

# PRACTICE GUIDELINES

## SAFEGUARDING AND

## CHILD PROTECTION

Safeguarding and promoting the welfare of children is defined as: protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes.

The name of the Senior Designated Person for Safeguarding at Wessex College is Sarah Battlebury, the name of the Deputy Designated Person for Safeguarding is Nigel Troop who is the Centre Manager of Wessex Lodge.

This policy has been developed in accordance with the principles established by the Children Acts 1989 and 2004; the Education Act 2002, and in line with government publications: 'Working Together to Safeguard Children 2015' and 'Keeping Children Safe in Education 2016'

### Introduction:

Wessex College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment; everyone who comes into contact with children, their families and professionals that work with children have a role to play in safeguarding. Wessex College fosters an attitude of 'it could happen here' where safeguarding is concerned and recognises the particular vulnerabilities of the young people that live in Wessex College and the wider community. When concerned about the welfare of a child, Wessex College staff should always act in the best interests of the child.

In accordance with the Children Act 1989, where a child is suffering significant harm, or is likely to do so, immediate action must be taken to protect a child. Action should also be taken to promote the welfare of a child in need of additional support, even if they are not suffering harm or are at immediate risk. Wessex College staff, including temporary staff and volunteers, are particularly important as they are in a position to identify concerns early and provide help for children, to prevent concerns from escalating. As part of the wider safeguarding system for children, described in Working Together to Safeguard Children 2015, Wessex College staff work with social care, the police, health services and other services and professionals to promote the welfare of children and protect them from harm.

### Aims:

To provide opportunities for young people to be taught about keeping safe, including online, through teaching and learning opportunities. To raise the awareness of all staff of their responsibility to identify young people who may be in need of extra help or who are suffering, or are likely to suffer, significant harm; all staff then have a responsibility to take appropriate action, working with other services as needed. To ensure that all Wessex College staff are aware of the signs of abuse and neglect so that they are able to identify cases of young people who may be in need of help and protection. To outline the procedures that will be followed if a concern is identified with any young person; how staff record and communicate concerns and how these are referred to the relevant qualified professional. To ensure a culture of safe recruitment is embedded within Wessex College and, as part of that, recruitment procedures deter, reject or identify people who might pose a risk to young people. To adhere to the safer recruitment procedures that ensure the suitability of prospective employees based on checks and evidence.

## Practice

There are formal child protection procedures at Wessex College that are shared and agreed with Wiltshire Social Care, every young person and members of their family and each local authority which places a young person. These procedures will be rigorously followed in the event of any disclosure or suspicion regarding the safety or welfare of a young person being compromised. Such areas include;

- Physical Abuse/Injury
- Neglect
- Sexual Abuse
- Emotional Abuse
- Fictitious or induced illness

## Allegations of abuse can be made concerning;

- A young person living within Wessex College
- A member of staff working at Wessex College
- A visitor to the home
- A member of the child's family
- Anyone outside of the home

## Child Protection concerns can also be raised as a result of;

- Bullying
- Racism
- Violence to a young person from another young person
- Sexualised behaviour between young people
- Any behaviour from which it is clear that the young person is/ or is likely to suffer significant harm
- A child being involved in Child Sexual Exploitation and Female Genital Mutilation.

It is essential that all staff understand what they must do if they receive an allegation or have suspicions that a person may have:

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child; or
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

Wessex College will ensure that the required actions are taken, or have been taken, in any relevant situation of which it is aware. This includes allegations that on the face of it may appear relatively insignificant or that have also been reported directly to the police or Social Care.

In addition to being considered a child protection concern, Wessex College is specifically required to report any evidence of young people becoming involved in Child Sexual Exploitation Female Genital Mutilation and Radicalisation.

All staff should immediately report any concerns of the above to either, the Senior Designated Child Protection Officer, a Registered Manager or a member of the Senior Management who will instigate the Safeguarding Policy. This should be followed with a clear, concise written account at the earliest opportunity.

### Sarah Battlebury

Senior Designated Officer (Boreham Mill)  
01985 218486

### Nigel Troop

Designated Officer (Wessex Lodge)  
01373 453414

All staff must report all suspicions of abuse if the allegation is made against a Director to a police officer, an officer of Ofsted, or an officer of the NSPCC or MASH (Wiltshire).

Contact numbers for these are;

#### Wiltshire MASH

Tel: 0300 4560108  
Out of hours: 0845 6070888

Multi-agency Safeguarding Hub (MASH)  
County Hall  
Bythesea Road  
Trowbridge  
Wiltshire  
BA14 8JN  
mash@wiltshire.gov.uk

#### Wiltshire DOFA

(Designated Officer for Allegations)  
Anton Hammond  
01225 713663  
LADOWiltshire@wiltshire.gcsx.gov.uk

#### Ofsted (HMCI)

0300 123 3159

#### Police

Warminster  
01980 847000  
Amesbury  
01980 623822  
Salisbury  
01722 411444

#### NSPCC

0207 825 2500

In turn there is a duty placed upon all local authorities to investigate any circumstances where a child is 'suffering' or is likely to suffer significant harm and to take any action that is considered necessary to safeguard and promote a child's welfare.

## WHAT TO DO IF A YOUNG PERSON DISCLOSES ABUSE

It is essential that if a young person chooses to disclose abuse that the following guidance is followed:

### Points to remember:

The young person has chosen to tell you and is very likely to have worked out in their head what they are going to say. Your task is to listen to what the young person says and to allow them to complete this without interruption.

Reassure the young person that they have done the right thing in telling you and explain that someone will take action to ensure that they are safe. Never promise confidentiality or that you are able to keep a secret. Remember that children and young people almost always tell an adult what is happening as they want it to stop.

Tell the young person what action you will take and who you will pass the information onto.

Remember it is not your role to question the young person about an allegation or disclosure, nor to ask for any demonstration of the alleged abuse. Your role is to listen to the young person's account, which is freely given.

Do not ask leading questions which could 'put words into their mouth' or give your own ideas of what might have happened, e.g. where did Fred touch you - only ask 'what do you want to tell me?' or 'Is there anything else you wish to say?'

It is not your role to investigate the allegation or disclosure; if you do this you will be potentially compromising any investigation. All staff have a duty and responsibility to support any investigation which may occur.

Ensure that you do not disclose the allegation to people who do not need to know, if you are in any doubt discuss this with a member of the Senior Management Team or Designated Officer prior to having any other discussions.

Details, concerns and fears should not be discussed with parents, anyone else involved in the care of the young person, or anyone named in an allegation before the Senior Designated Officer has discussed this with Wiltshire MASH.

### The Child Protection Process

Wessex College has a duty to refer information to statutory bodies for their consideration and possible investigation. This responsibility is taken seriously and all details will be passed to the Placing Authority, Wiltshire MASH who will decide whether a child or children has suffered or is likely to suffer significant harm and therefore a Section 47 Children Act (1989) enquiry should take place.

If an allegation is made against a staff member of Wessex College the Senior Designated Officer, in conjunction with Wiltshire MASH and the young person's placing authority will agree on an appropriate course of action. It is possible that the staff member will be sent home, as a neutral act, whilst the Child Protection Process is being followed. The 'Handling Allegations' practice guidance will be followed. The Child Protection Process is likely to proceed with a Strategy Meeting and can include the following people:

- Manager to the local childcare team or an individual with designated child protection Responsibilities (MASH Multi Agency Safeguarding Hub)
- The police - generally a representative from the Child Protection Unit

- The social worker and/or Team Manager for the child from the placing authority
- The Senior Designated Officer of Wessex College

It may also include a representative from Health and Education.

This group will identify the measures that may need to be considered in order to protect the young people in Wessex College following an allegation. Wessex College will wholeheartedly follow guidance and recommendations made. There are various outcomes to a strategy meeting which are;

- A police investigation - this is where a possible criminal offence has been committed
- A s.47 investigation - this is often a joint investigation involving the police and Social Services.
- An investigation by Wessex College - the matter is referred back to Wessex College who will undertake their own investigation into the allegation or the conduct of the employee. This is normally when it is believed that there has been a breach in standards of care or employee practice and that the police are not pursuing a criminal investigation. An enquiry of this nature could lead to a programme of support, re-training or the use of Wessex College's disciplinary procedures.
- No further action - this usually relates to cases where there appears to be no evidence to support the allegation and the concerns can therefore not be substantiated. In those circumstances the employee against whom the allegation was made is informed of the outcome of the strategy meeting and 'no further action' is recorded on their file.

## SUPPORT TO A CHILD DURING AND AFTER A CHILD PROTECTION ENQUIRY

If a strategy meeting is held, then consideration will be given as to what support will be offered to the young person during this process and who should inform the young person of the Section 47 enquiry.

The protocol for 'Children Living Away from Home' identifies that particular sensitivity is needed in relation to the vulnerability and anxiety of children and young people who are interviewed within a residential setting as part of these enquires. Consideration should be given to the role of the Children's Rights Officer in supporting young people who are engaged in this process. Guidance to support the young person will be given to the staff team by the Senior Designated Officer in conjunction with the Registered Manager.

All staff must provide support to the young person during this time but should be mindful that they are not to discuss details of the allegation or process with the young person, other colleagues or family members.

## SUPPORT TO STAFF DURING AND AFTER AN ALLEGATION OF ABUSE

All staff members are entitled to a high standard of support during the process of an enquiry. The Senior Designated Officer will explain to each staff member the process that is being followed and will ensure that they fully understand their rights and their responsibilities in this situation. It is not appropriate for the Senior Designated Officer to discuss the progress of the enquiry or to express an opinion about the likely outcome. Further information about handling allegations against staff members are detailed in the policy 'Handling Allegations Against Staff Members'.

## Signs of abuse

Child abuse is one term used to describe ways in which children are harmed by someone, often in some position of power. Someone may abuse or neglect a child by inflicting harm, or by failing to prevent harm. A child may be abused by an adult or another child or children. It may not be our responsibility to decide whether child abuse is occurring but we are required to be vigilant to, act upon any concerns and report them to the appropriate Safeguarding Authority. The health, safety and protection of any child is always paramount.

## Physical abuse

Physical abuse can include hitting, shaking, throwing, poisoning, burning, scalding, suffocating or causing any form of physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Possible signs of physical abuse include:

- unexplained injuries or burns
- refusal to discuss injuries
- improbable explanations of injuries
- untreated injuries or lingering illness
- administration of punishment which appears excessive, aggression/bullying
- shrinking from physical contact
- fear of returning home or parents being contacted
- fear of undressing
- fear of medical help
- over-compliant behaviour
- running away
- significant changes in behaviour
- deterioration in work
- unexplained pattern of absences

## Emotional Abuse

This is persistent emotional ill-treatment of a child such as to cause severe and persistent adverse effects on their emotional development. It can include:

- conveying to a child that they are worthless, unloved or inadequate
- Not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say
- placing inappropriate age-related expectations on children
- overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction
- making children feel frightened or in danger on a regular basis, including seeing or hearing the ill-treatment of another, or the exploitation or corruption of children
- serious bullying, including cyber-bullying

## Emotional abuse

Possible signs of emotional abuse include:

- continual self-deprecation
- fear of new situations
- inappropriate emotional responses to painful situations
- self-harm or mutilation
- compulsive stealing/asking for food
- drug/solvent abuse
- obsessive rocking, thumb-sucking
- air of detachment; 'don't care' attitude
- social isolation
- eating problems
- depression or withdrawal.
- Radicalisation (constant grooming to join extremist groups)

## Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. These can include non-contact activities such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Women can commit acts of sexual abuse, as can other children.

- bruises, scratches, burns or bite marks
- scratches, abrasions or persistent infection in the anal or genital regions
- pregnancy
- sexual awareness inappropriate to the child's age
- frequent public masturbation
- attempts to teach other children about sexual activity
- refusing to stay with certain people or go to certain places
- aggressiveness, anger, anxiety, tearfulness
- withdrawal from friends.
- STI's

## Neglect

Neglect is also a form of abuse. This is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur in pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); failure to protect a child from physical and emotional harm or danger; not ensure adequate supervision (including the use of inadequate care-givers); ensuring access to appropriate medical care and treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Possible signs of neglect include:

- constant hunger
- poor personal hygiene
- inappropriate clothing
- frequent lateness or non-attendance
- untreated medical problems
- low self-esteem
- poor social relationships
- compulsive stealing or constantly seeking food
- constant tiredness.

## Child Sexual Exploitation

Child sexual exploitation (CSE) involves exploitative situations, contexts and relationships where young people receive something (for example food, accommodation, drugs, alcohol, gifts, money or in some cases simply affection) as a result of engaging in sexual activities. Sexual exploitation can take many forms ranging from the seemingly 'consensual' relationship where sex is exchanged for affection or gifts, to serious organised crime by gangs and groups. What marks out exploitation is an imbalance of power in the relationship. The perpetrator always holds some kind of power over the victim which increases as the exploitative relationship develops. Sexual exploitation involves varying degrees of coercion, intimidation or enticement, including unwanted pressure from peers to have sex, sexual bullying including cyberbullying and grooming. However, it also important to recognise that some young people who are being sexually exploited do not exhibit any external signs of this abuse.

## Female Genital Mutilation

Female Genital Mutilation (FGM): professionals in all agencies, and individuals and groups in relevant communities, need to be alert to the possibility of a girl being at risk of FGM, or already having suffered FGM. There is a range of potential indicators that a child or young person may be at risk of FGM, which individually may not indicate risk but if there are two or more indicators present this could signal a risk to the child or young person. Victims of FGM are likely to come from a community that is known to practise FGM. Professionals should note that girls at risk of FGM may not yet be aware of the practice or that it may be conducted on them, so sensitivity should always be shown when approaching the subject. Staff should activate local safeguarding procedures, using existing national and local protocols for multi-agency liaison with police and children's social care.

## Specific Safeguarding Issues

Expert and professional organisations are best placed to provide up-to-date guidance and practical support on specific safeguarding issues. For example NSPCC offers information for schools on the TES website and also on its own website [www.nspcc.org.uk](http://www.nspcc.org.uk) Schools and colleges can also access broad government guidance on the issues listed below via the GOV.UK website:

- bullying including cyberbullying
- domestic violence
- drugs
- fabricated or induced illness
- faith abuse
- forced marriage
- gangs and youth violence
- gender-based violence/violence against women and girls (VAWG)
- mental health
- private fostering
- radicalisation
- sexting
- teenage relationship abuse
- trafficking
- missing from home

## E Safety

The school and homes e Safety Policy is designed to ensure safe internet use by young people in school, but also while online at home. Staff will speak regularly to young people about their use of ICT outside of school. It will gauge the range of activities which young people undertake and how safely they are using them. The keyworker will report any concerns to the SDO.

Wessex Lodge's Internet access is designed expressly for educational use and includes filtering appropriate to the age of the young people. Students will learn appropriate Internet use and be given clear objectives for Internet use. In the event of ICT and electronic communication misuse by staff or students, including in an illegal, unsuitable or abusive manner, a report must be made and the E Safety Incident Flowchart followed, as outlined in the E Safety Policy. Students are signposted to national and local organisations for further support and advice relating to E Safety issues, including Cybermentors, BeatBullying, Childline and CEOP

## Attendance and Missing Children

Student attendance at Wessex Lodge is recognised as a key safeguarding monitoring strategy; a child going missing from an education setting is a potential indicator of abuse or neglect. There are procedures in place to ensure that any unauthorised attendance is followed up with phone calls home to ascertain the whereabouts of the young person. Where a concern is raised on attendance or a missing child, Wessex Lodge will immediately contact carers and discuss strategies to find a missing young person. This may include contacting social workers and/or the police if the welfare of the young person is at risk.

## Recording

Carefully record the exact details of the child protection concern as soon as practically possible. Recordings which are dated, timed and signed must be completed prior to leaving work and you must ensure that the Senior Designated Person for Safeguarding (Sarah Battlebury) has copies of all information.

Ensure that, when recording what a young person has said, that the exact words used are written. If you are unable to recall these then record this and continue with what you are able to recall. Use a body map to demonstrate where you have observed any marks/bruising etc. and attach these to the recording.

### Information Sharing

Every Child Matters has clear guidance for all children's services practitioners on Information Sharing, as does the Children Act 2004 and Working Together to Safeguard Children 2015. Wessex College has adopted these guidelines and established a Code of Practice in relation to information sharing.

The Codes of Practice provides steps in how information is to be shared securely, when, to whom and what information. Under the safeguarding guidelines the need to protect the individual child/young person remains paramount. This is in line with the Local Safeguarding Children's Board procedures which specifies that appropriate information is to be shared where there is reasonable cause to believe that a child/young person may be suffering or may be at risk of suffering significant harm. This includes sharing information on concerns raised in relation to dismissed staff.

## Responsibilities

The Directors will ensure that:

The leadership team adopts the appropriate policies and procedures to safeguard the young people at Wessex College. That a Senior Designated Officer (SDO) for safeguarding and a Deputy (DSDO) to act in their absence is appointed for the college. The SDO is given the time, funding, training, resources and support to carry out their role effectively. A Director with company responsibility for Safeguarding is appointed.

The Leadership Team (including SDO) will ensure that: All members of staff are provided with safeguarding awareness training at induction, and have read the college's safeguarding statement, policy and procedures. All new members of staff (including temporary and volunteers) will be given a copy of all safeguarding policies, with the SDO's name & contact details clearly displayed. All staff are given instructions on how to access South West Safeguarding and Safeguarding policies and procedures (<http://www.proceduresonline.com/swcpp/>)

All members of staff are aware that they must report any Safeguarding concerns about a young person immediately to the SDO or Deputy. All members of staff feel able to raise concerns about poor or unsafe practice in regard to young people and such concerns are addressed effectively, in a timely manner and in accordance with the Whistle Blowing policy. The name of the Senior Designated Person for Safeguarding is clearly advertised around the college. A training record is kept of the details, level and frequency of all staff's child protection and safeguarding training. All recruitment is carried out according to Safer Recruitment policy and procedure. A single central register is kept covering all staff, volunteers and members of the proprietor body.

## Training

The SDO, Deputy and all staff will undertake updated and appropriate safeguarding training as required. The SDO and Deputy will undertake the necessary update training provided by the Wiltshire Safeguarding Childrens Board. All other staff will undertake updated training to maintain their understanding of the signs and indicators of abuse, as recommended by the Wiltshire Safeguarding Childrens Board. All new staff and volunteers will undertake child protection and safeguarding training during induction.

Additionally all staff will receive on line training in CSE, FGM, and Channel training.

## Role of the Senior Designated Officer Sarah Battlebury 01985 218486 Boreham Mill is to:

- Manage referrals
- Refer all cases of suspected abuse to the local MASH
- Manage and direct any internal investigation
- Act as lead in liaising with placing authorities
- Refer to Disclosure and Barring Service (cases where a person is dismissed or left due to risk/harm to a child); and/or the Police (cases where a crime may have been committed).
- Liaise with the Directors to inform them of issues especially of on-going enquiries under section 47 of the Children Act 1989 and police investigations. Act as a source of support, advice and expertise to staff on matters of safety and safeguarding and when deciding whether to make a referral by liaising with relevant agencies. To keep detailed, accurate, secure written records of concerns and referrals in line with Regulation.
- Ensure the policy is reviewed annually and the procedures and implementation are updated and reviewed regularly - working with the Directors in regard to this.

## Multi Agency working

All staff have a responsibility to identify, share information and work together with other professionals to provide young people with the help they need. Wessex College recognises that no single professional can have a full picture of a child's needs and circumstances and, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action. Wessex College recognises that early sharing of information is key to providing effective early help where there are emerging problems and all staff are reminded of their responsibilities under the Information Sharing Act 2004 and Working Together to Safeguard Children 2015. Wessex College recognises that effective safeguarding systems are child centred. Failings in safeguarding systems are too often the result of losing sight of the needs and views of the children within them, or placing the interests of adults ahead of the needs of children.

## Confidentiality and Communication

We recognise that the appropriate sharing of information between parents, other professionals and staff is an essential element in ensuring our young people's well-being and safety. Young people will not be promised confidentiality; staff will make it clear that there are limits to confidentiality at the beginning of conversations where Safeguarding is likely to be an issue. All staff are trained that when listening to safeguarding issues with individual young people they should not ask leading questions. Staff will not discuss any young person or personal information relating to young people.

## **Staff Management and Supervision**

All new staff are subject to a probation period in order to ensure that they satisfy the required standards of Wessex College. All new staff will follow a comprehensive induction programme and Wessex College will ensure that all new staff read, understand and implement all Procedures including those surrounding Safeguarding, Child Protection, Whistle Blowing, Bullying, Health and Safety, E Safety, Behaviour Management, Child Sexual Exploitation and Staff Relationships. Ongoing appropriate support to all staff is offered in the form of regular supervision where there is the opportunity to ask questions and raise possible issues or concerns. All staff have an Annual Performance Review during which professional performance is evaluated and targets set in terms of the staff member's training over the following year.

Within team meetings and supervision sessions safe guarding and whistle blowing policies are regularly revisited to ensure that staff are fully aware and understand their role.

## APPENDIX A

### Safeguarding Vulnerable adults

In the event of a young person becoming 18 and remaining in placement, Wessex College will follow the guidance issued in 'No Secrets in Swindon and Wiltshire - What all staff need to know about reporting suspected abuse of vulnerable adults'

The guidance is as follows:

#### Who is a vulnerable adult?

In brief the definition of a Vulnerable Adult is a person aged 18 years or over who:

- may be in need of community care services by reason of mental or other disability, age or illness
- is or may be unable to take care of himself or herself, or unable to protect himself or herself against significant harm or exploitation.

#### Abuse may include one or more of the following:

- Discriminatory abuse - including that based on a person's ethnic origin, religion, language, age, sexuality, gender, disability, and other forms of harassment, slurs or similar treatment.
- Sexual abuse - including rape and sexual assault, contact or non-contact sexual acts to which the vulnerable adult has not consented, or could not consent or was pressurised into consenting.
- Psychological abuse - including emotional abuse, threats of harm or abandonment, deprivation of contact or communication, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- Financial or material abuse - including theft, fraud, exploitation and pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Neglect or acts of omission - including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life such as medication, adequate nutrition and heating.
- Physical abuse - including hitting, slapping, pushing, kicking, misuse of medication, inappropriate restraint or inappropriate sanctions.
- Institutional abuse - indicated by repeated instances of unsatisfactory professional practice, pervasive ill treatment or gross misconduct indicating an abusive climate.

All staff at Wessex College have a duty to report any allegations or suspicions that a vulnerable adult is being abused in accordance with the policy and procedures for Safeguarding Vulnerable Adults in Swindon and Wiltshire.

This places an individual responsibility on all members of staff to report abuse as well as an organisational responsibility on your agency to ensure that all staff receive support and training in safeguarding adults' issues.

### All agencies or members of staff must:

- actively work together within the agreed inter-agency framework based on the guidance contained in 'No Secrets' (2000 Department of Health, Home Office)
- ensure that all staff are familiar with and actively work together within the agreed procedures, guidance and protocols underpinning this framework, to investigate abuse and manage protection
- actively promote the empowerment and well-being of vulnerable adults through the services they provide
- actively support the rights of the individual to lead an independent life based on self-determination and personal choice
- ensure the law is followed when assessing an individual's capacity to make particular decisions
- Ensure that decisions made on their behalf are in their best interests if they are assessed as lacking capacity to do this for themselves ensure that when the right to an independent lifestyle and choice is at risk, the individual concerned receives appropriate advocacy including advice, protection and support from relevant agencies and is aware of their rights within the law
- ensure that the law and statutory requirements are known and used appropriately so that vulnerable adults receive the protection of the law and access to the judicial process
- identify others who may be at risk of harm including children and effect immediate referral to the appropriate authority
- make a referral, using the local safeguarding children's procedures, if there are concerns about the risk of harm to a child
- recognise the ongoing duty of care to service users who perpetrate abuse and facilitate any necessary action to address abusive behaviour
- actively promote an organisational culture within which all those who express concern will be treated seriously and will receive a positive response from management
- ensure rigorous recruitment practices deter those who actively seek vulnerable people to exploit or abuse
- ensure that confidentiality and information sharing related to the protection of vulnerable adults and perpetrators of abuse in a multi-agency context are maintained through the agreed protocols
- ensure that all staff responsible for managing and conducting investigations within these procedures receives the appropriate training and support.

### Staff are to seek further guidance and support from:

'No Secrets in Swindon and Wiltshire - What all staff need to know about reporting suspected abuse of vulnerable adults' September 2016

## APPENDIX B

