our activities in accordance with the Safeguarding Adults Operational Procedures (Sept 2016). Causeway Coast and Glens Borough Council's Safeguarding Adults policy and procedures apply to all individuals over the age of 18 at risk of harm.

**Causeway Coast and Glens Borough Council is committed to the delivery of a quality service that also promotes good practice which protects adults at risk from harm. It will also ensure procedures are in place to safeguard its staff and volunteers and the service from potential allegations.**

These Safeguarding Adults Policies and Procedures are applicable to anyone associated within Causeway Coast and Glens Borough Council who may have direct or indirect contact with adults at risk.

*Please note a change in the use of term previously used within an adult safeguarding policy from "vulnerable adults" to now using the term "adults at risk." (See Section 3 for Safeguarding Definitions)*

All staff / agency workers / volunteers have a responsibility to ensure that Causeway Coast and Glens Borough Council is a safe environment for all visitors who attend. Therefore, all staff/volunteers/regular contractors should be vigilant and alert to possible safeguarding incidents at all times when the public are using the building. All incidents must be reported in accordance with the procedures laid out in this document.

### **Principles of Safeguarding Adults at Risk**

The guidance given in the policy and procedures is based on the following principles:

- A Rights-Based Approach: To promote and respect an adult's right to be safe and secure; to freedom from harm and coercion; to equality of



treatment; to the protection of the law; to privacy; to confidentiality; and freedom from discrimination.

- An Empowering Approach: To empower adults to make informed choices about their lives, to maximise their opportunities to participate in wider society, to keep themselves safe and free from harm and enabled to manage their own decisions in respect of exposure to risk.
- Person-Centred Approach: To promote and facilitate full participation of adults in all decisions affecting their lives taking full account of their views, wishes and feelings and, where appropriate, the views of others who have an interest in his or her safety and well-being.
- A Consent-Driven Approach: To make a presumption that the adult has the ability to give or withhold consent; to make informed choices; to help inform choice through the provision of information, and the identification of options and alternatives; to have particular regard to the needs of individuals who require support with communication, advocacy or who lack the capacity to consent; and intervening in the life of an adult against his or her wishes only in particular circumstances, for very specific purposes and always in accordance with the law.
- A Collaborative Approach: To acknowledge that Safeguarding Adults will be most effective when it has the full support of the wider public and of safeguarding partners across the statutory, voluntary, community, independent and faith sectors working together and is delivered in a way where roles, responsibilities and lines of accountability are clearly defined and understood. Working in partnership and a person-centred approach will work hand-in-hand.

All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.

We will seek to ensure that Causeway Coast and Glens Borough Council is inclusive and make reasonable adjustments for any ability, disability or impairment, we will also commit to continuous development, monitoring, and review. **The rights, dignity and worth of all adults will always be respected.**

We recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, for example those who have a dependency on others or have different communication needs.

We recognise that an adult with an impairment or a disability may or may not identify themselves/be identified as an adult 'at risk' or vulnerable.

### ***Working in Partnership***

The diversity of Causeway Coast and Glens Borough Council's functions and settings means there can be great variation in practice when it comes to

safeguarding adults at risk. We will endeavour to work in partnership with a range of stakeholders to promote safeguarding.

Good communication is essential in promoting safeguarding, both to those we wish to protect, to everyone involved in working with adults at risk and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

### **Equality**

**Causeway Coast and Glens Borough Council is committed to ensuring that equality is incorporated across all aspects of its development.**

- We respect the rights, dignity and worth of every person and will treat everyone equally within the context of their activity while at Causeway Coast and Glens Borough Council, regardless of age, ability, gender, race, ethnicity, religious belief, sexuality or social/economic status.
- We are committed to everyone having the right to enjoy their activity in an environment free from threat of intimidation, harassment and abuse.
- We have a responsibility to oppose discriminatory behaviour and promote equality of opportunity.
- We will deal with any incidence of discriminatory behaviour seriously, according to Causeway Coast and Glens Borough Council's disciplinary procedures.

## **2.0 AIMS OF SAFEGUARDING ADULTS POLICY AND PROCEDURES:**

This aim of this document is to:

- demonstrate Causeway Coast and Glens Borough Council commitment to providing and maintaining an organisation that protects adults from harm, and protects staff / agency workers / volunteers and the organisation itself from potential allegations;
- promote zero-tolerance of harm to all adults from abuse, exploitation, or neglect;
- influence the way our organisation thinks about harm to adults resulting from abuse, exploitation or neglect by embedding a culture which recognises every adult's right to respect and dignity, honesty, humanity and compassion in every aspect of their life;
- prevent and reduce the risk of harm to adults, while supporting people's right to maintain control over their lives and make informed choices free from coercion;
- encourage our staff / agency workers / volunteers to work collaboratively across sectors and on an inter-agency and multi-disciplinary basis, to introduce a range of preventative measures to promote an individual's capacity to keep themselves safe and to prevent harm occurring;



- establish clear guidance for reporting concerns that an adult is, or may be, at risk of being harmed or in need of protection and how these will be responded to;
- promote access to justice for adults at risk who have been harmed as a result of abuse, exploitation or neglect;
- promote a continuous learning approach to adult safeguarding;
- ensure our staff are carefully selected, vetted and trained in issues of safeguarding adults;
- provide guidance on appropriate and relevant supervision; including the appointment of designated safeguarding officers within each of our business units;
- ensure staff are aware of the adults safeguarding policy and procedures within Causeway Coast and Glens Borough Council; their role within the policy and the consequence of not following these procedures;
- ensure appropriate action is always taken in the event of an incident, in-line with best practice;
- provide clear procedures and guidance on how staff / agency workers / volunteers / regular contractors must deal with any safeguarding issues or concerns;
- provide guidelines on appropriate safeguarding training for staff / agency workers / volunteers;
- provide guidelines for staff / agency workers / volunteers when dealing with adults at risk;
- provide a Safeguarding Adults Code of Behaviour for staff/volunteers; and,
- provide a complaints procedure with guidance on how a complaint can be raised regarding a safeguarding issue.

We will ensure staff / agency workers / volunteers / regular contractors are aware of the safeguarding standards within the organisation, their role within the policy, and the consequence of not following our procedures.

Causeway Coast and Glens Borough Council will ensure that appropriate training or awareness is given to staff / agency workers / volunteers to ensure an understanding of their role in recognising abuse and to familiarise them with our Safeguarding Adults Policies and Procedures.

We are committed to reviewing our policies, procedures, practices and training in line with changes in legislation and best practice or at a minimum every three years.

### **3.0 SAFEGUARDING DEFINITIONS**

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. To assist

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

**Adult** is anyone aged 18 or over.

**Adult at risk of harm:** is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- a) **Personal characteristics** which may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain.

**AND / OR**

- b) **Life circumstances** which may include, but are not limited to, isolation, socio-economic factors, and environmental living conditions.

**Adult in need of protection:** is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- a) Personal characteristics **AND / OR**
- b) Life circumstances **AND**
- c) Who is unable to protect their own well-being, property, assets, rights or other interests; **AND**
- d) Where the action or inaction of another person or persons is causing, or is likely to cause, him / her to be harmed

**Abuse** is a violation of an individual's human and civil rights by another person or persons. See pages 14 - 17 for further explanations on the types of abuse.

**Adult Safeguarding** is protecting a person's right to live in safety, free from abuse and neglect.

**Adult Safeguarding Champion (ASC)** this is a requirement for targeted services i.e., all organisations or groups that have volunteers or staff who are required to be vetted at any level under the Safeguarding Vulnerable Groups (Northern Ireland) Order 2007. If an organisation or group does not have staff or volunteers who are required to be vetted, then it is not compulsory to have an ASC. However, having an ASC is identified as good practice for every group or organisation. All providers of targeted services are required to have an ASC and a Safeguarding Adults policy which demonstrates a zero tolerance of harm to adults.

Members of the public, voluntary and community groups NOT required to have an Adult Safeguarding Champion (ASC) should report all adult at risk or in need of protection safeguarding concerns directly to the Health and Social Care (HSC) Trust Adult Protection Gateway Service. They can do so by phoning the Trust's single point of contact telephone number.

**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.

**Local Adult Safeguarding Partnerships (LASPs)** the five LASPs are located within, and accountable to, their respective HSC Trusts. Their role is to implement the Northern Ireland Adult Safeguarding Partnership (NIASP) Strategic Plan, policy and operational procedures locally. Each LASP has responsibility to promote all aspects of safeguarding activity in its area and to promote multi-disciplinary, multi-agency and interagency cooperation, including the sharing of learning and best practice.

**Northern Ireland Adult Safeguarding Partnership (NIASP)** is a regional collaborative body led by the Health and Social Care Board (HSCB). It is supported in its work by all its constituent members, who have made a commitment to adult safeguarding.

#### **4.0. ACCOUNTABILITY AND RESPONSIBILITIES**

##### **4.1 Chief Executive**

The Chief Executive has ultimate responsibility for ensuring compliance of these policy and procedures. Day to day responsibility for implementation is however delegated through the management structure to individual managers and officers who are held accountable for ensuring that the requirements set out in this policy are fully implemented.

##### **4.2 Directors**

Each Director is responsible for the implementation and effective management of Safeguarding within their Department

##### **4.3 Head of Sport and Wellbeing**

The Head of Sport and Wellbeing will ensure that this Safeguarding Adults Policy & Procedures is widely available to all employees, agency workers, volunteers, and elected members.

**4.3.1** The Head of Sport and Wellbeing will have responsibility for ensuring that all employees, agency workers, volunteers and elected members are made aware of the importance of these policy and procedures.

**4.3.2** The Head of Sport and Wellbeing has the responsibility to ensure that there are the necessary procedures for the supervision and support of Elected Members, Designated Safeguarding Officers, Managers, and Duty Managers in their discharge of these policy and procedures.

#### **4.4 Head of Organisational Development/Human Resources (OD/HR)**

4.4.1 The Head of OD/HR will ensure that, where identified through job descriptions and representations from individual managers, that employment checks are carried out for those members of employees or volunteers who have a substantial level of contact with adults at risk. The Head of OD/HR will also ensure that any records of suspected abuse are stored appropriately.

4.4.2 The Head of OD/HR will ensure that at their Induction training new employees, agency workers, volunteers and elected members will be made aware of their role and responsibilities in the area of Safeguarding Adults.

4.4.3 The Head of OD/HR will ensure that there are suitable support mechanisms in place for employees, volunteers, and elected members who have had any allegations made against them or who are undergoing any investigation under these policy and procedures.

#### **4.5 Managers and Supervisors**

Managers and Supervisors are expected to ensure employees and volunteers are aware of this policy; and to notify the Designated Safeguarding Officer(s) in strict confidence regarding any matters of Safeguarding Adults. Managers and supervisors will also be expected to ensure that their employees, agency workers or volunteers who have substantial contact with adults at risk attend the relevant training. (See section 7.0 Training of Employees, Agency Workers, Volunteers and Elected Members)

#### **4.6 Employees, Agency Workers, Volunteers and Elected Members**

All employees, agency workers, volunteers and elected members of the Council have a duty to adhere to this policy and procedures and to notify the Designated Safeguarding Officer(s) on any matters of Safeguarding Adults. They will also be responsible for undertaking the relevant training should they be working with or have regular contact with adults at risk.

#### **4.7 Designated Safeguarding Roles**

The Sport & Wellbeing Development Service Unit Manager is Council's Safeguarding Manager. They will manage and deliver Council's Safeguarding Policy on behalf of the Sport & Wellbeing Unit's Senior Management Team and take a lead role in safeguarding protocols corporately. The post holders' contact details will be contained within the appendices.

## **5.0 DESIGNATED SAFEGUARDING OFFICERS**

Designated Safeguarding Officers are responsible for acting as a source of advice on safeguarding matters, for co-ordinating action within the organisation and for liaising with Health and Social Services Trusts, the PSNI, and other agencies about suspected or actual cases of abuse. There will be a suitable number Designated Safeguarding Officers who will ensure they carry out all relevant designated officer duties

The Designated Safeguarding Officers shall be made known to all staff / agency workers / volunteers and those who use our services as the people to address safeguarding concerns. A list of current Designated Safeguarding Officers and contact details can be found in Appendix 4 of this document.

### **Designated Safeguarding Officer**

As part of their role, The Designated Safeguarding Officers will:

- accept any safeguarding concerns raised within Causeway Coast and Glens Borough Council whether the alleged abuse involves an external person or Causeway Coast and Glens Borough Council personnel;
- support Causeway Coast and Glens Borough Council staff / agency workers / volunteers or others to record concerns or suspicions of abuse;
- seek advice from the relevant agencies on safeguarding concerns and report / refer these concerns, if appropriate. If a disclosure / concern relates to Causeway Coast and Glens Borough Council, the Designated Safeguarding Officer will also liaise with Council's Safeguarding Managers' and / or Head of Service (Sport & Wellbeing);
- record all further action taken on a Safeguarding Incident Form and if a disclosure / concern relates to a Causeway Coast and Glens Borough Council employee, inform HR within the relevant boundaries of confidentiality;
- ensure all matters relating to safeguarding are maintained as written records throughout and on completion of the matter. Such records are to be kept securely and confidentially by Council's Safeguarding Managers' with access limited to nominated personnel;
- establish contact with the relevant Health & Social Services Trusts and PSNI;
- keep up to date with relevant legislation, good practice and policy developments;
- ensure that they are knowledgeable about safeguarding and undertakes any training, considered necessary, to remain updated on new developments;
- liaise with HR to assist the implementation of the safeguarding Training Programme;
- fulfil any other relevant duties that may become apparent as the role of Designated Safeguarding Officer develops.

- liaise with HR to ensure the ongoing implementation and review of our Safeguarding Adults Policies and Procedures;

### **Safeguarding Concerns about a Designated Safeguarding Officer**

If the concern is about a Designated Safeguarding Officer, staff / agency workers / volunteers should report to HR.

Procedures for dealing with & recording safeguarding incidents are outlined in Section 11 of this document.

## **6.0 GRANT AID RECIPIENTS**

Recipients of grant aid from Causeway Coast and Glens Borough Council, particularly organisations with access to children & young people and adults at risk, must demonstrate to Council that they have fully taken on board safeguarding issues. They may do this by either producing a copy of their own Safeguarding Adults Policy or in the absence of a policy the recipients must adopt Councils Safeguarding Adults Policy & Procedures.

Council would also encourage these groups to ensure that they have carried out adequate checks on those who will access to adults at risk. This may include Access NI checks completed on all staff, coaches, and volunteers where appropriate. You do not need to include a copy of your safeguarding policies, employment policy, insurance, licence, permissions, or confirmation of Access NI checks, but they may be requested at any time and may be required if you application for funding is successful.

## **7.0 SAFER RECRUITMENT – Recruitment and Selection Guidance**

Council operates transparent and clearly defined recruitment and selection procedures in accordance with legislative requirements and best practice as set out in the Local Government Staff Commission, Code of Procedures for Recruitment and Selection.

As part of Councils commitment to safeguarding children and adults at risk we undertake 'Safer Recruitment' when recruiting to all posts for children and adults at risk which require an enhanced Access NI check. An enhanced check for a post which includes 'regulated activity' will include a check with the Disclosure and Barring Service (DBS), which keeps lists of people who are unsuitable for work with children and adults.

### **The role of Access NI**

Access NI is a criminal history disclosure service in Northern Ireland. It supplies criminal history information to organisations and individuals on three levels of criminal record check (sometimes called disclosures) the level of checks will be determined at recruitment and the related processes will be managed by the Councils OD/HR Department.

An Access NI Enhanced Disclosure with Barred List Check is required for employees and volunteers in posts designated as **regulated activity** i.e., those posts which work with children and young people (as defined under the Safeguarding Vulnerable Groups (NI) Order 2007, as amended by the Protection of Freedoms Act 2012).

Therefore, before advertising a post or volunteering role within Council or contacting Councils recruitment and selection agency the Council will determine if the post falls into the category of regulated activity.

### **What is Regulated Activity with Adults?**

Regulated activity with adults refers to treatment or care for an adult which makes them vulnerable at that time, for example; you are considered vulnerable when you are receiving dental treatment.

Work in regulated activity with adults involves:

- Providing healthcare as a GP, pharmacist, nurse, dentist, surgeon, or specialist
- Providing personal care such as dressing or washing
- Providing social work
- Help with general household matters such as handling cash, shopping or paying bills.
- Helping manage personal affairs such as legal papers
- Conveying an adult in a vehicle to receive personal care, healthcare, or social care.

### **Safer Practice in Recruitment**

Safer practice in recruitment means that every stage of the selection process will be considered carefully, in order to deter unsuitable candidates from applying or being appointed into the organisation. It also requires a consistent and thorough process of obtaining, collating, analysing, and evaluating information from and about applicants.

In accordance with the Code of Procedures for Recruitment and Selection the Councils recruitment and selection procedures for staff and volunteers include the following:

- Defining the post through clear job/role descriptions and person specifications. These identify the qualifications, experience competencies, and knowledge required to fill the post.
- The authorization to recruit form will indicate whether the post constitutes regulated activity under the Safeguarding Vulnerable Groups (NI) Order 2007 (as amended by the Protection of Freedoms Act 2012), or if the post meets the definition of regulated activity.
- An open recruitment process

- Completion of an application/registration form, which will cover past work/volunteering experience
- Applicants who have been provided with a conditional offer will complete a Declaration of Criminal Convictions and consent form. Applicants must give consent for the relevant Access NI Disclosure Check to be carried out.
- Interview (or meeting in the case of a volunteer) appropriate to the job/role with at least two representatives of Council. Photographic identification and, where required, documentary evidence of qualifications and any accredited training should be produced by the preferred candidate when offered the post.

**Following a conditional offer of employment, the following procedures apply:**

- Request for two written references, one of which should be the applicants' current or most recent employer.
- Appropriate checks will be undertaken where required. An Access NI Enhanced Disclosure with Barred List Check will be requested for the preferred candidate if the job/role is considered regulated activity. If required, a registration check with an appropriate professional body will also be carried out.

Council will ensure that all information relating to recruitment and selection is securely and confidentially stored. Handling and storage of criminal history information complies fully with Access NI's Code of Practice for the storage, retention, and disposal of disclosure information. Copies of the Self Disclosure and Rehabilitation of Offenders Policy (in draft and subject to Council approval) are available upon request.

### **Referrals**

'The **Disclosure and Barring Service** (DBS) is responsible for maintaining the list of individuals barred from engaging in Regulated Activity with children and adults at risk across England, Wales and Northern Ireland. A regulated activity provider must refer anyone to the DBS who has harmed or poses a risk of harm to a child or an adult and who has been removed from working (paid or unpaid) in regulated activity or would have been removed had they not left. The DBS will decide whether the person should be barred from working in regulated activity with children, or adults, or both. It is an offence to knowingly engage a barred person in regulated activity and it is an offence to engage or offer to engage in regulated activity if you are barred.'

### **Effective Management, Support and Supervision of Staff and Volunteers**

Effective management of staff and volunteers ensures that everyone in the Council is clear about what they are trying to achieve and what their particular job/role is. The Council wants to prevent harm to the children and adults at risk of harm and we support the provision of appropriate training, support and supervision of staff

and volunteers helps to achieve this. We also want staff and volunteers to feel valued and listened to.

The Council's management procedures for staff and volunteers include the following:

**Local and Corporate Induction which covers:**

- The Council's Safeguarding Policy and Procedures
- The job / role and the staff member / volunteer's area of responsibility
- What is expected of staff and volunteers.
- Support available to staff and volunteers
- Written acknowledgement of completion. The staff member / volunteer and their manager / coordinator sign off the induction.

**Probationary period for staff and trial period for volunteers**

All appointments are conditional on a satisfactory period of employment or volunteering, the timeframe for which will be agreed. The probation review form includes reference to Safeguarding.

**Learning and Development**

Council recognizes the importance of excellent learning and development practice. It is management's responsibility to identify both the individual and common training needs for our staff and volunteers. In addition to induction, all staff and volunteers in Council will receive training on an ongoing basis and this will be appropriate to their need and their job/role. In relation to safeguarding, all staff and Elected members shall receive awareness training in Safeguarding Children and Adults at Risk of Harm. This training will include familiarization with the Council's policy and procedures.

**Corporate Safeguarding training will include:**

- Awareness of Safeguarding issues and the legal context
- Code of Behaviour
- Reporting Procedures and Forms
- Assessing and Managing Risks
- Managing Information and storing data
- Receiving Comments and Complaints
- Awareness of all relevant procedures and guidance.

Training will include employees, volunteers, agency workers & elected members. Training will be provided at 3 levels – (see table in the Safeguarding Adults at Risk Training Schedule).

Where appropriate Council will work in partnership with other bodies to deliver training.

### **Learning and Development Management**

Council will keep records of all training completed by staff and volunteers. Additional training needs identified will be discussed with their line manager/coordinator. Support and supervision is provided to staff and volunteers through regular feedback and team meetings.

## **8.0 TRAINING**

Learning and development must not be seen as a one-off event, but a continuous process which requires the investment of time and resources within Causeway Coast and Glens Borough Councils to create a learning environment and a competent workforce. Each organisation must take responsibility to develop both knowledge and expertise in safeguarding and protecting adults and seek to identify the most appropriate and relevant opportunities to develop the confidence, abilities and competence of staff and volunteers.

Causeway Coast and Glens Borough Council is committed to providing all staff / agency workers / volunteers with appropriate Safeguarding awareness sessions or the relevant level of training in accordance with the Northern Ireland Adult Safeguarding Partnership Training Strategy 2013 (Revised 2016). OD/HR will be responsible for ensuring that staff / agency workers / volunteers are made aware of Causeway Coast and Glens Borough Council Safeguarding Adults Policy and Procedures as appropriate to the job roles using existing organisational system and guidelines.

At each level, the training or awareness raising will identify:

- Required safeguarding knowledge and skills
- Key learning outcomes
- Target audience

**Safeguarding Adults at Risk Training Schedule:**

<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
<b>Safeguarding Awareness</b>	<b>Safeguarding Adults Training</b>	<b>Designated Safeguarding Officer Training</b>
All staff / agency workers / volunteers within the organisation.	All staff / agency workers / volunteers who have relevant contact with adults at risk, or with carers/parents of adults at risk and those who have regular contact with adults at risks, or adults known or suspected of posing a risk to adults at risk.	All Designated Safeguarding Officers/Managers/Adult Safeguarding Champion
This will involve familiarising staff / agency workers / volunteers with the working environment, with Causeway Coast and Glens Borough Council expectations and the requirements of the job. All staff / agency workers / volunteers will be provided with a code of behaviour, which they must read. The code of behaviour will draw particular attention to Causeway Coast and Glens Borough Council Safeguarding Adults Policies and Procedures.	This 3-hour, face-to-face training session will enable managers, staff, agency workers and volunteers to understand their roles and responsibilities in relation to safeguarding adults at risk within the context of the organisation's policies and procedures.	This full-day, face-to-face training session will enable DSOs to become familiar with the role and responsibilities of their role and to develop competence and confidence in carrying these out.

Completion of **Level 1: Safeguarding Awareness** and attendance at all subsequent relevant training is a mandatory requirement and individual training records will be maintained by HR.

## **9.0 RECORD KEEPING CONFIDENTIALITY AND SHARING INFORMATION**

### Confidentiality

Whilst it is important that a partnership approach is adopted to ensure the safety and welfare of adults at risk it is of equal importance that all concerned are confident that the information they provide will only be disclosed where it is in the best interests of the adult at risk to do so. Causeway Coast and Glens Borough Council policy and procedures have been carefully constructed to ensure such confidentiality while protecting the interests of the adult at risk.

Causeway Coast and Glens Borough Council has Designated Safeguarding Officers who have been specially trained in the area of safeguarding and are committed to the principle of confidentiality.

Information obtained by organisations in the exercise of their safeguarding duties may be of a personal nature about a particular adult at risk, and therefore is governed by the common law duty of confidentiality, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (the DPA).

The six principles state that

Personal data should be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary
- Accurate and where necessary kept up to date
- Kept in a form which permits identification of data subjects for no longer that is necessary for the purposes for which those data are processed, and
- Processed in a manner that ensures appropriate security of the personal data

Accountability is central to GDPR. Data Controllers are responsible for compliance with the principles and must be able to demonstrate this to data subjects and the regulator.

## **10.0 CATEGORIES OF ABUSE**

Abuse is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to another individual or violates their human or civil rights. Abuse is the

misuse of power and control that one person has over another. It can involve direct and indirect contact and can include online abuse.

Adult Safeguarding Operational Procedures 2016

Everyone who works with adults or comes into contact with adults through their work, should be able to recognise, and know how to act upon, indicators that an adult's welfare or safety may be at risk. It is essential that staff / agency workers / volunteers understand the different types of abuse that adults may suffer. Abuse is not always straightforward to identify and a person may experience more than one type of harm or significant harm.

<b>Harm can be caused by:</b>	Psychological / Emotional abuse	Neglect
Physical abuse	Financial Abuse	Exploitation
	Institutional Abuse	Sexual violence and abuse

Type of Abuse	Indicators
<b>Physical abuse</b> is the use of physical force or mistreatment of one person by another which may or may not result in actual physical injury. This may include hitting, pushing, rough handling, exposure to heat or cold, force feeding, improper administration of medication, denial of treatment, misuse or illegal use of restraint and deprivation of liberty. Female genital mutilation (FGM) is considered a form of physical AND sexual abuse.	<ul style="list-style-type: none"> <li>• Broken bones, bruises, marks on the body, or bite, burn or scald marks.</li> <li>• Frequent injuries that are unexplained or inconsistent.</li> <li>• Unexplained falls.</li> <li>• Signs of malnutrition.</li> <li>• Missed medical appointments or medical conditions left untreated.</li> </ul>
<b>Sexual violence and abuse:</b> Sexual abuse is 'any behaviour (physical, psychological, verbal, virtual/online) perceived to be of a sexual nature which is controlling, coercive, exploitative, harmful, or unwanted that is inflicted on anyone (irrespective of age, ethnicity, religion, gender, gender identity, sexual orientation or any form of disability). Sexual violence and abuse can take	<ul style="list-style-type: none"> <li>• Bleeding, pain, itching or sores around the genitals.</li> <li>• Pain or discomfort when walking or sitting.</li> <li>• Bruising, especially on the thighs, buttocks, upper arms and neck.</li> </ul>

<p>many forms and may include non-contact sexual activities, such as indecent exposure, stalking, grooming, being made to look at or be involved in the production of sexually abusive material or being made to watch sexual activities. It may involve physical contact, including but not limited to non-consensual penetrative sexual activities or non-penetrative sexual activities, such as intentional touching (known as groping). Sexual violence can be found across all sections of society, irrelevant of gender, age, ability, religion, race, ethnicity, personal circumstances, financial background or sexual orientation.</p>	<ul style="list-style-type: none"> <li>• Torn, blooded or stained clothing</li> <li>• STIs.</li> <li>• Unexplained pregnancy, for example in a woman who is unable to consent to intercourse.</li> <li>• Sleeping difficulties, self-harm, withdrawal, poor concentration, apprehension about relationships, or reluctance to be left alone with a certain person.</li> <li>• Not wanting to receive help with personal care.</li> <li>• Explicit use of sexual language or changes in attitude and behaviour towards sexual activity.</li> </ul>
<p><b>Psychological / emotional abuse</b> is behaviour that is psychologically harmful or inflicts mental distress by threat, humiliation or other verbal/non-verbal conduct. This may include threats, humiliation or ridicule, provoking fear of violence, shouting, yelling and swearing, blaming, controlling, intimidation and coercion.</p>	<ul style="list-style-type: none"> <li>• Low self-esteem, or withdrawal or change in the emotional state of the person.</li> <li>• Changes in appetite, or weight loss or gain.</li> <li>• Insomnia.</li> <li>• Tearfulness and other signs of distress, including anger in some cases.</li> <li>• Fearfulness or silence when a particular person is around.</li> </ul>
<p><b>Financial abuse</b> is actual or attempted theft, fraud or burglary. It is the misappropriation or misuse of money, property, benefits, material goods or other asset transactions which the person did not or could not consent to, or which were invalidated by intimidation, coercion or deception. This may include exploitation, embezzlement, withholding pension or benefits or pressure exerted around wills, property or inheritance.</p>	<ul style="list-style-type: none"> <li>• Unexplained lack of money, withdrawal of funds from accounts, or misplaced personal possessions.</li> <li>• Rent arrears or evictions.</li> <li>• Disparity between the person's living conditions and their finances.</li> </ul>

	<ul style="list-style-type: none"> <li>• People showing an unusual interest in the individual's finances and assets.</li> <li>• Changes in the deeds or title to an adult's property.</li> <li>• Lack of financial records in a care service.</li> </ul>
<p><b>Institutional abuse</b> is the mistreatment or neglect of an adult by a regime or individuals in settings which adults who may be at risk reside in or use. This can occur in any organisation, within and outside Health and Social Care (HSC) provision. Institutional abuse may occur when the routines, systems and regimes result in poor standards of care, poor practice and behaviours, inflexible regimes and rigid routines which violate the dignity and human rights of the adults and place them at risk of harm. Institutional abuse may occur within a culture that denies, restricts or curtails privacy, dignity, choice and independence. It involves the collective failure of a service provider or an organisation to provide safe and appropriate services and includes a failure to ensure that the necessary preventative and/or protective measures are in place.</p>	<ul style="list-style-type: none"> <li>• Rigid routines and a lack of flexibility and choice for service users.</li> <li>• Lack of staff training, development and support.</li> <li>• Poor standards of care, including people being hungry or dehydrated.</li> <li>• Misuse of medication.</li> <li>• Inadequate staffing levels, procedures and record-keeping.</li> <li>• Lack of individual care plans.</li> <li>• Few social, recreational and educational activities, and an absence of visitors.</li> <li>• Lack of privacy and confidentiality, including public discussion of personal matters, and exposure when somebody is using the toilet or bathing.</li> </ul>
<p><b>Neglect</b> occurs when a person deliberately withholds, or fails to provide, appropriate and adequate care and support which is required by another adult. It may be through a lack of knowledge or awareness, or through a failure to take reasonable action given the information and facts available to them at the time. It may include physical neglect to the extent that health or well-being is impaired, administering too much or too little medication, failure to provide access to</p>	<ul style="list-style-type: none"> <li>• A dirty or unhygienic environment.</li> <li>• Poor personal hygiene.</li> <li>• Inadequate clothing.</li> <li>• Injuries or medical problems untreated, pressure sores or ulcers, or malnutrition or unexplained weight loss.</li> </ul>

<p>appropriate health or social care, withholding the necessities of life, such as adequate nutrition, heating or clothing, or failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the capacity to assess risk.</p>	<ul style="list-style-type: none"> <li>• Lacking contact with medical or social care organisations.</li> <li>• Build-up of untaken medication.</li> </ul>
<p>Exploitation is the deliberate maltreatment, manipulation or abuse of power and control over another person; to take advantage of another person or situation usually, but not always, for personal gain from using them as a commodity. It may manifest itself in many forms including slavery, servitude, forced or compulsory labour, domestic violence and abuse, sexual violence and abuse, or human trafficking.</p>	<ul style="list-style-type: none"> <li>• Appears malnourished or unkempt; for example, they wear the same clothes every day.</li> <li>• Seems withdrawn, avoids eye contact or appears hesitant or frightened of others.</li> <li>• Is isolated, rarely being allowed on their own or seemingly being under the control and influence of others.</li> <li>• Has few, or no, personal possessions.</li> <li>• Lacks identification documents.</li> <li>• Lives in poor conditions, such as dirty, cramped, or overcrowded places.</li> <li>• Fears law enforcement officers.</li> <li>• Shows signs of physical and psychological abuse.</li> </ul>

This list of types of harmful conduct is neither exhaustive nor listed here in any order of priority. There are other indicators which should not be ignored. It is also possible that if a person is being harmed in one way, he/ she may very well be experiencing harm in other ways.

*Adult Safeguarding Operational Procedures 2016*

### **Related Definitions**

Victims of domestic violence and abuse, sexual violence and abuse, human trafficking and hate crime are regarded as adults in need of protection. There are specific strategies and mechanisms in place designed to meet the particular care and protection needs of these adults and to promote access to justice through the criminal justice system. It is essential such safeguarding concerns are referred to the appropriate services as outlined below.

**Domestic violence and abuse:** Domestic violence or abuse is ‘threatening, controlling, coercive behaviour, violence or abuse (psychological, virtual, physical, verbal, sexual, financial or emotional) inflicted on anyone (irrespective of age, ethnicity, religion, gender, gender identity, sexual orientation or any form of disability) by a current or former intimate partner or family member’. Domestic violence and abuse is essentially a pattern of behaviour which is characterised by the exercise of control and the misuse of power by one person over another. It is usually frequent and persistent. It can include violence by a son, daughter, mother, father, husband, wife, life partner or any other person who has a close relationship with the victim. It occurs right across society, regardless of age, gender, race, ethnic or religious group, sexual orientation, wealth, disability or geography.

The response to any adult facing this situation will usually require a referral to specialist services such as Women’s Aid or the Men’s Advisory Project. In high risk cases a referral will also be made to the Multi- Agency Risk Assessment (MARAC) process. Specialist services will then decide if the case needs to be referred to an HSC Trust for action under the safeguarding procedures. If in doubt, anyone with a concern can ring the Domestic and Sexual Violence helpline (0808 802 1414) to receive advice and guidance about how best to proceed.

**Human Trafficking/Modern Slavery:** Human trafficking/modern slavery involves the acquisition and movement of people by improper means, such as force, threat or deception, for the purposes of exploiting them. It can take many forms, such as domestic servitude, forced criminality, forced labour, sexual exploitation and organ harvesting. Victims of human trafficking/ modern slavery can come from all walks of life; they can be male or female, children or adults, and they may come from migrant or indigenous communities. The response to adults at risk experiencing human trafficking/modern slavery will always be to report the incident to the Police Service.

**Hate crime:** Hate crime is any incident which constitutes a criminal offence perceived by the victim or any other person as being motivated by prejudice, discrimination or hate towards a person’s actual or perceived race, religious belief, sexual orientation, disability, political opinion or gender identity. The response to adults at risk experiencing hate crime will usually be to report the incident to the Police Service.

*Adult Safeguarding Operational Procedures 2016*

### **Self-Neglect and Self Harm**

Is when a person seriously neglects his/her own care and welfare and putting him/herself and/or others at serious risk. The seriousness of this issue lies in the recognition that self-neglect in vulnerable persons is often not just a personal preference or a behavioural idiosyncrasy, but a spectrum of behaviours associated with increased morbidity, mortality and impairments in activities of daily living. Therefore, self-neglect referrals should be viewed as alerts to potentially serious underlying problems requiring evaluation and treatment (Naik et al, 2007).

Self-harm or self-neglect are not included within the definition of an 'adult in need of protection'. Each case will require a professional Health and Social Care (HSC) assessment to determine the appropriate response and consider if any underlying factors require a protection response. For example, self-harm may be the manifestation of harm which has been perpetrated by a third party and which the adult feels unable to disclose.

People wish to respect autonomy and may not wish to be intrusive. However, if concerned or aware of a significant negative change in behaviour, the Odyssey Group must consider making contact or alerting statutory services.

*Adult Safeguarding Operational Procedures 2016*

## **11.0 RECOGNISING ABUSE**

Being alert to potential abuse plays a major role in ensuring that adults are safeguarded and it is important that all concerns about possible abuse are taken seriously and appropriate action is taken.

There are a variety of ways that you could be alerted that an adult is suffering harm:

- they may disclose to you;
- someone else may tell you of their concerns or something that causes you concern;
- they may show some signs of physical injury for which there does not appear to be a satisfactory or credible explanation;
- their demeanour/behaviour may lead you to suspect abuse or neglect;
- the behaviour of a person close to them makes you feel uncomfortable (this may include another staff member, volunteer, peer or family member); or
- through general good neighbourliness and social guardianship.

*Adult Safeguarding Operational Procedures 2016*

Recognising adult abuse is not easy. It is not our responsibility to decide whether or not adult abuse has taken place or if an adult is at significant risk of harm from someone. We do, however, have both a responsibility and duty, as set out in our adults safeguarding policy and procedures, to act in order that the appropriate agencies can investigate and take any necessary action to protect an adult.

Abuse can occur from:

- Parents/Carers;
- Intimate Partners;
- Friends;
- Adults in a position of trust;
- People within the wider family circle or neighbourhood;
- Strangers.

In general, there are 3 possible situations where staff / agency workers / volunteers / regular contractors may need to respond to a concern or case of alleged or suspected abuse:

1. Responding to an adult disclosing abuse, i.e., an adult makes an allegation of abuse
2. Responding to allegations or concerns against staff / agency workers / volunteers / regular contractors
3. Responding to allegations or concerns against any other person, i.e., parent, carer, other service user.

Abuse or harm occurs as much from omissions and lack of protection as from commission of actual acts of abuse. You should report any concerns you have for the welfare of adult at Causeway Coast and Glens Borough Council to the Designated Safeguarding Officer using the Safeguarding Incident Form.

Health and Social Care Trust (HSCT) Adult Safeguarding Team teams should always be informed when there are reasonable grounds for concern that an adult may have been abused, or is being abused, or is at risk of abuse.

## 12. SAFEGUARDING ADULTS PROCEDURES

### Stage 1 – Reporting or Raising Concerns

All staff, agency workers or volunteers  
If concerns or allegations come to your attention  
**Do not investigate yourself**

Listen, record what you witnessed, heard, or were told and record your actions  
Notify your Designated Safeguarding Officer.



#### Emergency Action

If the adult is in need of immediate protection from harm you must contact the PSNI, Ambulance, or the H&SCT Gateway team **immediately.**

Inform the Designated Safeguarding Officer at the earliest opportunity.

Write careful notes in the Safeguarding Incident Form of what you witnessed, heard, or were told.

Sign and date the form and give it to the Designated Safeguarding Officer

**Timescale**  
Immediately



#### Non-Emergency Action

If the adult is not at risk of immediate harm, write careful notes of what you witnessed, heard, or were told on the Safeguarding Incident Form.

Sign and date the form and give it to the Designated Safeguarding Officer

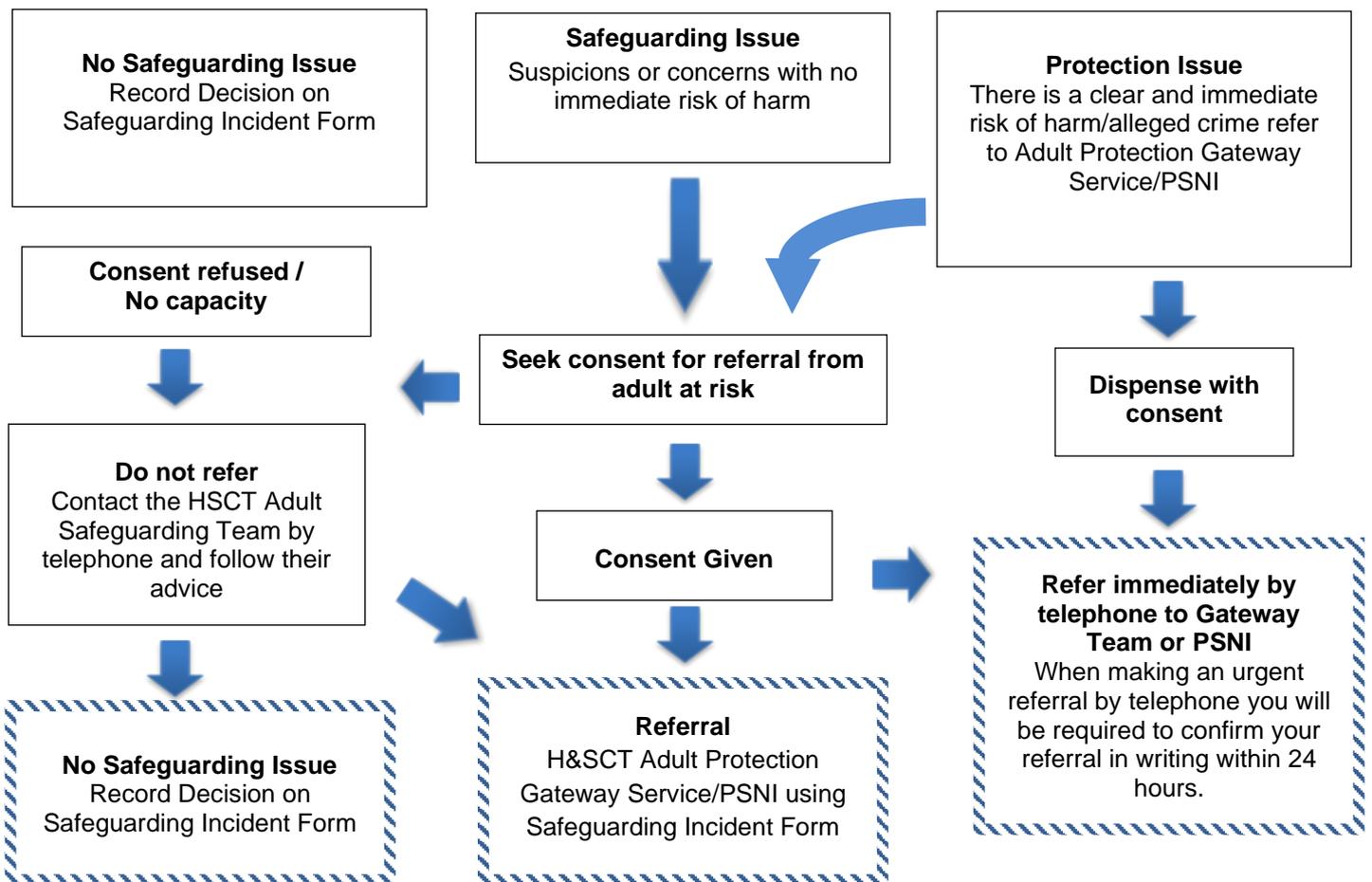
**Timescale**  
As soon as possible  
within 24 Hours

## Stage 2 – Reviewing & Referring Concerns Designated Safeguarding Officers

On receiving the report of a concern, the Designated Safeguarding Officer must review the concern along with any other relevant information and decide, often in liaison with others including the adult at risk, what actions should be taken.

If you are unsure what action you should take **seek advice** and support from the Adult Gateway Team or PSNI.

**If the adult at risk is in imminent danger of harm you should refer directly to the police or social services without delay.**



Whatever your decision or outcome, you **MUST**:

1. Record in writing all actions taken, the reasons for these, and by whom the actions were taken.
2. Start a Safeguarding Case File (kept as per data protection guidelines)
3. Keep a full record of all actions and decisions
4. Ensure pastoral care is provided to staff / agency workers / volunteers as appropriate

You will need to provide as much detail as possible (adult's name, address, circumstances). Make sure you have this to hand when making a referral.

### **Stage 3 - Assessments and Enquiries Safeguarding Managers' & Authorities**

The Designated Safeguarding Officer may attend strategy meetings and ensure that any recommendations made at that meeting are fed back to the relevant people within Causeway Coast and Glens Borough Council

The relevant social services team will commence an assessment and may decide to hold a strategy meeting. This is a meeting of professionals, such as police, education, social services and any other organisations. This may include Council's Safeguarding Managers'.

As a result of the information shared at the strategy meeting the police and/or social services may make further enquiries or assessments of the matter and will keep other agencies updated if necessary.

### **Stage 4 – Outcomes Safeguarding Managers' & Authorities**

Council's Safeguarding Managers' should keep in touch with Social Services until the assessment and enquiries are concluded.

#### **OUTCOME - NO FURTHER ACTION**

If it is assessed that the concerns are unfounded Social Services may decide to take no further action.

In these circumstances, the adult or family may still receive support from Social Care Services or other agencies.

However, Causeway Coast and Glens Borough Council may wish to proceed with their internal procedures.

#### **OUTCOME - FURTHER ASSESSMENTS**

Whatever the outcome by Social Services the situation will be discussed with HR and further risk assessments may be recommended. Causeway Coast and Glens Borough Council may wish to proceed with their internal procedures.

Outcomes of any assessments and decisions by social services must be recorded along with any internal actions taken by Causeway Coast and Glens Borough Council.  
If any new concerns arise a new referral should be made to the Gateway team.

**Timescale**  
Ongoing

### **Responding to Allegations of or concerns against a member of staff, agency worker, elected member, or any other person**

- Take all allegations or concerns seriously
- Record in writing on a Safeguarding Incident Form all the details that you are aware of as soon as possible.
- Report to and inform Council's Designated Safeguarding Officer as soon as possible
- The Designated Safeguarding Officer will inform the relevant persons, i.e., social services and / or the Police if appropriate
- The Designated Safeguarding Officer should inform the Head of OD/HR as soon as possible.
- Depending on the allegation, the individual may be asked to stand aside from duties or be temporarily suspended pending an investigation.

### **Safeguarding Concerns / Allegations about a Designated Safeguarding Officer**

If the concern / allegation is about a Designated Safeguarding Officer, staff / agency workers / volunteers should refer such concerns to Council's Safeguarding Managers' and / or Head of Service (Sport & Wellbeing) who will follow the steps outlined above.

### **Concerns about failures to adhere to Safeguarding Policy and Procedures**

If a Council employee / agency worker / volunteer has concerns about a colleague not fulfilling the requirements of Council's Safeguarding Policy and Procedures, these concerns should be taken to any member of Council's Designated Safeguarding Team. The Designated Safeguarding Officer should refer to Council's Safeguarding Managers'.

### **Support for External Service Providers**

Should an external provider have any concerns regarding Council's staff / agency workers / volunteers, a visitor, or other contractor they should report their concerns immediately to one of Council's Designated Safeguarding Officers. There will always be a Designated Safeguarding Officer on duty in all areas, and they may be accessed via the Duty Manger.

If the concern is about a Designated Safeguarding Officer, External Service Providers should report their concerns to Council's Safeguarding Managers'

## Dealing with Disclosures

When dealing with a disclosure you should follow the procedures for reporting safeguarding concerns but there are some extra considerations for you to take:

- **Ensure the immediate safety** of the person. If urgent medical / police help is required, call the emergency services.
- **Stay calm and listen attentively:** Avoid expressing your own views on the matter. A reaction of shock or disbelief could cause the person to 'shut down', retract or stop talking so try to stay calm.
- **Express concern and acknowledge what is being said;** They've told you because they want help and trust you'll be the person to believe them and help them
- **Tell them it's not their fault.** Abuse is never the person's fault, and they need to know this.
- **Tell the person that s/he did the right thing in telling you;** Reassurance can make a big impact to the person who may have been keeping the abuse secret.

It can be very hard for adults at risk to reveal abuse. Often, they fear there may be consequences. Some delay telling someone about abuse for a long time, while others never tell anyone, even if they want to. Adults at risk value being believed and taken seriously. It is vital that you act on what you've been told.

- **Say you take them seriously.** An adult at risk could keep abuse secret in fear they won't be believed or taken seriously. They've told you because they want help and trust you'll be the person to believe them and help them
- **Don't talk to the alleged abuser.** Confronting the alleged abuser about what the adult at risk told you could make the situation a lot worse for the adult at risk
- **Explain what you'll do next.** Explain to the adult at risk you'll need to report the abuse to someone who will be able to help.
- **Let the person know that the information will be taken seriously** and provide details about what will happen next, including the limits and boundaries of confidentiality
- **Explain to them that it is your duty to share your concern** with your Designated Safeguarding Officer unless to do so could increase their risk – i.e., the Designated Safeguarding Officer is the subject of the allegations. In this case contact Council's Safeguarding Managers'
- **Reassure the person that they will be kept involved at every stage;** explain that the Designated Safeguarding Officer will seek their consent before any referral is made to external agencies.
- **If you think a crime has occurred** be aware that medical and forensic evidence might be needed. Consider the need for a timely referral to the police service and make sure nothing you do will contaminate it;

- **Complete a Safeguarding Incident form** as soon as possible and report to your Designated Safeguarding Officer immediately.

#### **DO NOT**

- Stop someone disclosing to you
- Promise to keep secrets
- Criticise the alleged perpetrator
- Make promises about the future
- Use leading questions or put words in the person's mouth
- Press the person for more details or make them repeat the story
- Gossip about the disclosure or pass on the information to anyone who does not have a legitimate need to know
- Contact the alleged person to have caused the harm
- Attempt to investigate yourself
- Leave details of your concerns on a voicemail or by email

**Don't delay reporting the abuse.** The sooner the abuse is reported after a disclosure the better.

**Report immediately** to the Designated Safeguarding Officer. Complete a Safeguarding Incident Form and pass to the Designated Safeguarding Officer as soon as possible. The Designated Safeguarding Officer will take any immediate action required to ensure the adult at risk of harm is safe and make a decision as to when it is appropriate to speak with the adult at risk of harm about the concerns and any proposed actions.

#### ***How to Record a Disclosure***

If someone discloses abuse to you, you must complete a Safeguarding Incident Form (see Appendix 3) and give it to your Designated Safeguarding Officer. If you have a literacy or language difficulties, the Designated Safeguarding Officer may assist you to complete the form but this must be acknowledged this on the incident form.

The Safeguarding Incident Form will be retained securely and confidentially by the Safeguarding Managers'. Safeguarding records will be retained with protected status as per GDPR guidelines.

When recording the disclosure, you must:

- Make a note, as soon as practical, of what the adult has said, using their own words.
- Describe the circumstances in which the disclosure came about. Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate; and,

- be mindful of the need to be confidential at all times, this information must only be shared with your Designated Safeguarding Officer and others only on a need to know basis.

Depending on the individual circumstances e.g., age of the adult, level of understanding, it may be necessary for an advocate to be present to enable the adult's voice to be heard more effectively. This might be the adult's group leader, carer or parent, unless she or he is the person of concern. If the supervising person is not available, another member of staff can be availed of to assist in representing the voice of the adult if appropriate. If the adult at risk is part of an organised group the Designated Safeguarding Officer will inform the group's leader and will make every effort to agree an appropriate course of action.

### **Consent and Capacity**

It is important to include the adult at risk throughout the process and seek consent for any referral to social services or the PSNI unless the adult in need of protection is in imminent danger of harm. **Designated Safeguarding Officers are not in the position to determine capacity of adults;** if you are unsure if an adult is able to consent you should contact the H&SCT Trust Adult Safeguarding Team for advice and guidance. If an adult at risk does not want a referral made to the HSC Trust or PSNI, the Designated Safeguarding Officer must contact the Adult Safeguarding Team for advice and guidance about whether or not to make a referral. These factors will influence whether or not a referral without consent needs to be made:

- Do they have capacity to make this decision?
- Have they been given full and accurate information in a way which they understand?
- Are they experiencing undue influence or coercion?
- Is the person causing harm a member of staff, a volunteer or someone who only has contact with the adult at risk because they both use the service?
- Is anyone else at risk from the person causing harm?
- Is a crime suspected or alleged?

The H&SCT may determine that a referral without consent should be made and you should follow their instructions for making the referral.

If it is determined that the concern(s) do not meet the definition of an adult at risk or an adult in need of protection and a referral cannot be made without consent, the concerns raised must be recorded; including any action taken; and the reasons for not referring to H&SC Trust. In situations where the adult in need of protection is in imminent danger it may not be possible to discuss with them their wishes and obtaining a valid consent may not be achievable. Under these circumstances, staff / agency workers / volunteers should take whatever action they feel is appropriate to protect the adult in need of protection, including seeking medical and/or PSNI intervention.

## **Appendix 1 Quick Glance Safeguarding Flowchart Safeguarding Procedures**

If you have a concern about the welfare of a child / young person or an adult at risk or the behaviour of an adult in relation to a child or an adult at risk

### **YOU MUST:**

Record your concern in writing; (using the Safeguarding Incident form)  
Report your concerns immediately to your Designated Safeguarding Officer.

**If the child or adult at risk is in imminent danger of harm you should refer to the police or social services without delay.**



On receiving the report of a concern, the Designated Safeguarding Officer must:

1. Review the concern, along with any other relevant information and decide, often in liaison with others, what actions should be taken. Advice and support should be sought from any of the people listed below if you are unsure what action you should take;
2. Refer in telephone to Social Services gateway team or out of hours contact the Regional Emergency Social Work Service, and then follow up in writing within 24 hours.
3. Record in writing all actions taken, the reasons for these and by whom the actions were taken.

**If the child or adult at risk is in imminent danger of harm you should refer to the police or Social Services without delay.**

### **Children & Young People Safeguarding Contacts**

#### **Gateway team**

Western HSC Trust 028 7131 4090 / 0300 1234 333  
Northern Trust 028 7032 5462

#### **Regional Emergency Social Work Service**

028 9504 9999

5pm to 9am weekdays or 24 hours at weekends and bank holidays.

**PSNI:** Telephone: 101

**NSPCC helpline:** 0808 800 5000 or email:

[help@nspcc.org.uk](mailto:help@nspcc.org.uk)

### **Adult Safeguarding Contacts**

#### **Adult Safeguarding Team**

Western 028 8283 5980

Northern 028 9441 3659

#### **Regional Emergency Social Work Service**

028 9504 9999

5pm to 9am weekdays or 24 hours at weekends and bank holidays.

**PSNI** Telephone: 101

## **Appendix 2: Safeguarding Adults Code of Behaviour**

Considering varied activities across business units within Causeway Coast and Glens Borough Council it is recognised that it is not practical to provide definitive instructions that would apply to all situations at all times to guarantee the protection of adults at risk and staff / agency workers / volunteers. However, stated below are the standards of behaviour required of staff / agency workers / volunteers in order to fulfil their roles within Causeway Coast and Glens Borough Council. This should assist in the protection of adults at risk and staff / agency workers / volunteers.

Staff / agency workers / volunteers **must**:

- Implement the Safeguarding Adults Policies and Procedures at all times
- Create a climate conducive to a positive experience, engaging with adults at risk, building up self-esteem, knowledge and skill
- Use positive and affirming language in communicating, show respect, and inclusiveness
- Maintain the well-being of adults at risk and their physical and emotional safety during their visit
- Be mindful of their language and behaviour while at work with regards to gender, sexuality, race, religion, class or political background.

Staff / agency workers / volunteers **must never**:

- Engage in rough, physical games, including horseplay, with members of the public at Causeway Coast and Glens Borough Council.
- Allow or engage in inappropriate physical contact of any kind
- Make sexually suggestive comments to members of the general public or other staff members, agency workers or volunteers at Causeway Coast and Glens Borough Council.

It is strongly recommended that staff / agency workers / volunteers / regular contractors **do not**, as part of their role, except in emergency situations:

- Have adults at risk on their own in a vehicle.
- Go into the toilet with adults at risk unless in exceptional circumstances to meet the needs of the adult and where another adult is present or gives permission (this may include a parent, teacher, group leader or carer).
- Spend time alone with an adult at risk unless clearly observed or seen by others.

Staff / agency workers / volunteers must learn to recognise vulnerable safeguarding situations. There may be times when it is impossible to avoid such situations, however, the decision by staff / agency workers / volunteers to place themselves in such a situation should be influenced by what is in the best interests of the adult at risk's welfare.

### **Physical Contact with Adults at Risk**

As part of their role, staff / agency workers / volunteers should not have gratuitous or unnecessary physical contact with adults at risk or members of the general public who are visiting Causeway Coast and Glens Borough Council.

However, there will be times when it is necessary and appropriate for staff / agency workers / volunteers to have some physical contact with adults at risk or the general public. This may be to:

- develop specific skills or techniques within an activity;
- treat an injury;
- meet the requirements of the activity;
- comfort a distressed adult or to celebrate their success.
- The main principles of appropriate physical contact are:
- Physical contact should always be with the adult's permission – resistance from an adult should be respected (depending on capacity of the adult and level of risk to the adult or others).
- Physical contact should always be in response to the adult's needs, i.e., physical safety, emotional well-being and educational guidance
- Do not do things of a personal nature for adults that they can do for themselves or that their parent/leader/carer can do for them.
- Adults should be encouraged to voice concerns they have if any physical contact makes them feel uncomfortable or threatened.
- Adults should explain the nature of and reason for the physical contact to the adult.
- Physical contact should always take place in an open or public environment and not take place in secret or out of sight of others.
- Physical contact with breasts, buttocks, or groin area should be avoided. If such parts of the anatomy require physical contact due to assistance in physical activities, others should be made aware.

If staff / agency workers / volunteers feel uncomfortable about the way an adult at risk has instigated physical contact, this should be discussed with their Designated Safeguarding Officer and recorded on a Safeguarding Incident Form.

### **Adults who need specific assistance due to disability or injury**

In the case of an adult with a disability specific support or assistance may be required:

- Parents/carers or their delegated care providers should be asked to undertake all intimate or personal care tasks for the adult. This is not an appropriate role for staff / agency workers / volunteers.
- When adults with disabilities are lifted or manually supported, they should be treated with dignity and respect.
- Relevant health and safety guidelines must be followed to ensure the safety of the adult and those assisting.

### **Physical intervention**

On rare occasions, it may be necessary to physically intervene with an adult without their permission to:

- Prevent physical injury of the individual or other visitors or staff / agency workers / volunteers or yourself
- Prevent an injury or accident from occurring
- Prevent damage to any property
- Prevent or stop the commission of a criminal offence.

In all circumstances, such physical intervention must be appropriate and reasonable; otherwise, your action can be defined as assault.

### **Implications for staff/volunteers**

Where it is believed that an employee has failed to comply with this policy, the matter will be dealt with under Council's Disciplinary Policy. If after investigation, an employee is found to have breached the Safeguarding Policy and/or any other associated policy as a result, they will be subject to disciplinary action which may include sanction up to and including dismissal..

## APPENDIX 3: Safeguarding Incident Form

### Safeguarding Incident Form

Please complete this form and pass to your Designated Safeguarding Officer / Safeguarding Manager within 24 Hours of the incident happening/concern arising

**If the person at risk is in imminent danger of harm you should refer directly to the police or social services without delay.**

Section 1a: Your Details	
Name	
Role	
Designated Safeguarding Officer	

Section 1b: Person at Risk's Details (Complete to the best of your Knowledge)		
Child / Young Person <input type="checkbox"/>	Adult <input type="checkbox"/>	
Surname:	Known As:	
Forename:		
Address:	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other: _____	
Postcode:		
Telephone No:	Mobile No:	
Date of Birth:	Language Spoken:	
Does the person have a Disability?	If Yes, What Disability: (& source of diagnosis)	Other Special Needs:

Section 1c: Parent/Guardian/Carer's Details	
Parent/Guardian/ Carer's Name	
Contact Information	
Have parents /guardian/carers been notified of this incident/concern? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If YES please provide details of what was said/action agreed:	
If NO, please provide details of why:	



<b>CONCERN</b> <input type="checkbox"/>		<b>INCIDENT</b> <input type="checkbox"/>	
<b>Does the Concern/Incident Involve:</b> Staff/Volunteers <input type="checkbox"/> General Public <input type="checkbox"/> Teacher/Group Leader <input type="checkbox"/>			
<b>DETAILS OF THE INCIDENT OR CONCERNS:</b> <b>What</b> are you worried about? <b>Who</b> are you worried about? <b>Where</b> did the incident happen/concern arise? <b>When</b> (date and time of incident)? Any witnesses? (Continue on a separate sheet if necessary)			
<b>Individual's Account Of The Incident:</b> If recording a verbal disclosure by an Individual use their words.			
Please provide details of any person involved in this incident or alleged to have caused the incident / injury:			
<b>Have You Reported The Incident To An External Agency?</b> Yes <input type="checkbox"/> No <input type="checkbox"/> If YES please provide details what agency and what was said/action agreed:  If NO, please provide details of why:			
<b>Print Name</b>		<b>Signature</b>	
<b>Date</b>			



**Section 3: To be Completed by the Designated Safeguarding Officer**

I confirm that I received this form on: \_\_\_\_\_

I confirm that I have reviewed the information on this form with 24 hours of receipt and have decided to take the following action:

- Refer immediately by telephone to Gateway Team / Regional Emergency Social Work Service / PSNI / Ambulance.
- Contact External Agencies for advice/information
- Refer to Gateway Team in writing. **REMEMBER** it is important to gain consent for any referrals to Adult Services if the person has capacity.
- Contact external agency to follow up referral made by staff / agency worker / volunteer
- Take no Further Action
- Contact Safeguarding Manager

Please give explanation of your decision, and if you have contacted an external agency for any reason, please provide details what agency and what was said/action agreed:

(continue you on a separate sheet as necessary)

Signature of DSO:

Date:

**Whatever your decision, you MUST:**

- 1. Record in writing all actions taken, the reasons for these, and by whom the actions were taken.**
- 2. Forward records (securely) to Safeguarding Manager re: Safeguarding Case File (in line with GDPR guidelines)**
- 3. Keep a full record of all actions and decisions**
- 4. Ensure pastoral care is provided to staff/volunteer as appropriate**

**Further Outcomes/Actions** (*attach extra sheets as necessary*)

## Appendix 4

### LEGAL BACKGROUND INFORMATION

We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights which states that everyone is entitled to ‘all rights and freedoms set forth therein, without distinction of any kind, such as age, disability, gender, race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status’.

The practices and procedures within this policy are based on the principles contained within UK legislation and Government Guidance and have been developed to complement the Safeguarding Adults Board’s policy and procedures, and take the following into consideration:

- [Adult Safeguarding: Prevention and Protection in Partnership key documents | Department of Health \(health-ni.gov.uk\)](#)
- [Adult Safeguarding Operational Procedures \(hscni.net\)](#)
- [Protection of Freedoms Act 2012 \(legislation.gov.uk\)](#)
- [The Family Homes and Domestic Violence \(Northern Ireland\) Order 1998 \(legislation.gov.uk\)](#)
- [The Safeguarding Vulnerable Groups \(Northern Ireland\) Order 2007 \(legislation.gov.uk\)](#)
- [The Sexual Offences \(Northern Ireland\) Order 2008 \(legislation.gov.uk\)](#)
- [Human Rights Act 1998 \(legislation.gov.uk\)](#)
- [Data Protection Act 1998 \(legislation.gov.uk\)](#)
- [Disability Discrimination Act 1995 \(legislation.gov.uk\)](#)
- [Justice Act \(Northern Ireland\) 2015 \(legislation.gov.uk\)](#)

## APPENDIX 5

### Designated Safeguarding Team Contact Information

#### Safeguarding Managers' details:

Roger Downey  
Sport & Wellbeing Development Service Unit Manager  
CC&GBC

Mobile: 07738 115858

Email: [roger.downey@causewaycoastandglens.gov.uk](mailto:roger.downey@causewaycoastandglens.gov.uk)

#### Designated Safeguarding Officers' details:

- Name: **Alexis Gamble**
- Job Title: Environmental Health Manager
- Location: Riada House, Ballymoney
- Contact Number(s): 02827660257
- Email: [alexis.gamble@causewaycoastandglens.gov.uk](mailto:alexis.gamble@causewaycoastandglens.gov.uk)
  
- Name: **Ricky Dennison**
- Job Title: Leisure operations Manager
- Location: Roe Valley Leisure Centre
- Contact Number(s): M: 07523 942129 W:02877764009
- Email: [Ricky.Dennison@causewaycoastandglens.gov.uk](mailto:Ricky.Dennison@causewaycoastandglens.gov.uk)
  
- Name: **John Fall**
- Job Title: East Sports Development Manager
- Location: Ballysally Community Centre
- Contact Number(s): work 07592103572 / 07719745936
- Email: [john.fall@causewaycoastandglens.gov.uk](mailto:john.fall@causewaycoastandglens.gov.uk)
  
- Name: **Stephen McCartney**
- Job Title: Sports Development Manager
- Location: Ballysally Community Centre
- Contact Number(s): 07738340817
- Email: [stephen.mccartney@causewaycoastandglens.gov.uk](mailto:stephen.mccartney@causewaycoastandglens.gov.uk)
  
- Name: **Glen Rankin**
- Job Title: Leisure Operations Manager



# Causeway Coast & Glens Borough Council

- Location: Coleraine Leisure Centre
  - Contact Number(s): 028 7034 7203
  - Email: [glen.rankin@causewaycoastandglens.gov.uk](mailto:glen.rankin@causewaycoastandglens.gov.uk)
- 
- Name: **Michael Obrien**
  - Job Title: Sport & Community Facilities Manager
  - Location: Scroggy Road, Limavady
  - Contact Number(s): 028 7035 5048 / 07525212820
  - Email: [Michael.OBrien@causewaycoastandglens.gov.uk](mailto:Michael.OBrien@causewaycoastandglens.gov.uk)
- 
- Name: **Adele McCloskey**
  - Job Title: Sport & Community Facilities Manager
  - Location: Joey Dunlop Leisure Centre
  - Contact Number(s): 07807 268035
  - Email: [adele.mccloskey@causewaycoastandglens.gov.uk](mailto:adele.mccloskey@causewaycoastandglens.gov.uk)
- 
- Name: **Jonathan McFadden**
  - Job Title: Sports Development Manager
  - Location: Ballysally Community Centre, Coleraine
  - Contact Number(s): 07517 995578 (work) 07754724124 (personal)
  - Email: [Jonathan.mcfadden@causewaycoastandglens.gov.uk](mailto:Jonathan.mcfadden@causewaycoastandglens.gov.uk)
- 
- Name: **Karen Mailey**
  - Job Title: Head of ODHR
  - Location: Cloonavin
  - Contact Number(s): 07562307523
  - Email: [karen.mailey@causewaycoastandglens.gov.uk](mailto:karen.mailey@causewaycoastandglens.gov.uk)
- 
- Name: **Roger Downey**
  - Job Title: Sport & Wellbeing Development Unit Manager
  - Location: Cloonavin / Ballysally Community Centre
  - Contact Number(s): 07738115858
  - Email: [roger.downey@causewaycoastandglens.gov.uk](mailto:roger.downey@causewaycoastandglens.gov.uk)
- 
- Name: **Stacy McClarty**
  - Job Title: Business Support and Admin Manager
  - Location: Across Sport and Wellbeing department
  - Contact Number(s): 07864972289
  - Email: [stacy.mcclarty@causewaycoastandglens.gov.uk](mailto:stacy.mcclarty@causewaycoastandglens.gov.uk)

NSPCC stands for the National Society for the Prevention of Cruelty to Children. They are the leading children's charity in the UK, specialising in child protection and dedicated to the fight for every childhood. They are the only UK children's charity with statutory powers and that means they can take action to safeguard children at risk of abuse.

As the UK's leading child protection charity, we understand the child protection issues that people working with children and organisations can face.

*Disclaimer note: These safeguarding policy and procedure materials were drawn up specifically for Causeway Coast and Glens Borough Council with the assistance and advice of the NSPCC and conform to current safeguarding legislation and guidance. The NSPCC cannot accept any responsibility for the implementation and application of the procedures by Causeway Coast and Glens Borough Council.*