SAFEGUARDING POLICY FOR ADULTS AT RISK

Company Operations

ADO Services CIC

Incorporating ADO River Valley

Version 1.6 ©2023-2024

Last Ratification By Management Committee	March 2023
Next Review By Management Committee	March 2024
Latest Update by ADO River Valley	March 2023

2023-2024

1. Safeguarding Overview

Our prime responsibility is the welfare and well-being of all adults in our care. As such, we believe we have a duty to act quickly and responsibly to all safeguarding issues that may come to our attention.

As ADO River Valley is an education service which is run from KS4-19 years old, we ensure that we have a strong policy in place for our students aged 18+. However, it is important to note that we do still follow the ***Keeping Children Safe in Education 2022 Keeping children safe in education 2022 (publishing.service.gov.uk)*** across our model for all ages, with the combined policies and procedures for our students who are 18+. This is partly because we work with Mixed Ability Groups as opposed to Year Groups, and also because our students have diagnosis's of additional needs and therefore can have a lower emotional maturity and therefore some of the advisory areas and guidelines still apply.

Students who are aged 18+ are therefore referred as 'adults' at points throughout this policy.

Safeguarding and promoting the welfare of adults with reference to this policy is defined as:

- Protecting adults from risks or associated risks.
- Preventing adults from abuse or harm

This Safeguarding Policy For Adults At Risk pays due regard guidance including '***Care Act 2014: Care and Support – Statutory Guidance'*** **https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/315993/Care-Act-Guidance.pdf**

and '***London Multi-Agency Safeguarding Adults Policy & Procedure*** **http://londonadass.org.uk/wp-content/uploads/2015/02/LONDON-MULTI-AGENCY-ADULT-SAFEGUARDING-POLICY-AND-PROCEDURES.pdf**

This policy is reviewed annually in line with our release management policy and was last reviewed by our Management Committee in February 2023.

ADO supports all students within our care, protecting them from risk, abuse and harm and have robust procedures in place to prevent the impairment of their well-being.

Our staff will work with parents, external agencies and the community to ensure the welfare and safety of our students and to give them the very best protection within our services.

For the **Safeguarding Policy (For Children & Young People)**, please note there is a separate policy '**Safeguarding Policy**' within the ADO Library.

The ADO staff team are aware that a wide range of other policies are integral to the effective functioning of this policy. Therefore, this document should be read in conjunction with the other ADO Policies and Procedures and the overall collective General Terms, Information Packs, Welcome Packs and Guidelines from ADO as well as many of our policies and procedures listed within the reference section of this document.

All staff working with, or on behalf of ADO must always follow all of our procedures.

2. Key Contacts for Safeguarding

Designated Safeguarding & Prevent Lead (DSL) for ADO River Valley	**Kate Palmer** **kate@adoservices.co.uk** **02088506778**
Deputy Designated Safeguarding & Prevent Lead for ADO River Valley	**Robert Jarvis** **robert@adoservices.co.uk** **02088506778**
The Chair of Proprietor Body and Management Committee for ADO River Valley (*this is who would be contacted if there was a concern regarding the Headteacher/DSL*)	**Victoria McHolland-Pilcher** **victoria@adoservices.co.uk** **02088506778**
Wider Safeguarding Support from the Management Committee (*this is who would be contacted if there was a safeguarding concern regarding the Headteacher/DSL and the above contact is not available. Charlotte should be contacted in addition to the Bexley LADO*)	**Charlotte Power-Mcleod (ADO Director)** **charlotte@adoservices.co.uk** **07983430396**
The Bexley Council LADO	**Liston Williams** **LADO and Safer Organisations Advisor** **Bexley Council, Civic Offices, 2 Watling Street** **Bexleyheath, Kent DA6 7AT** **Tel: 0203 045 3436 (LADO Team)** **Tel: 0203 045 5645 (Business Support)** **Tel: 0203 045 5440 (MASH)** **Email: LADO@bexley.gov.uk** **Email: childrens.triageteam@bexley.cjsm.net**
The Bexley Council Prevent Team	**Email: community.safety@bexley.gov.uk or Tel: 020 8303 7777 (ask for the Community Safety team)**

3. Key Principles

To ensure safeguarding and promote welfare we will:

- Create an environment encouraging development and a positive self-image
- Encourage and develop a sense of independence and autonomy in a way that is appropriate to their age, stage of development and situation
- Provide a safe and secure environment for all
- Always listen
- Share feedback and information with other agencies as appropriate.

We are committed to safeguarding and promoting the welfare of all our students and expect all staff to embrace this commitment. At the core of our work is the notion of 'thinking the unthinkable'.

All staff must be clear about their own role and that of others in providing a caring and safe environment for all students and must know how they should respond to any concerns about an individual students that may arise. To this end, ADO River Valley will ensure that all staff know that the Headteacher, is our DSL and has overall responsibility for child/adult protection and safeguarding. Though some of the duties inherent to this role can and will be delegated to the deputy DSL (Head) in order that work is completed most efficiently, ultimate responsibility lies with the DSL. In the absence of the DSL, the deputy DSL will undertake DSL duties.

4. Who Is An Adult At Risk

Adult abuse can happen to anyone who is 18 or over. The Care Act 2014 defines an adult at risk as anyone aged 18 or over, who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and/or

- Is experiencing, or at risk of, abuse or neglect; and or

- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

These adults for example may:

- Be frail due to age, ill health, physical disability or cognitive impairment, or a combination of these

- Have a learning disability

- Have a physical disability and or a sensory impairment

- Have mental health needs including dementia or a personality disorder

- Have a long-term illness or condition

- Be users of substances or alcohol

- Be unable to demonstrate the capacity to make a decision and is in need of care and support

5 What Is Abuse & Where Does It Happen?

Adult abuse is when something is said or done to an adult at risk that makes them feel upset, hurt or frightened. Abuse is not always intentional but it causes harm so something should be done to stop it from happening again. Abuse may be a one-off incident or occur multiple times, and it may affect one person or more. Repeated instances of poor care maybe an indication of more serious problems; what we now describe as organisational abuse. Abuse can occur in any relationship and may result in significant harm, or exploitation of, the person subjected to it.

It may be caused by anyone who has power over the person. The person responsible for the abuse is very often well known to the person being abused and could be:

- A spouse or partner

- Son or daughter

- A relative

- A friend

- A paid or unpaid carer

- A neighbour

- A health or social care professional

- Another student

Abuse can be caused by a person deliberately intending to harm or neglect or failing to take the right action or through their ignorance. It can involve one or a number of people.

Abuse is any action that harms another person and includes the following:

- Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

- Domestic violence – including psychological, physical, sexual, financial, emotional abuse, so called 'honor' based violence, coercive control.

- Sexual abuse – including rape, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

- Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact (including withholding affection or causing isolation), humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, unreasonable and unjustified withdrawal of services or supportive networks.

- Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- Modern slavery – encompasses slavery, human trafficking, forced-labor and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

- Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

- Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

- Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

- Self-neglect – this covers a wide range of behavior neglecting to care for one's personal hygiene, health or surroundings and includes behavior such as hoarding.

5.1 Where Does Abuse Take Place?

Abuse can happen anywhere at any time in any of the following places:

- In the victims own home or someone else's home

- In a carer's home

- At a day centre

- In care homes

- In hospital

- At work

- At college

- In a public place

Abuse is a violation of an individual's human and civil rights by any other person or persons.

6 Dealing With An Incident or Disclosure

If an ADO staff member has concerns about a student's welfare and believes they are suffering or likely to suffer abuse or neglect, they must report this as set out in Section 7 below. Circumstances should be clear that cooperating, sharing information, joint working and addressing barriers are likely to lead to better outcomes where a safeguarding incident is being dealt with. This means early sharing of information is the key to providing an effective response where there are emerging concerns.

7 Incident or Allegation Initial Response

In the event of an incident or disclosure:

DO
- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Offer support and reassurance
- Take all necessary precautions to preserve forensic evidence
- Ascertain and establish the facts
- Record the events in writing on the **Incident Form or Record of Concern** including dates, times, places, persons present, and stick to the facts
- Explain areas of confidentiality
- As soon as possible consult your manager
- Make referrals or seek advice as agreed with your line manager

DO NOT

- Ignore the allegation or disclosure
- Confront the alleged abuser
- Be judgemental; voice your own opinion, or dismiss the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Ask leading questions, assume information, make promises
- Elaborate in your notes
- Assume that someone else will pass on information which they think may be critical to the safety and wellbeing of the adult

Any suspicion, allegation or incident of abuse must be reported and recorded on the **Incident Form / Record of Concern** and escalated to The Headteacher (DSL) on that working day where possible.

This Incident Report should include information in relation to:

- The date, the time, the place where the alleged abuse happened
- Your name and the names of others present
- The name of the complainant and, where different, the name of the adult who has allegedly been abused
- The nature of the alleged abuse
- A description of any injuries observed
- The account which has been given of the allegation

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

It is also important to ensure that the incident form/ record of concern is then followed up and documented on CPOMS.

8 Line Manager Response

The Headteacher shall advise the staff member on who they should contact and what information should be provided. Contact will normally be made with the relevant **Contact Assessment Team - Adult Safeguarding Team** for the borough the adult is connected with. The Police should be contacted on 101 or 999 in an emergency or if the ADO staff member believes or suspects that a crime has been committed

A written record of the telephone report shall be made by the Staff member with support from the manager if necessary, as an addendum to the Incident Form. The form must include the date and time of the report and the name and position of the person to whom

the matter is reported in the relevant Contact Assessment Team - Adult Safeguarding Team. The telephone report must be emailed to the Contact Assessment Team - Safeguarding Team within 2 working days of the telephone conversation taken place.

It should be noted that local authorities are required to help people express their wishes and feelings, support them in weighing up their options, and assist them in making their own decisions when dealing with a safeguarding enquiry or a safeguarding adult review.

9 Confidentiality and Consent

Adult protection raises issues of confidentiality which should be clearly understood by all. ADO Staff have a professional responsibility to share relevant information about the protection of adults at risk with other professionals, particularly investigative agencies and adult social services.

If an adult confides in a member of staff and request that the information is kept secret, the staff member should advise that they will take advice from their manager as to what to do. Within that context, the adult should be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained from the student before sharing personal information with third parties. Full disclosure must take place to local authorities/police if it is in the public interest (i.e. could the person or the person doing it to them be a danger to others) and/or if the person does not have capacity; or clearly if consent has been given. If none of the above apply then the worker should see advice from the safeguarding adults team.

Where a disclosure has been made, the DSL should let the student know that disclosure to the local authority/police has taken place.

The DSL should assure the student that they will be kept informed of any action to be taken and why. The adult's involvement in the process of sharing information should be fully recorded and their feelings supported

10 Training For Safeguarding Leads

The DSL and deputy DSL have received advanced level training to facilitate their roles as well as being safer recruitment trained. They receive updated training at least every two years and keep abreast of safeguarding developments at least annually. In addition to this, our DSL and Deputy DSL complete a 'Prevent- Referral' course at least annually which is certificated.

11 Safeguarding Overview Directed At Staff, Visitors and Contractors

11.1 Safeguarding Mechanisms

A range of robust mechanisms assist our staff to understand and discharge their roles and responsibilities effectively so that professional implementation is ensured. These include:

- Safeguarding induction

- Annual safeguarding training (group internal and individual external)

- Regular safeguarding and therapy refreshers and or quizzes

- Regular supervision meetings where opportunities are made available to discuss adult protection training and any needs requiring further support

- Safeguarding emails to staff regarding key issues, updates and individual early help plans

- Termly link meetings between the Designated Safeguarding Lead (DSL) and Deputy Designated Safeguarding Leads

All staff must read and sign to acknowledge their understanding of '**Care & Support Guide'.**

Drawing on the latest national and local guidance, full safeguarding training is provided to all staff annually. Regular safeguarding updates are provided throughout the year to ensure that staff have the most up to date relevant skills and knowledge to safeguard students effectively. We rotate our training to ensure that the same course is not completed annually, but instead by annually. We factor in, in house training which specifically focuses on contextual safeguarding, and the online safeguarding children level two course.

Our training program focuses on topics such as the 'Prevent' duty, ACES & Toxic Stress, equality, online safety, child criminal exploitation and sexual violence and sexual harassment.

Working with our boroughs supportive documentation including their LCSP Threshold 'Equivalent' Documentation which can be found below:

Contents (proceduresonline.com)

191111-Incluson-Effective-Support-for-Children-Safeguarding-REVISED.pdf (sep-bexley.org.uk)

11.2 Staff Induction

Staff employed at ADO all receive safeguarding training at the very beginning of their induction period, and at least every year thereafter. They sign an induction form agreeing that they are aware of their roles and responsibilities, and have read and understood all relevant safeguarding guidance, policies and procedures and agree to implement them. This includes the staff handbook, safeguarding and curriculum policies.

All records of safeguarding are kept within our '**confidential' section on Arbor** *and on **CPOMS**.*

11.3 Register and Reporting

The adult protection register is maintained by the DSL and all staff working with students are informed of all matters relating to service users in their care. In addition to our register, the DSL keeps a live safeguarding log (Incident Form), which records any and all concerns raised, and the actions taken, on an online system as notes.

The DSL provides a report on all safeguarding issues at each quarterly meeting of the Management Committee.

11.4 Safer Recruitment

We will always follow safer recruitment procedures so that we can be confident that all adults across ADO River Valley are safe. All Senior Management with responsibility for recruitment are Safer Recruitment trained.

Supervision is provided for staff involved in managing child abuse allegations by the ADO Senior Therapist.

In line with the **'KCSIE 2022'** Guidance, we aim to verify a candidate's identity by checking the name on their birth certificate. It is important to be sure that the person is who they claim to be, this includes being aware of the potential for individuals changing their name. Further identification checking guidelines can be found on the How to prove and verify someone's identity - GOV.UK (www.gov.uk) website. Identity checks are carried out in line with our safer recruitment process for all new applicants, with the findings recorded on our Single Central Register.

ADO also ensure 'Right To Work' checks are completed for those living and working outside the UK. This also covers the requirement that DBS checks are UK only.

11.5 Enhanced Disclosure Checks

All ADO current staff, new starters and consultants providing ADO with Professional Services, have to be in possession of a valid enhanced DBS certificate prior to their appointment. In extreme circumstances, an individual may commence work with a DBS check that is pending as long as ADO has received two satisfactory references and a cleared barred list check. Furthermore, the individual would always be supervised when working with students .

When informed in advance by a staff member undergoing a DBS check, the DSL will risk assess the member of staff in question if the check includes a record of anything that could potentially be cause for concern - including any police caution, conviction, reprimand or warning.

Whether this risk assessment supports the appointment of the staff member or not, this risk assessment, along with any supporting investigative documentation, will be kept securely and confidentially on file.

If a member of staff does not declare anything that could potentially be cause for concern, including any relevant police caution, conviction, reprimand or warning, the applicant will not be appointed.

11.6 Visitors and Contractors

Procedures are in place for recording the details of visitors to the company buildings and sites and we take security steps to ensure that we have control over who comes into the buildings and sites to work, so that no unauthorised person has unsupervised access to the children and young people.

All visitors or contractors must be expected and will not be allowed access unless they have been previously booked in for a meeting or activity prior to their visit. Any visitors or contractors attending un-announced at any of our locations will be advised to call the main office and go through the procedure for booking a meeting or activity.

Those visitors or contractors cleared and expected to attend will sign into the visitor records book and wait for an ADO staff member.

All visitors and contractors must release their mobile phone or smart device which will be safely locked in a secure box and withheld until they leave the location.

All visitors or contractors that are required to work in areas where safeguarding measures are active, must have prior to their visit provided proof they have been DBS checked. All

visitors or contractors will still be supervised during their stay, especially when in designated safeguarding areas and times.

12 Borough Adult Protection Contacts

In the first instance if any safeguarding issue is considered a risk or danger to either the adult, staff member or other service users, the Police should be called on 999 immediately.

12.1 Adult Safeguarding Referral Contact Information for Greenwich Council:

Tel: 020 8921 2304 (out of hours: 020 8854 8888)

Email: aops.contact.officers@royalgreenwich.gov.uk

12.2 Adult Safeguarding Referral Contact Information for Bromley Council:

Tel: 020 8461 7777 (out of hours: 0300 303 8671)

Email: adult.early.intervention@bromley.gov.uk

12.3 Adult Safeguarding Referral Contact Information for Bexley Council:

Tel: 0208 303 7777 (out of hours: 0208 303 7777)

Email: screeners@bexley.gov.uk

12.4 Adult Safeguarding Referral Contact Information for Lewisham Council:

Tel: 020 8314 7777

Email: SCAIT@lewisham.gov.uk

12.5 Adult Safeguarding Referral Contact Information for Dartford (KCC) Council:

Tel: 0300 041 6161 (out of hours: 0300 0419 191)

Text:18011 or Online HERE>

13. Review

All ADO policies and procedures follow ITIL guidelines to ensure version control, change control and release management of any documents. As a matter of policy, documents can be updated at any time to reflect changes to ADO procedures, legal changes, OFSTED directives or any other reason to ensure the policies and procedures are accurate and correct. This involves consultation with stakeholders, our management committee and approval from the directors. All policies and procedures are reviewed at the very least on an annual basis. Regular communication through newsletters, social media, text systems and through our website within the ADO Library is part of our Release Management.

14 ADO Operations Contact

This document was produced by the ADO Operations Consultancy Team. This version supersedes any previous versions and will be reviewed annually.

All correspondence with regard to this policy, or any other operational policy and procedure should be directed to the ADO Business Operations and Support Executive by e-mailing gmp@adoservices.co.uk or calling 0208 855 6778, requesting to speak to Gary McHolland-Pilcher or in writing, ADO Services CIC, Head Office, 126 Upper Wickham Lane, Welling, Kent, DA16 3DP.

15 References

Further sources of information

London multi-agency safeguarding Adults Policy and Procedures
http://londonadass.org.uk/wp-content/uploads/2015/02/LONDON-MULTI-AGENCY-ADULT-SAFEGUARDING-POLICY-AND-PROCEDURES.pdf

Care Act 2014: Care and Support statutory guidance
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/315993/Care-Act-Guidance.pdf

Link to the Royal Greenwich Safeguarding Adults Board website is
http://greenwichsafeguardingadults.org.uk/ here.

16. Table of Changes (See Next Page)

Annex A: Table of changes from February 2023. This table explains where we made changes, under version control.

Summary	About the Guidance
Varied throughout document	The terms management team/ proprietor have been adjusted to The Senior Leadership Team/ Management Committee.
Page 1	This policy is reviewed at least annually in line with our release management policy, and government guidance and was last reviewed by our Management Committee in March 2023.
Page 2 – Chart	Update on key contacts and roles
Page 3	At ADO the headteacher has overall responsibility for child protection and safeguarding. The headteacher is also the DSL.
Page 7 above section 8	CPOMS Introduction
Page 8	Where a disclosure has been made, the DSL should let the student know that disclosure to the local authority/police has taken place.

Page 9	Whole school annual safeguarding training (group internal and individual external)
Page 9 middle paragraph	Staff induction updates including All ADO current staff, new starters and consultants providing ADO with Professional Services, have to be in possession of a valid enhanced DBS certificate prior to their appointment.
Page 10 11.5	All ADO current staff, new starters and consultants providing ADO with Professional Services, have to be in possession of a valid enhanced DBS certificate prior to their appointment. In extreme circumstances, an individual may commence work with a DBS check that is pending as long as ADO has received two satisfactory references and a cleared barred list check. Furthermore, the individual would always be supervised when working with students .