



Safeguarding policy and procedures

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Approval

Approved by: CWC/Board of Trustees

Introduced: 19/10/2016

Reviewed: 13/03/2018 - 09/12/2021

Amendment (if required)

Date of amendment:

Reason for amendment:

Date of amendment:

Reason for amendment:

Review

Frequency of review: Annual

Next review date: 09/12/22

| Contents | Page |
|--|-------------|
| Background and scope..... | 3 |
| Policy | 4 |
| Procedures..... | 7 |
| Adults at Risk safeguarding procedure..... | 8 |
| Child safeguarding procedure..... | 17 |
| Definitions..... | 27 |
| Legal and Policy references Appendix 1..... | 29 |
| Local Authority Contact Details reporting about Children at risk Appendix 2..... | 31 |
| Local Authority Contact Details Reporting about Adults at risk Appendix 3..... | 33 |

Background and Scope

This policy applies to all individuals who use our services, as well as children and adults at risk who we are made aware of, even where they may not be directly working with Emmaus Oxford.

Emmaus Oxford works predominantly with single homeless people. However, we recognise that the people using our services may have children or have access to children. We have a wider duty of care to these children and if a member of staff or volunteer receives information that leads them to have a safeguarding concern about a child then they must follow the guidelines set out in the Child Safeguarding Procedure below.

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Policy

Policy statement

Emmaus Oxford is committed to safeguarding and protecting the welfare of young people and adults at risk who use our services, by ensuring that we have appropriate arrangements in place to provide a safe and secure environment and to deal effectively with any safeguarding issues that arise.

We will ensure that our policy and procedures comply with the current legal framework (Appendix 1); reflect best practice in safeguarding young people and adults at risk; and that our safeguarding arrangements are proportionate and based upon common sense.

Safeguarding is the responsibility of everybody and all staff and volunteers must take a shared responsibility for the protection and safety of young people and adults at risk and abide by all Emmaus Oxford policies and any relevant codes of good practice.

Preventing Abuse

Emmaus Oxford recognises our responsibilities to take steps to prevent abuse to the people using our services. We will do this through:

Safer recruitment

We will request a Disclosure and Barring Service (DBS) check for any roles working with young people and adults at risk for which we are legally entitled to do so. DBS checks will be renewed every three years for staff working directly with children and adults at risk.

Training and policies

We have a duty to help staff and volunteers recognise their responsibilities (through guidance, support and training) to young people and adults at risk, to minimise risk, protect our clients and avoid situations where abuse or neglect might be alleged.

Emmaus Oxford is committed to a programme of training and awareness raising around safeguarding issues for all staff/volunteers and to commit the necessary resources for this purpose.

All staff/volunteers involved in service delivery should be aware of the possibilities of abuse or neglect, and how to report this.

All staff/ volunteers should also know the names and contact details of relevant local and national professionals and organisations.

Emmaus Oxford will ensure all client facing staff participate in basic safeguarding training, either in-house as part of their induction, at team meetings or via on-line e-learning safeguarding modules.

All managers and any staff who undertake one to one work with clients (Community Leader, Support Workers, Progression Workers) should access Local Safeguarding Board (LSB) training for both Adults at Risk and Children, where available, to help raise awareness of local practice and procedures and also to develop working relationships.

The Emmaus Oxford Safeguarding Officers will be responsible for arranging local LSB training for all relevant staff and for maintaining local records of all staff's safeguarding training.

Reporting and action

All allegations of abuse will be taken seriously, acted upon and handled in accordance with the procedures laid out in this document. Emmaus Oxford will work when necessary with appropriate local agencies, to ensure that young people and adults at risk are protected through the effective operation of its safeguarding procedures. Emmaus Oxford's **Whistleblowing policy and procedures** should be read in conjunction with this policy.

Safeguarding Responsibilities

Board of Trustees

It is the responsibility of the Board of Trustees to satisfy themselves that an appropriate safeguarding policy and procedure are in place.

CEO

It is the responsibility of the CEO that the policy and procedure have been communicated to all staff (including volunteers and employment agency staff) and that the policy and procedure is actually working to protect children, young people and adults at risk.

Staff and volunteers

It is the responsibility of all staff/volunteers working within Emmaus Oxford to be aware of any potential safeguarding issues and to report concerns where they believe a young person or adult has been or is at risk of abuse or significant harm. This responsibility extends to all and not just those specifically working directly with young people and adults at risk.

Appropriate Emmaus Oxford Safeguarding Officer

Within Emmaus Oxford there are a number of Safeguarding Officers whose responsibility it is to lead on safeguarding matters. If a member of staff/volunteer has any concerns for the wellbeing of a child, young person or adult at risk, then they must report it to the appropriate Emmaus Oxford Safeguarding Officer (SO)

The appropriate SOs are as follows:

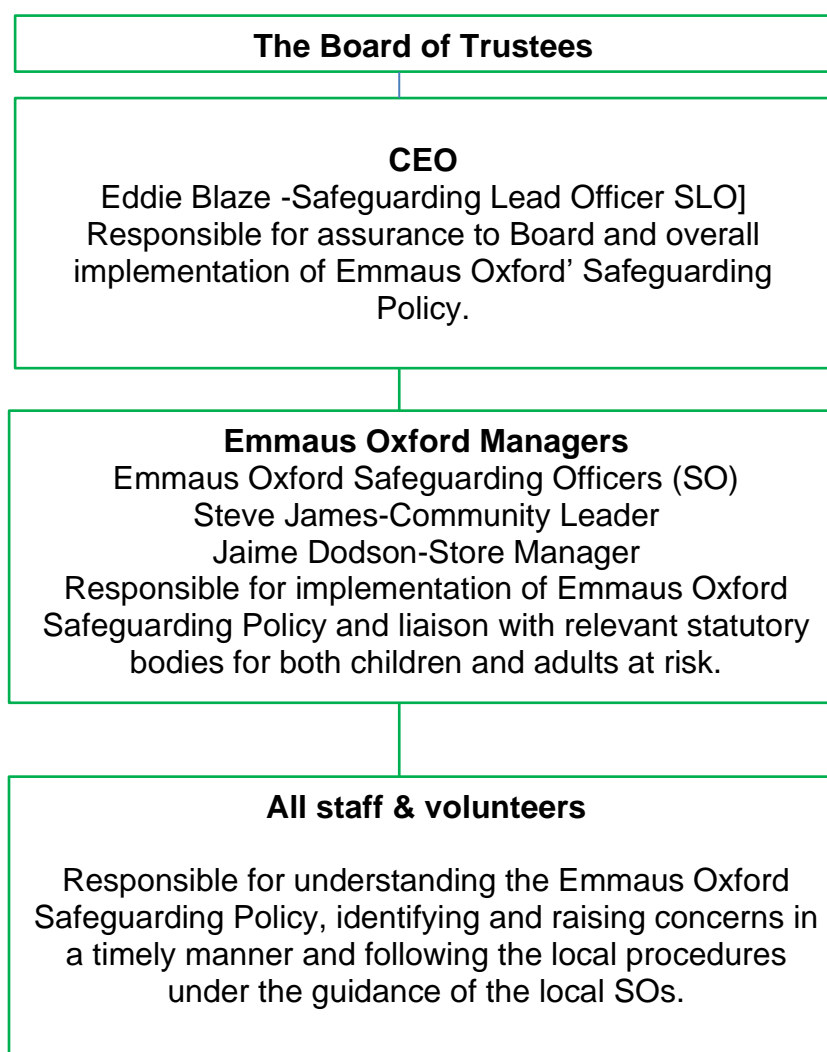
- For staff/volunteers working in Emmaus Oxford Community it is the Community Leader.
- For staff/volunteers working in Emmaus Oxford social enterprise it is the Store Manager.

In client work, responsibility for ensuring safeguarding arrangements are in place and adhered to rests with all managers.

Any staff not included in the above should report any concerns to their manager who will decide who the appropriate SO is. This may be the Emmaus Oxford member of staff with overall responsibility on safeguarding, the Emmaus Oxford Safeguarding Lead Officer, who is responsible for coordinating action within Emmaus Oxford and ensuring the application of safe and best practice in safeguarding matters.

The Emmaus Oxford Safeguarding Lead Officer (SLO) is **Eddie Blaze –CEO Tel: 01865 590591/07825 184552**

Emmaus Oxford safeguarding responsibilities flow chart



Procedures

1 Adults at Risk Safeguarding Procedure

1.1 Recognising Abuse

Abuse can take many forms and it may be regarded not only as the commission or omission of an act, but also as the threat or risk of such. If a person is led to believe that they will be abused this is in effect the equivalent of the abuse taking place. References to historic abuse may be disclosed and these should be acted upon in accordance with this procedure.

Physical abuse is non-accidental harm to a person caused by the use of force, which results in pain, injury or a change in the person's natural physical state. Some examples are hitting, shaking, slapping, pushing, kicking and rough handling.

Sexual abuse includes rape and sexual assault or sexual acts to which the adult has not consented or has been coerced or pressurised into performing.

Psychological or emotional abuse is behaviour that has harmful effect on a person's emotional health and development and can include the use of threats, humiliation, intimidation, coercion or verbal abuse.

Financial abuse involves an individual's funds or resources being inappropriately used by a third person. It may include theft, fraud, exploitation, the withholding of money or the inappropriate or unsanctioned use of a person's money or property.

Neglect is the persistent failure to meet a person's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. It can include failing to provide adequate food, shelter and clothing, or neglect of, or unresponsiveness to basic emotional needs.

Institutional abuse is the collective failure of an organisation to provide an appropriate and professional service to adults at risk. It includes failure to ensure the necessary safeguards are in place and it may be part of the accepted custom and culture within an organisation.

Discriminatory abuse occurs when values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals. It includes discrimination based on race, culture, gender, sexuality, religion or disability.

Exploitation and modern day slavery encompasses forced labour, human trafficking and domestic servitude through the use of coercion, deception and force.

Domestic abuse, stalking and Honour based violence (DASH) is defined as "any incident of threatening behaviour, violence or abuse between adults who are or who have been intimate partners or family members, regardless of gender or sexuality".

Radicalisation and being drawn into terrorism – S. 26 of the Counter Terrorism and Security Act 2015 recognises that some people are at greater risk of harm from radicalisation, and that safeguarding is the process of protecting vulnerable people from all forms of abuse, including being drawn into terrorist related activity.

1.2 Signs and indicators of abuse

Some of the more obvious signs of abuse may include the following:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries.
- An injury for which the explanation seems inconsistent.
- The adult at risk describes what appears to be an abusive act involving him/her.
- Someone else expresses concern about their welfare.
- Unexplained changes in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper).
- Engagement in sexually explicit behaviour.
- Has difficulty in making friends or is prevented from socialising with others.
- Displays variations in eating patterns including overeating or loss of appetite.
- Loses weight for no apparent reason.
- Becomes increasingly dirty or unkempt.
- Lack of respect is shown to an individual.
- Shows signs of fear or emotional distress.
- Demonstrates self-harming behaviour.
- Making explicit extremist views/ visiting extremist websites
- Unexplained sudden inability to pay bills or manage finances.

It should be recognised that this not a definitive list and the presence of one or more of the indicators is not proof that abuse is actually taking place. It is not the responsibility of staff to decide that abuse is occurring but it is their responsibility to act on any concerns by reporting it.

1.3 Harm and Significant Harm

The concepts of “Harm” and “Significant Harm” may be used to determine how serious or extensive abuse is, and to enable a proportionate response.

“Harm” is defined as

- Ill treatment.
- The impairment of development and/ or an avoidable deterioration in physical and mental health.
- Conduct that appropriates or adversely affects property, rights or interests (for example, theft or extortion).

“Significant Harm” is defined as

- The person's life is or could be under threat – for example due to neglect or physical abuse.
- There is or could be a serious, chronic or long lasting impact on the person's health/ physical/ emotional/ psychological wellbeing.
- The person has little or no choice over vital aspects of their life, environment or financial affairs.

1.4 Preventing Adult Abuse

The most effective way to safeguard adults at risk from abuse is to enable them to safeguard themselves. This can involve the individual:

- Being aware of harm or exploitation they may be at risk from (for example, through being involved in any risk assessment; discussions with staff).
- Knowing how they can reduce the risks (for example, avoiding individuals who have harmed them in the past; keeping their money safe – not carrying excess cash).
- Knowing how they can report harm or abuse (for example, through the member handbook or induction).

1.5 Information and contact details

Emmaus Oxford only works in the area under Oxfordshire County Council, the contact details for raising adult safeguarding alerts with the Appropriate Safeguarding Authority are in Appendix 1.

The Local Safeguarding Board Procedures and paperwork for the ASA(s) should be included in Appendix 1 and can also be located on the Oxfordshire County councils' website.

Emmaus Oxford Safeguarding Officers [SO] are:

Steve James – Community Leader, stevejames@emmausoxford.org,
01865 590595/0789 472 8577

Jaime Dodson – Store Manager, jaimedodson@emmausoxford.org,
01865 763698/0742 376 2564

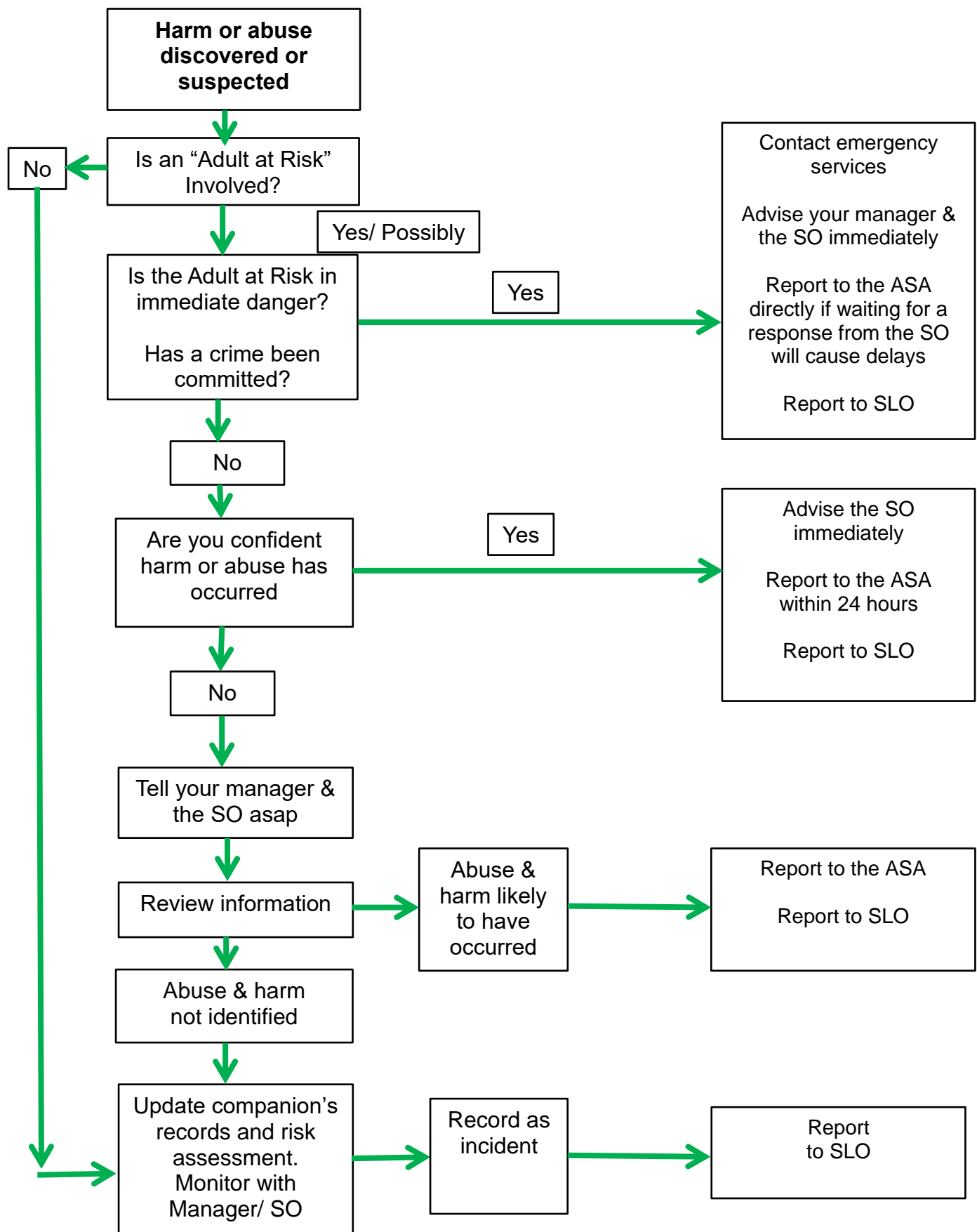
Emmaus Oxford Safeguarding Lead Officer [SLO] is:

Eddie Blaze – CEO, eddieblaze@emmausoxford.org,
01865 590591/0782 528 4552

1.6 Responding to disclosure, suspicion or an allegation of abuse by an adult at risk

Suspected abuse could be committed by someone who is not an employee/volunteer of Emmaus Oxford and could be against an adult who is not a client of Emmaus Oxford.

The flow chart below summarises how Emmaus Oxford staff should respond to a disclosure, suspicion or allegation of abuse:



Initial response

If you see or hear about something which could be adult abuse, do the following:

- If there is immediate danger or someone needs urgent medical attention call the police or an ambulance and then contact the Appropriate Safeguarding Authority (ASA).
- The Emmaus Oxford Whistle blowing policy should be consulted following any report of suspected abuse.
- Tell the relevant Emmaus Oxford Safeguarding Officer (SO) immediately. If they are not available alert the Emmaus Oxford Safeguarding Lead Officer (SLO) – by email and phone (including text).
- If no one is in immediate danger and the adult at risk is present ensure the person is as safe as possible and avoid them returning to a situation in which they may be at risk.

If no one is in immediate danger and the adult at risk is not present:

- Tell the relevant SO about your concern. This should be done immediately or by the end of the current working day.
- If the SO is not available, inform the SLO.
- Make a note of what has happened; what you have been told; what you have seen in as much detail as possible. This should include what was seen/heard and the reasons for the concern or allegation; it should also include date, time and place of the alleged incident/abuse.
- Remain calm and try to be reassuring; don't be judgemental or show your emotions.
- **Do not** attempt to investigate the matter yourself.
- If you do need to clarify the concern, ask non-leading questions. For example "Can you tell/ describe what happened?"; "when did it happen?" etc. so that you are in a better position to inform the SO and authorities. Be careful you do not start investigating the matter yourself.
- Keep an accurate record of your conversations and the actions and decisions taken by yourself and others.
- **Do not** confront anyone who is alleged to be responsible for what has happened and do not tell them that allegations have been made about them.
- If there is the possibility that a criminal offence has been committed, do not tamper with or move any potential evidence and don't clean up.
- If you think a criminal offence has been committed, tell your manager, the SO and call the police; then contact the ASA.
- Be mindful that information relating to adult safeguarding issues can be highly sensitive; ensure any records are kept safe and confidential at all times and ensure any conversations are made in appropriate locations to avoid being over heard and breaching individuals' privacy.
- **Do not** promise the person you can keep the alleged abuse secret

If in doubt, raise an alert!

1.7 SO responsibility

The SO will discuss the identified issue with the employee/volunteer to clarify the cause for concern and to decide whether there are sufficient grounds to refer to the ASA.

The discussion should take account of such factors as:

- Is the person affected an adult at risk?
- Is there a person responsible for the (alleged) harm/abuse because of something they did or did not do?
- Did the abuse/harm occur due to a failure in care, a breach of policy and procedure, or a breach of professional code of practice?
- Has the person been harmed?
- Is there a potential risk of significant harm to them or another person?

If any of the above apply, the SO should consider raising an alert. If all the above apply an alert must be raised.

On receiving a report of suspected abuse the SO will within 24 hours:

- Consider the risk issues.
- Decide on any action to be taken.
- Accurately record this assessment.

Where it is unclear whether any abuse or harm has occurred, possible courses of action may include further internal fact-finding and discussion of the matter with the local safeguarding team.

Concerns about serious harm, sexual abuse, physical danger, crime must be reported immediately.

1.8 Capacity and consent

Capacity and consent are crucial to deciding whether an act or relationship is abusive.

Capacity means that the individual must be able to comprehend and retain information, weigh it up and arrive at a decision. A person with capacity has the right to make his/her own decision – even unwise, risky or irrational ones.

If there is no real 'choice' because a relationship is unequal (e.g. family relationships, authority, threat, power imbalance) then consent is not meaningfully given.

Capacity is a pre-requisite of consent.

Emmaus Oxford acknowledges that adults have legal, social and moral rights to self-determination within their lives. Emmaus Oxford will work with clients to:

- Respect their rights to make choices about their activities and relationships.
- Provide information and guidance to them around the issues of abuse. This may involve accessing specialised groups or support for individuals.
- Work with them to make changes to their situation.
- Support them to recognise where they may have been a victim of a crime. Assist their recourse to justice if required within the criminal and justice systems.
- Staff/volunteers will constantly review their understanding of someone's 'capacity' to decide whether an act or relationship is abusive.

1.9 Consent and information sharing

An adult's legal right to consent marks the fundamental difference between approaches in safeguarding adults and safeguarding children. Empowerment is a foundation block for all safeguarding, and may enable the adult at risk to develop the skills to reduce the risk of future abuse. Empowerment involves a proactive approach to seeking consent, maximising the person's involvement in decisions about their safety and protection – and this includes decisions regarding whether to investigate an allegation or concerns.

An individual's wishes should be respected wherever possible but an individual's right to make choices about their own safety has to be balanced with the rights of others to be safe.

An adult at risk may refuse their consent for the police, social services or local safeguarding body to be informed or for their information to be shared with another agency, but there are times when their wishes can be over-ridden.

Consideration will need to be given to other factors such as:

- the seriousness and pervasiveness of the abuse
- the ability of the individual to make decisions
- the effect of the abuse on the individual in question and on others
- whether a criminal offence has occurred
- whether there is a need for others to know (e.g. to protect others who may not be involved in the immediate situation)

If a decision is taken to take an allegation or suspicion forward without the consent of the individual, they should be informed at the earliest possible opportunity and the reasons for the decision clearly explained and recorded.

Any employee/volunteer must report suspected abuse to a manager even if the adult has refused their consent for information to be shared.

Decisions about sharing information must be clearly recorded with reasons clearly stated and these decisions must be open and explicitly discussed at every stage.

1.10 Referral to the ASA

The SO is responsible for making the decision to refer to the ASA and must follow the local procedures and contact details laid out in **Appendix 3**. The SLO is responsible for ensuring the local procedures and contact details are kept up to date. When making the referral you will need to state clearly that this is an adult protection referral and be prepared to provide the following information:

- Your own details.
- Known information about the adult.
- The adult's address.
- Details of the concern.
- The source of the information.
- The adult's response to the concern.

When making the referral you should record the name and job title of the Social Worker to whom the details have been passed. If you raise the initial alert by telephone or email, then you must complete the relevant local Adult Safeguarding Alert Forum within two working days.

It is worth noting a distinction between safeguarding and protection:

- **Safeguarding** is everybody's responsibility and includes measures to prevent or minimise the potential of abuse occurring, including timely reporting of concerns, by raising safeguarding alerts.
- **Protection** is a statutory responsibility in response to individual cases where risk of harm has been identified.

1.11 Upon receipt of an alert

The ASA will determine if the concern raised needs to be investigated under the local authorities' adult safeguarding procedures, or if the concern might best be addressed in another way. This decision should be taken within one working day of receipt of the alert. If a decision is made that the alert should be looked into further under the authority's Adult Safeguarding Procedures, we may be contacted for further information.

1.12 Participation in Local Authority-led Adult Safeguarding actions

All Emmaus Oxford staff are expected to co-operate and participate in any safeguarding investigations led by the Local Authority. This may include providing further reports and information, acting as a witness, attending case conferences, and inputting into Safeguarding Plans.

1.13 Support for staff

Safeguarding can raise difficult and emotional issues for those involved and Emmaus Oxford will ensure appropriate support is available to employees/volunteers involved. This includes support through supervision, team de-briefs, support from one of the Emmaus Oxford Safeguarding Officers and the use of the Employee Assistance Programme, accessible by phoning **0800 328 1437**.

1.14 Monitoring and reporting

Following any suspicion of abuse – regardless of whether a decision is made to inform the local authority – the SO must send a copy of any notes and reports to the Emmaus Oxford Safeguarding Lead Officer within 24 hours of the suspicion arising.

Updates on cases should be provided in real time by the SO. e.g.

- the decision of the local authority to investigate (or not)
- any further involvement from Emmaus Oxford in safeguarding activities

Information about safeguarding cases and how they were dealt with should be reported quarterly to the Board of Trustees. Areas to focus on include:

- How quickly the concern was reported to the Safeguarding Officer and/or the Lead Officer.
- How quickly an alert was made to the police/social services/safeguarding body.
- Quality of information recorded internally.
- Quality of input into safeguarding processes (feedback from police/social services/safeguarding team).
- Outcomes of safeguarding processes.
- Whether any incidents highlighted training issues or a need to amend Emmaus Oxford's procedures.

All employees must keep accurate records with due regard for confidentiality. All documentation will be held in line with Emmaus Oxford's policy and procedures on record keeping.

1.15 Procedure for suspected abuse by an Emmaus Oxford employee/volunteer

1.15.1 Allegation or suspicion involving employee/volunteer

The primary concern of Emmaus Oxford is to ensure the safety of adults at risk and so it is essential in all cases of suspected abuse by an employee/volunteer that action is taken quickly and professionally.

Any allegation of abuse made against an employee/volunteer must be taken seriously and Emmaus Oxford acknowledges that this will be a distressing and stressful situation for all involved. Emmaus Oxford assures all employees/volunteers that it will fully support and protect anyone who in good faith reports their concerns

about a colleague's practice [see Whistleblowing policy]. Staff against whom allegations are made should be given copies of this policy/procedure. In the event that any member of employee/volunteer suspects any other member of staff/volunteer of abusing a client who is an adult at risk, it is their responsibility to bring these concerns to the Safeguarding Lead Officer.

1.15.2 Allegation concerning the CEO/SLO or SOs

If the allegation concerns the CEO / SLO, the matter should be discussed with the Chair of the Board of Trustees.

If the allegation concerns an Emmaus Oxford Safeguarding Officer the matter should be discussed with the CEO.

1.15.3 Process

Where a case of serious abuse of an adult at risk has been alleged, if the alleged abuser is a member of staff/volunteer, consideration will be given to precautionary suspension of the alleged abuser to enable the investigation to proceed [see staff disciplinary procedure].

The Emmaus Oxford Safeguarding Lead Officer will be responsible for recording essential information about each case and for collecting reports and notes as appropriate. If the allegations are below the threshold of significant harm the matter will be dealt with through Emmaus Oxford's disciplinary policy.

Allegations that are perceived to be at the threshold of significant harm are actions that are criminal, constitute negligence or abuse, or contravene local or professional codes of conduct. Such allegations should be reported immediately to the relevant ASA prior to being dealt with through Emmaus Oxford's disciplinary procedures.

Disciplinary procedures may be suspended at the request of the police or the ASA if there are concerns that our internal investigations and procedures may impede a statutory or criminal investigation. On conclusion of any external criminal or statutory investigation Emmaus Oxford will implement its own disciplinary procedures.

On conclusion of Emmaus Oxford's investigations, should we uphold allegations of serious professional misconduct involving abuse, we reserve the right to report our findings to any professional body the employee may belong to, or report the matter to the Independent Safeguarding Authority.

Any detailed information about a case will be confined within Emmaus Oxford to the SLO/CEO. Where a referral to an external agency is to be made the CEO will advise the Chair of the Board of Trustees. The member of staff reporting the allegations will be kept informed of the progress of the case on a 'need to know' basis.

2 Child Safeguarding Procedure

2.1 Context

Emmaus Oxford does not work directly with children or young people but we do come into contact with them both through companions and the business. This procedure applies to all 16 and 17 year olds well as to the children with whom we come into contact.

2.2 Principles

Child safeguarding is built upon the shared belief that **the needs of the child are paramount**. This should resolve any conflict of interests. All children have the right to be safeguarded from harm and exploitation.

The purpose of any safeguarding intervention should be to promote positive outcomes for each child (Children's Act 2004) to ensure they can:

- stay safe
- be healthy
- enjoy and achieve
- make a positive contribution
- achieve economic wellbeing

Safeguarding should be undertaken proactively to reduce the need for protection from harm. Safeguarding is a shared responsibility as children and young people are only safeguarded when all relevant agencies and individuals accept responsibility and co-operate with one another.

The wishes and feelings of children and young people are vital elements in assessing risk and formulating safeguarding plans and must always be sought and given weight, according to the understanding of the child. However, it remains the adults' responsibility to take action to ensure the child's safety.

2.3 Recognising Abuse

Abuse can take many forms and it may be regarded not only as the commission or omission of an act, but also as the threat or risk of such. If a child/ young person is led to believe that they will be abused this is in effect the equivalent of the abuse taking place. References to historic abuse may be disclosed and these should be acted upon in accordance with this procedure.

Physical abuse is non-accidental harm to a person caused by the use of force, which results in pain, injury or a change in the person's natural physical state. Some examples are hitting, shaking, slapping, pushing, kicking and rough handling.

Sexual abuse includes rape and sexual assault or sexual acts. It may include non-contact activities, such as grooming, inciting a child/ young person to be sexually active, or viewing inappropriate images.

Emotional abuse is behaviour that has harmful effect on a child/ young person's emotional health and development. It can include conveying to the child/ young person that they are unloved, worthless or valued only insofar that they meet the needs of another person; or inappropriate expectations of the child/ young person in terms of their age or development. Emotional abuse may include the use of threats, humiliation, intimidation, coercion or verbal abuse, and bullying.

Neglect is the persistent failure to meet a child/ young person's basic physical and/or psychological needs, and is likely to result in the serious impairment of their health or development. It can include failing to provide adequate food, shelter and clothing; failure to protect the child or young person from harm; or neglect of, or unresponsiveness to basic emotional needs.

Signs and indicators of abuse

Some of the more obvious signs of abuse may include the following:

- Unexplained or repeated injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries.
- An injury for which the explanation seems inconsistent.
- Someone else expresses concern about their welfare.
- Unexplained changes in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper).
- Appears anxious or frightened.
- Engagement in sexually explicit behaviour.
- Difficulty in making friends or is prevented from socialising with others.
- Displays variations in eating patterns including overeating or loss of appetite.
- Loses weight for no apparent reason; frequently hungry.
- Becomes increasingly dirty or unkempt.
- Very low self-esteem.
- Self-harming behavior.
- Making explicit extremist views/ visiting extremist websites

It should be recognised that this not a definitive list and the presence of one or more of the indicators is not proof that abuse is actually taking place. It is not the responsibility of staff to decide that abuse is occurring but it is their responsibility to act on any concerns by reporting it.

2.4 Other forms of abuse

Emmaus Oxford staff and volunteers should also be aware of the following types of abuse:

Female Genital Mutilation – which where it affects under 18 year olds should be reported

Radicalisation and being drawn into terrorism – S. 26 of the Counter Terrorism and Security Act 2015 recognises that some young people are at greater risk of harm from radicalization, and that safeguarding is the process of protecting vulnerable people from all forms of abuse, including being drawn into terrorist related activity.

There is an expectation that concerns about a young person being radicalized should be reported via a safeguarding alert. The police may also be contacted for advice on their non-emergency 101 number.

Domestic Abuse, Stalking and “Honour-based” Violence Domestic abuse is defined as “any incident of threatening behaviour, violence or abuse between people who are or who have been intimate partners or family members, regardless of gender or sexuality”. Some children and young people may be at particular risk of forced marriage, female genital mutilation or “honour-based” violence.

Children and young people may suffer significant harm by seeing or hearing the ill treatment of others (S.120 Adoption & Children’s Act 2002). It is important to be mindful of any exposure children and young people may have to domestic abuse, even where they are not the immediate victims.

2.5 External factors that can influence the risk of abuse

- Parental substance misuse.
- Domestic violence.
- Social exclusion and isolation.
- Stigma and discrimination.
- Being the focus of anti-social behaviour (and bullying).
- Overcrowded living arrangements.
- Insecure living conditions, homelessness.
- Economic insecurity.

2.5 Significant harm

Significant harm may arise from abuse and safeguarding actions are intended to protect children and young people from ill treatment and prevent the impairment of the child or young person’s health and development.

2.6 Information and contact details

Emmaus Oxford only works in the Oxfordshire County Council local authority area, the contact details for raising child safeguarding alerts with the Appropriate Safeguarding Authority are in **Appendix 2**.

The Local Child Safeguarding Board Procedures and paperwork for the ASA(s) are included in **Appendix 2** and can also be located on the Oxfordshire County Council website.

Emmaus Oxford Safeguarding Officers [SO] are:

Steve James – Community Leader, stevejames@emmausoxford.org,
01865 590595/0789 472 8577

Jaime Dodson – Store Manager, jaimedodson@emmausoxford.org,
01865 763698/0742 376 2564

Emmaus Oxford Safeguarding Lead Officer [SLO] is:

Eddie Blaze – CEO, eddieblaze@emmausoxford.org,
01865 590591/0782 528 4552

2.7 Responding to disclosure, suspicion or an allegation of abuse of a child or young person

Suspected abuse could be committed by someone who is not an employee/volunteer of Emmaus Oxford and could be against a child or young person who is not known to Emmaus Oxford.

Responsibility to children and young people

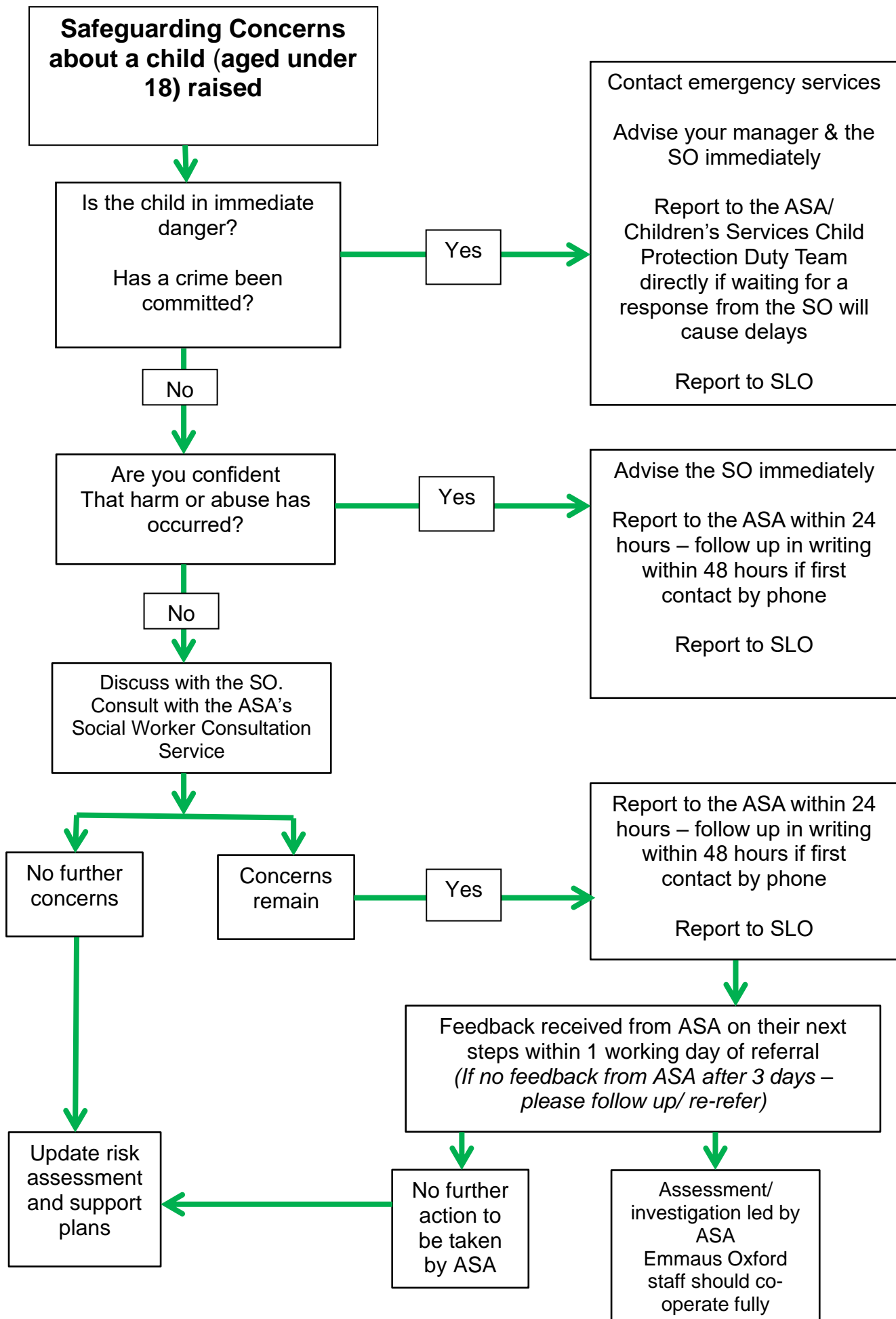
It is not an employee/volunteer's responsibility to decide whether a young person is being, or has been abused or whether or not someone poses a real risk to a young person's welfare.

It is however, each employee's responsibility to take action to prevent the suffering of a young person if information is obtained that indicates abuse may have occurred, or could occur.

Even if you have heard only rumours of abuse or you have a suspicion but do not have firm evidence you should still raise your concerns.

If in doubt, raise an alert!

The flow chart overleaf summarises reporting procedures to be followed by Emmaus Oxford staff:



If there is immediate danger or someone needs urgent medical attention:

- Call the police or an ambulance and then contact the Appropriate Safeguarding Authority (ASA).
- Tell the relevant Emmaus Oxford Safeguarding Officer (SO) immediately. If they are not available alert the SLO – by email and phone (including text).

If no one is in immediate danger and the child or young person is present:

- Ensure the child or young person is as safe as possible and that they do not return to a situation which exposes them to risk. Then follow the steps below.

If no one is in immediate danger and the child or young person is NOT present:

- Tell the relevant SO about your concern. This should be done immediately.
- If the SO is not available, inform the SLO if they are not available inform another member of the management team.
- Make a note of what has happened; what you have been told; what you have seen in as much detail as possible. This should include what was seen/heard and the reasons for the concern or allegation; it should also include date, time and place of the alleged incident/abuse.
- Listen carefully.
- Remain calm and try to be reassuring; don't be judgemental or show your emotions.
- **Do not** attempt to investigate the matter yourself.
- If you do need to clarify the concern, ask non-leading questions. For example "Can you tell/ describe what happened?"; "when did it happen?" etc. so that you are in a better position to inform the SO and authorities. Be careful you do not start investigating the matter yourself.
- Explain what actions will be taken.
- Keep an accurate record of your conversations and the actions and decisions taken by yourself and others.
- **Do not** confront anyone who is alleged to be responsible for what has happened, and do not tell them that allegations have been made about them.
- If there is the possibility that a criminal offence has been committed, do not tamper with or move any potential evidence and don't clean up.
- If you think a criminal offence has been committed, tell your manager, the SO and call the police; then contact the ASA.
- Be mindful that information relating to child safeguarding issues can be highly sensitive; ensure any records are kept safe and confidential at all times and ensure any conversations are made in appropriate locations to avoid being over heard and breaching individuals' privacy.
- **Do not** promise the child or young person you can keep the alleged abuse secret.
- No one should ever delay emergency action to protect a child or young person and you must not try to investigate the matter on your own, as staff and volunteers are not equipped or qualified to do so.

- It is essential that an employee/volunteer shares any concerns relating to the abuse of a child or young person immediately with the SO.
- The purpose of the discussion between the employee/volunteer and the SO is to clarify the cause for concern and to decide whether there are sufficient grounds to refer to the ASA; the SO is responsible for making the referral.

2.8 Social Worker Consultation Service

If you are unsure as to whether to contact the ASA, you may want to take advantage of the Locality Social Worker Consultation Services.

These services provide an opportunity for agencies to explore cases where there is an anxiety or concern, without making a formal referral. If a decision is made to contact a Social Worker Consultation Service you must follow the local procedure and contact details laid out in Appendix 1.

You must clearly establish that you are not making a referral, but requesting a consultation. No names will be recorded and the family will not be informed that a consultation has taken place; the consultation will be recorded by the social worker and any advice given by the social worker must be acted on.

If a decision is made not to contact the ASA then a record should be made outlining the factors why this decision was taken with any review dates planned.

2.10 Referral to the ASA

If a decision is made to contact the ASA, the SO must follow the local procedure using the contact details in Appendix 1.

When making the referral you will need to state clearly that this is a child protection referral and be prepared to provide the following information:

- Your own details
- Known information about the child or young person
- The child or young person's address
- Details of the concern
- The source of the information
- The parent or carer's response to the concerns if aware
- Whether the child or young person/family are already aware of the referral or have asked you to make it.

When making the referral you should record the name and job title of the social worker to whom details have been passed.

If the child or young person or family are not aware that you are making a referral then you should not automatically inform them. Advice should be taken from the duty officer of the assessment team.

It is a legal requirement that all referrals should be confirmed in writing to the ASA within two working days and information on how to access local forms is available in Appendix 1.

It is the SO's responsibility (as the person who made the referral), to contact the ASA after reporting the case to find out what action has been taken and record this. If their response is unsatisfactory you must report concerns to a senior manager within Children's Services, and inform the SLO.

2.11 Participation in Local Authority-led Adult Safeguarding actions

All Emmaus Oxford staff are expected to co-operate and participate in any safeguarding investigations led by the Local Authority. This may include providing further reports and information, acting as a witness, attending case conferences, and inputting into Safeguarding Plans.

2.12 Support for staff

Safeguarding can raise difficult and emotional issues for those involved and Emmaus Oxford will ensure appropriate support is available to employees/volunteers involved. This includes support through supervision, and team de-briefs as well as from one of the Emmaus Oxford Safeguarding Officers and the use of the 'Worklife support' Employee Assistance Programme, accessible by phone 0800 371540.

2.13 Monitoring and reporting

Following any suspicion of abuse – regardless of whether a decision is made to inform the local authority – the SO must send a copy of any notes and reports to the SLO within 24 hours of the suspicion arising.

Updates on cases should be provided in real time by the SO. e.g.

- the decision of the local authority to investigate (or not)
- any further involvement from Emmaus Oxford in safeguarding activities

Information about safeguarding cases and how they were dealt with should be reported quarterly to the Board of Trustees. Areas to focus on include:

- How quickly the concern was reported to the Safeguarding Officer and/or the Lead Officer.
- How quickly an alert was made to the police/social services/safeguarding body.
- Quality of information recorded internally.
- Quality of input into safeguarding processes (feedback from police/social services/safeguarding team).
- Outcomes of safeguarding processes.

- Whether any incidents highlighted training issues or a need to amend Emmaus Oxford's procedures.

All employees must keep accurate records with due regard for confidentiality. All documentation will be held in line with the organisation's policy and procedures on record keeping.

2.14 Procedure for suspected abuse by an Emmaus Oxford employee/volunteer

2.14.1 Allegation or suspicion involving employee/volunteer

The primary concern of Emmaus Oxford is to ensure the safety of young people and adults at risk and so it is essential in all cases of suspected abuse by an employee/volunteer that action is taken quickly and professionally. Any allegation of abuse made against an employee/volunteer must be taken seriously and Emmaus Oxford acknowledges that this will be a distressing and stressful situation for all involved. Emmaus Oxford assures all employees/volunteers that it will fully support and protect anyone who in good faith reports their concerns about a colleague's practice [see Whistleblowing policy]. Staff against whom allegations are made should be given copies of this policy/procedure.

In the event that any member of employee/volunteer suspects any other member of staff/volunteer of abusing a client who is an adult at risk, it is their responsibility to bring these concerns to the SLO.

2.14.2 Allegation concerning the CEO/SLO or SOs

If the allegation concerns the CEO/SLO, the matter should be discussed with the Chair of the Board of Trustees. If the allegation concerns a SO the matter should be discussed with the CEO.

2.14.3 Process

Where a case of serious abuse of an adult at risk has been alleged, if the alleged abuser is a member of staff/volunteer, consideration will be given to precautionary suspension of the alleged abuser to enable the investigation to proceed [see Staff Disciplinary procedure].

The SLO will be responsible for recording essential information about each case and for collecting reports and notes as appropriate. If the allegations are below the threshold of significant harm the matter will be dealt with through Emmaus Oxford's disciplinary policy.

Allegations that are perceived to be at the threshold of significant harm are actions that are criminal, constitute negligence or abuse, or contravene local or professional codes of conduct. Such allegations should be reported immediately to the relevant ASA prior to being dealt with through Emmaus Oxford's disciplinary procedures.

Disciplinary procedures may be suspended at the request of the police or the ASA if there are concerns that our internal investigations and procedures may impede a statutory or criminal investigation.

On conclusion of any external criminal or statutory investigation Emmaus Oxford will implement its own disciplinary procedures.

On conclusion of Emmaus Oxford's investigations, should we uphold allegations of serious professional misconduct involving abuse, we reserve the right to report our findings to any professional body the employee may belong to, or report the matter to the Independent Safeguarding Authority.

Any detailed information about a case will be confined to the Safeguarding Lead Officer/CEO, and (if not involved in the allegations) the parents/guardians/carers, but where a referral to an external agency is to be made the CEO will advise the Chair of the Board of Trustees. The member of staff reporting the allegations will be kept informed of the progress of the case on a 'need to know' basis.

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Definitions

A young person

The Children Act 1989 states the legal definition of a child as 'a person under the age of 18'. 'Young Person' is not a legal term, however we recognise that the 16 and 17 year olds are more likely to see themselves as young people rather than as children, despite being in the age range of the legal definition of a child; so we will refer to 16 and 17 year olds as young people in this policy. Although Emmaus Oxford does not work directly with under 18s we do come into contact with them in the course of our work.

However, our safeguarding procedures for these young people follow best practice in safeguarding children.

An adult at risk/ an adult with care and support needs where safeguarding may apply

The Care Act 2014 states that people's wellbeing is at the heart of the care and support system, and safeguarding from abuse is fundamental to an individual's wellbeing. Safeguarding duties apply to any adult (a person aged 18 or over) who:

- who has needs for care or support (whether or not these needs are being met) and
- is experiencing or is at risk of abuse and neglect and
- is unable to protect him or herself against the abuse or neglect, or the risk of it because of their care and support needs

Adults at risk of abuse include people with a wide range of disabilities and circumstances. An adult at risk may be experiencing conditions that reduce the choice and control they have, their ability to make decisions or to protect themselves from harm and exploitation. It may be difficult to establish if a person might be considered an adult at risk, so it should be assumed that an individual is covered by safeguarding procedures unless and until information suggests this is not the case. There are no "thresholds" for adult safeguarding, but the key consideration should be:

"is the individual able to protect themselves, despite having care and support needs?" If the answer is yes, then a safeguarding response may not be appropriate (www.scie.org.uk/care-act-2014/safeguarding-adults/adult-safeguarding-practice-questions/index.asp)

An adult with care and support needs may be:

An older person

A person with a physical disability, learning disability or sensory impairment

Someone with mental health needs including dementia or personality disorders
Someone with a long term condition
Someone who misuses substances or alcohol to the extent that it affects their ability to manage day to day living

An adult may also have care and support needs as a result of sexual exploitation, domestic abuse, modern slavery or being at risk of radicalisation and being drawn into terrorism. In these situations, where a crime has occurred, the police should be informed, as well as making a safeguarding alert.

In the context of safeguarding adults, the vulnerability of the adult at risk is related to how able they are to protect themselves and make and exercise their own informed choices free from duress, pressure or undue influence of any sort and to protect themselves from abuse, neglect or exploitation.

Safeguarding (Adults)

The Care Act 2014 states that Safeguarding [Adults at Risk] means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure the adult's wellbeing is promoted, including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action

Local authority bodies

Oxfordshire County Council is the Local Authority body with statutory responsibilities for safeguarding, in this policy we refer to it as the appropriate safeguarding authority (ASA).

Abuse

Abuse includes all forms of harm and mistreatment, may be a single act or repeated acts and can include physical, sexual, emotional or psychological, financial abuse, institutional and discriminatory abuse and neglect, including self-neglect.

Indicators of abuse

It is everybody's responsibility to be alert to the possibility of abuse and be aware of the signs and indicators. Concerns may arise as a result of a single incident, allegation or disclosure; or an accumulation of indicators and/or signs. Further details about different types of abuse and indicators can be found in the separate Child Safeguarding and Adult Safeguarding Procedures in this document.

Appendix 1 Legal and Policy References

Safeguarding Adults

No Secrets: Guidance in developing and implementing multi agency policies and procedures to protect vulnerable adults from abuse. DH March 2000

Safeguarding Adults: Advice and guidance for Directors of Adult Social Services <http://www.adass.org.uk/> DH 2013

Statement of government policy on adult safeguarding. DH 10th May 2013.

This sets out the six key principles of adult safeguarding:

- Empowerment (presumption of person-led decisions and informed consent)
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

The Care Act 2014 <http://www.scie.org.uk/care-act-2014/safeguarding-adults/>

The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect. Local authorities have new safeguarding duties. They must:

- lead a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and stop it quickly when it happens
- make enquiries, or request others to make them, when they think an adult with care and support needs may be at risk of abuse or neglect and they need to find out what action may be needed
- establish Safeguarding Adults Boards, including the local authority, NHS and police, which will develop, share and implement a joint safeguarding strategy
- carry out Safeguarding Adults Reviews when someone with care and support needs dies as a result of neglect or abuse and there is a concern that the local authority or its partners could have done more to protect them
- arrange for an independent advocate to represent and support a person who is the subject of a safeguarding enquiry or review, if required.

Any relevant person or organisation must provide information to Safeguarding Adults Boards as requested.

Safeguarding Children

Children Act 1989

Section 17(1): it is the duty of every local authority to safeguard and promote the welfare of children within their area who are in need

Section 17 (10): a child is in need if they are unlikely to achieve or maintain or have the opportunity of achieving or maintaining a reasonable standard of development without the provision of services under part III of the Children Act 1989

Section 47 (1): where a local authority is informed or has reasonable cause to suspect a child who lives or is found in their area is suffering or likely to suffer significant harm they must make enquiries as they consider necessary to decide if they should take action to safeguard and promote the child's welfare.

Every Child Matters HM Govt 2006

Sets out how to report concerns about child safeguarding

Working Together to Safeguard Children: HM Govt March 2013

Children Act 2004

Section 10: sets out the local authority's duty to make arrangements to promote co-operation in safeguarding children (and establish Local Safeguarding Children's Boards).

The Local Authority designated Officer (LADO) should be advised within one day of any safeguarding concerns, and is available to provide advice and support to organisations.

Section 11 (4): sets out an organisation's responsibilities to safeguard and promote children's welfare. These include:

- The need to work effectively with the LCSB
- To ensure that staff and volunteers are aware of their responsibilities for safeguarding and promoting the welfare of children
- To ensure staff and volunteers know how they should respond to child protection concerns and make a referral to the local authority or the police
- Having a senior (board) level lead for the organisation's safeguarding
- Establishing a culture of listening to children and young people that takes their feelings and wishes into consideration
- Making arrangements which clearly set out the processes for sharing information with other professionals and the LCSB
- Having in place robust safer recruitment policies and procedures
- Having adequate support and supervision for staff, including safeguarding training
- Having clear policies for dealing with allegations against people working with children and young people.

Appendix 2 Reporting Concerns about Children

To report a new concern

To report a concern of abuse or neglect please contact:

The Multi-Agency Safeguarding Hub (MASH) on 0845 0507666.

Or you can email an [enquiry form](#) to the MASH on:
mash-childrens@oxfordshire.gcsx.gov.uk

To talk about an on-going concern

If you want to speak to someone about an already open case, contact the relevant Children's Social Care Team;

- Oxford City – 01865 328563
- North Oxfordshire (including Banbury, Witney, Bicester, Carterton and Woodstock) – 01865 323039
- South Oxfordshire (including Faringdon, Wantage, Thame, Didcot and Henley) – 01865 323041
- Emergency Duty Team – 0800 833 408
- John Radcliffe Hospital Assessment Team – 01865 221236 (for antenatal safeguarding concerns and issues concerning children in the hospital)

If you are unsure whether to make a referral

You can contact your Locality Senior Social Worker and request a 'no names' consultation (meaning you don't give the child's name). You will either be referred directly to a Social Worker, or will be called back by one when they are available, and you can then discuss the situation with them and they will advise you on what to do next. If a referral needs to be made, they will advise you of this.

- Oxford City – 01865 328563
- North Oxfordshire (including Banbury, Witney, Bicester, Carterton and Woodstock) – 01865 323039
- South Oxfordshire (including Faringdon, Wantage, Thame, Didcot and Henley) – 01865 323041

To report concerns about child sexual exploitation

If a child or young person has made a disclosure regarding sexual exploitation or if you think a child may be at risk of being sexually exploited, please contact the Kingfisher Team on **01865 335276**. Out of hours calls to this number will be diverted to the Thames Valley Police Referral Centre.

To report concerns about child radicalisation

If you are concerned about a child or young person being radicalised; please follow the guidance in this document below:

[Oxfordshire Prevent Referral and Contacts Oct 2015](#)

This could be in regards to a far right movement such as the English Defense League (EDL), animal rights activist such as the Animal Liberation Front (ALF) or under in regards to religious extremism such as the Islamic State (IS).

To report concerns about a professional or person in a position of trust

Please contact the Local Authority Designated Officer (LADO) to report an allegation, on 01865 810603 or email: LADO.safeguardingchildren@oxfordshire.gov.uk

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Appendix 3 Reporting concerns regarding an adult at risk

If you've encountered an issue and are unsure if it is a safeguarding issue or not you can call and request a consultation with the **Safeguarding Triage Team**. They can be reached on **01865 328232**.

Oxfordshire Safeguarding Adults Board

Email: OSAB@Oxfordshire.gov.uk

Online reporting

<http://www.osab.co.uk/public/reporting-concerns/>

Professionals who have concerns about a person with care and support needs that they are working with, please use this form: [Professional Safeguarding Alerter Form](#)

Members of the public please use this form: [General Public Alerter Form](#)

All information is treated with the utmost confidentiality and sensitivity. Both the referrer and the person who is being abused will be included in the decision-making process.

Other Ways to Raise an Alert

You can also raise a concern on the phone. Please call **0845 0507 666** with as much information as you have. If you need to raise a concern outside of standard office hours and the concern is urgent, please call the **Emergency Duty Service on 0800 833 408**.

What Happens Next?

Every concern raised about the possible abuse of a vulnerable adult is taken seriously. When a concern is raised with the Health and Social Care team, they will pass this information to the Adult Safeguarding Team. The wishes of whoever is the subject of the concern will always be listened to and acted upon, and then a decision will be made about what needs to happen next.

Usually the next steps will involve investigation of the allegation and further discussions with other professionals to ensure the individuals safety. Any safeguarding plan will try to ensure that the best possible outcome for the subject of the referral is achieved, and we have a very good track record in achieving this goal. Both the referrer and the person who is being abused will be informed of what is going on as far as possible.

Top Tips for Raising an Alert

- **Read the Threshold guidance document** – The threshold guidance document details in what circumstances professionals should raise a safeguarding alert if they think a client/patient is experiencing abuse or neglect.
- **Ensure you have spoken to the person you are referring before making the referral** – The Safeguarding Team will contact the person being referred and are likely to disclose the source of the referral (if referred by a professional).
- **Missed Medication and Medication Errors are not necessarily a safeguarding issue** – One off incidents of missed medication or other medication errors that cause no harm to the adult are not safeguarding issues.
- **Pressure Ulcers (grade 3 & 4) are not always a safeguarding issue** – For example, a grade 3 pressure ulcers where the care plan has been followed, professional advice has been sought and there are no other possible indicators of abuse or neglect would not be considered a safeguarding issue..
- **Trips and Falls are not always safeguarding issues** – For example, an unwitnessed fall that has caused a minor injury requiring brief treatment or no treatment at all and whilst following the care plan is unlikely to be a safeguarding issue.
- **Resident on resident incidents are not always a safeguarding issue** – For example, when it is an isolated incident where no significant harm occurred, a care plan is in place and actions are taken to minimise the risk of recurrence is unlikely to be a safeguarding issue
- **In an emergency call 999** – If you wish to report a criminal matter that is not urgent, please call **101** to be put through to Thames Valley Police.