



## **SV2 Safeguarding Policy & Procedure**

SV2 provides counselling and other support to anyone, all genders and age, within the county of Derbyshire who has suffered rape or sexual abuse of any kind, at any time. We do not work with perpetrators of any gender.

As an organisation, SV2 works within and abides by the BACP Ethical Framework 2018 and the law.

This policy applies to all employed staff, including senior managers and the Board of Trustees, volunteers and sessional workers, agency staff, students or anyone (i.e. clinical supervisors) working on behalf of SV2.

The purpose of this policy is:

- to protect children and vulnerable adults who are in receipt of services from SV2. This includes the children of adults who use the organisation's services;
- to provide staff and volunteers with the overarching principles that guide our approach to safeguarding

SV2 believes that it has a responsibility to promote the welfare of all children and vulnerable adults and to keep them safe. SV2 is committed to practise in a way that reflects this.

### **1. Principles**

Safeguarding procedures exist because it is everyone's responsibility to protect vulnerable individuals and implementing safeguarding procedures should ensure that professionals/staff members are not left with the sole responsibility and anxiety for protecting an individual. Legal obligations are clearly defined in the Children Act 2004 and Every Child Matters 2003 documents and the Care Act 2014 and SV2's policy reflects this.

SV2 works within the jointly agreed safeguarding policies and procedures of the Derby City and Derbyshire County Adult and Children's Safeguarding Boards. SV2's knowledge and practise in this area is constantly growing and developing and the organisation endeavours to keep up to date with developments around local safeguarding policy and procedures.

SV2 aims to ensure that the safety and protection of vulnerable individuals is consistent and effective across all elements of the service and that its staff and volunteers are supported by managers whilst working with any safeguarding issues.

Clients and carers need to be informed that SV2 has a Safeguarding Policy and that they are able to have access to fuller details on request. All clients accessing support from SV2, including the Advice Line, are informed that services are confidential with the exception of

where a safeguarding concern is identified and in which case safeguarding procedures may be invoked.

All staff and volunteers of the organisation will know, through training and the induction process:

- Why Safeguarding policies & procedures exist
- How to access them
- What they say
- When to use them
- How to apply them

## **2. Legal Framework**

This policy has been drawn up on the basis of legislation and guidance that seeks to protect children and vulnerable adults, namely:

- Children Act 1989
- Data Protection Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Working Together to Safeguard Children 2015 guidance
- Care Act 2014

## **3. Definitions:**

### Safeguarding

The purpose of a safeguarding policy is to make explicit the responsibilities of all professionals, volunteers and agencies working to protect children and adults who may be vulnerable to abuse. This policy is about embedding practises throughout the organisation to ensure the protection of children, young people and/or vulnerable adults wherever possible.

Safeguarding children is a term which is broader than 'child protection' and relates to the action taken. Safeguarding is defined in Working Together to Safeguard Children 2015 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.

### Children and Young People

In this document, as in the Children Acts 1989 and 2004 respectively, **a child** is anyone who has not yet reached their 18th birthday. 'Child' therefore means 'children and young people' throughout. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate for children and young people, does not change his or her status or entitlement to services or protection under the Children Act 1989.

## Abuse

Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture. It can take a number of forms, including the following:

- physical abuse
- sexual abuse
- emotional abuse
- bullying
- neglect
- financial (or material)

## Vulnerable Adult

Safeguarding duties under the Care Act 2014 relate to a vulnerable adult who;

- is someone aged 18 or over
- has needs for care and support (whether or not the local authority is meeting any of those needs)

### **AND**

- is experiencing, or at risk of, abuse or neglect

### **AND**

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

A vulnerable adult may include a person who:

- is elderly and frail
- has a mental illness including dementia or other with mental health problems
- has a physical or sensory disability
- has a learning disability
- has a severe physical illness
- is a substance misuser
- is experiencing domestic abuse/sexual abuse
- is homeless

## **4. Responsibilities**

All staff, paid or unpaid, have a responsibility to follow the guidance laid out in this policy and any other related policy and procedural documents and to pass on any welfare concerns using the agreed procedures. An outline of Derbyshire's Adult and Children's Safeguarding Boards agreed procedures is attached to this policy. However, the policies and procedures are updated on a regular basis and staff are advised to visit the relevant website for updates and are sent some updates directly by the organisation's safeguarding lead.

SV2 expects all staff, paid or unpaid, to promote good practise by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practises.

SV2 expects all Trustees to act in the clients' best interests at all times, ensuring they take all reasonable steps to prevent harm.

SV2 commits resources to providing DBS checks on all staff, paid or unpaid directly through the Mayflower Disclosure Service, which is an approved provider of Standard and Enhanced DBS Checks.

## **5. When to use Safeguarding Procedures**

Concerns may arise about a client, or a vulnerable person connected to a client, from feelings, observations or statements made by a client or carer. In isolation these may appear to be minor, but it is crucial that any information or feelings which cause concern are shared in supervision, and with a manager and recorded immediately. No concerns should be seen as too trivial or treated as such; and it is important that assumptions are not made that someone else will already have taken action.

## **6. Professional Boundaries**

Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards SV2 agrees to uphold that allows this necessary and often close relationship to exist whilst ensuring the correct detachment is kept in place.

SV2 expects staff to protect the professional integrity of themselves and the organisation. If the professional boundaries are breached, this could result in disciplinary procedures.

The following professional boundaries must be adhered to:-

### **7. Giving and Receiving of Gifts**

SV2 does not normally allow staff, paid or unpaid, to give gifts to clients. The exception is where the 'gift' is an aid towards the client's 'grounding' technique, such as a pebble, anchor box, etc, and will be under the monetary value of £1.00.

SV2 recognises the negative impact on clients if denied the chance of offering a gift. Any gift therefore received by an individual worker cannot be above £10 and it cannot be received in cash. However, cash donations towards the agency's services are gratefully received and a signed, written receipt will be offered.

### **8. Staff Contact with Clients**

Personal relationships between a member of staff, paid or unpaid, and a client who is a current service user is prohibited. This includes relationships through social networking sites such as Facebook, Twitter, Instagram, Snapchat, Whatsapp and Bebo. It is also prohibited to enter into a personal relationship with a person who has been a service user over the past 12 months. Therapists will adhere to their governing body as to the length of time this is permitted.

If the professional boundaries are proved to be breached the organisation will consider this to be an act of gross misconduct, which may result in dismissal in line with the organisation's disciplinary policy.

### **9. Allegations Management**

SV2 recognises its duty to report concerns or allegations in relation to safeguarding, against its staff, paid or unpaid, within the organisation or by a professional from another organisation. The process for raising and dealing with allegations is as follows:-

## Children

First step: Any member of staff, paid or unpaid (including sub-contracted therapists), from SV2 is required to report any concerns in the first instance to their Line Manager. A written record of the concern will be completed by their Line Manager who, if not the Head of Service, will inform the Head of Service and/or the Chief Executive.

Second step: The Line Manager will contact the relevant local authority LADO (Local Authority Designated Officer) for advice (numbers below in **Section 2. Action**).

Third step: Follow advice from the LADO

Fourth Step: The Chief Executive will report the allegation and outcome to the Board of Trustees and to the Disclosure and Barring Service (DBS), if appropriate.

If issues in relation to staff safeguarding children are found by Managers and an investigation and disciplinary process follows but the staff member leaves before this can be completed a referral should still be made to LADO and the Disclosure and Barring Service. The referral to the DBS should make reference to the referral to LADO which will then allow the DBS to discuss the matter with the LADO.

## Vulnerable Adults

Follow the Framework and Guidance for responding to allegations against a person in a position of trust (PIPOT) set out by Derbyshire and Derby City Safeguarding Adults Boards which can be found in Shared Drive/Policies & Procedures/Safeguarding/in Guidance & Referral Forms. A summary of the process is set out below.

1.	<b>Concern raised</b> By partner agency, LADO, whistle-blower, member of public – this list is not exhaustive.
2.	<ul style="list-style-type: none"><li>• PIPOT referral form completed and sent to:<ul style="list-style-type: none"><li>○ Derbyshire – <a href="mailto:DerbyshireSAB@derbyshire.gov.uk">DerbyshireSAB@derbyshire.gov.uk</a></li><li>○ Derby City -</li></ul></li></ul> A response will be made within 1 day of receipt of referral (Monday-Friday)
3.	<ul style="list-style-type: none"><li>• Decision made about with whom to share initial information, discussions and/or meeting with appropriate partner agencies and employer. Is the PIPOT aware of the allegations? If not, the discussions/meetings should decide what and how information will be shared with them. Risk assessments completed, further actions agreed, e.g., referral to DBS, HCPC;</li><li>• If it is clear at the outset the allegation is unsubstantiated or malicious, the case should be resolved within 1 working week;</li><li>• A decision about the need for a strategy meeting should be made within 1 working week, and the meeting held within 3 weeks;</li><li>• Additional meetings can take place at any time as deemed necessary, but should be completed in a timely way.</li></ul>

4.	<ul style="list-style-type: none"> <li>Rationale should be clearly recorded about with whom and how information will be shared, and also record if information is not to be shared with specific partners.</li> </ul>
5.	<ul style="list-style-type: none"> <li>Outcome of investigation, enquiries, disciplinary process shared appropriately and proportionately with one of the following outcomes clearly recorded: <ul style="list-style-type: none"> <li>False;</li> <li>Unsubstantiated;</li> <li>Malicious;</li> <li>Substantiated.</li> </ul> </li> </ul>
6.	<ul style="list-style-type: none"> <li>Learning lessons and further actions.</li> </ul>
7.	<ul style="list-style-type: none"> <li>PIPOT activity data reported on a quarterly basis to Derbyshire and Derby City SABs.</li> </ul>

## 10. Communications

To enable effective internal communication around safeguarding, SV2 immediately shares information within the team through the completion of an internal Incident Report. Safeguarding is also an agenda item within Clinical Supervision and Staff Meetings. The organisation's safeguarding lead undertakes a monthly review of all safeguarding incidents and follow up actions.

## 11. Training

All staff, paid or unpaid, will have access to safeguarding training at an appropriate level. Training is accessed, free of charge, mainly through Derbyshire County Council's safeguarding training offer for adults and children.

As a minimum staff will undertake a basic safeguarding 'Everybody's Business' Level 2 course or a Everyone's Responsibility Level 3 course at the beginning of their employment with SV2 and which is then repeated every two years. In the interim year staff will undertake a Level 3 subject specific safeguarding training course such as FGM, Child Sexual Exploitation, Domestic Abuse, Vulnerable Adults, etc.

All Managers at SV2, will undertake a Level Four Safeguarding for Managers (non-school) course post initial induction and some form of other safeguarding training at least every two years.

**All ISVAs and therapists will undertake SV2's Professional Curiosity Training which includes an explanation of the internal process for managing complex cases known as Team Around the Person (TAP).**

Safeguarding training should form part of the personal development discussion of the annual appraisal process each April. Staff should liaise with their line manager before booking any training to ensure that operational staff cover is maintained at all times.

## 12. Managing Information

Information will be gathered, recorded and stored in accordance with the following policies: General Data Protection Regulations and Client Confidentiality Policies.

All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. The public interest in safeguarding children and vulnerable adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the relevant Head of Service.

All staff must be aware that they cannot promise service users or their families/carers that they will keep 'secrets'.

### 13. Client Complaints

SV2 has a Client Complaint Policy which is accessible on SV2 website [www.SV2.org.uk](http://www.SV2.org.uk).

### 14. Communicating and Reviewing the Policy

SV2 will make clients aware of the Safeguarding Policy through the website [www.SV2.org.uk](http://www.SV2.org.uk).

This policy will be reviewed by the Senior Management Team every two years and and/or when there are changes in legislation. **The overall designated Safeguarding lead for SV2 is the Chief Executive Officer.**

### 15. ACTION

If you have concerns about the welfare of a child or vulnerable adult, you should immediately discuss them with your Line Manager or any available member of the SV2 Senior Management Team, but:

**Never** delay action which is necessary for the immediate safety of an individual or staff. This may include emergency medical care by calling 999 or the mental health crisis team. If they are at risk of harm from another or, they themselves pose a risk to others, it may be appropriate to call the police on 999.

If you find it necessary to take action without being able to consult your Line Manager or any other member of the SV2 Senior Management Team, you should contact the appropriate safeguarding team for the area in which the client lives. For Derbyshire these are:

	Children	Adults
Derbyshire (exc city) Residents	Starting Point Children 01629 533190	Call Derbyshire (Adults) 0845 605 8058
	Non urgent enquiries: Emails <a href="mailto:community.safety@derbyshire.gov.uk">community.safety@derbyshire .gov.uk</a>	
Derbyshire (exc city) Residents out of hours	Out of Hours Rapid Response Team	01629 532600
Derby City Residents 9am – 5pm	First Contact team 01332 641172	Derby City Adults Health and Housing 01332 640777.
Derby City Residents	Careline	Careline

<b>5pm – 9am</b>	<b>01332 789968</b>	<b>01332 789968</b>
<b>Derby City MASH Professional Consultation Line Service available between 10:00 and 13:00 Monday to Friday. The Professional Consultation Line is not a referral service.</b>	<b>Professional Consultation Line Service number is 07812300329</b>	<b>Professional Consultation Line Service number is 07812300329</b>

If the client is not resident in Derby or Derbyshire contacts for the area in which they live can be found via local council websites, or directory enquiries.

### **16. When taking Action/Making a Safeguarding Referral**

- Always record the reasons for your concern in writing on an incident form. An incident form should be created for all safeguarding concerns and saved on the Shared Drive/Incident Management/Safeguarding Incidents.
- If you are asked by the Safeguarding Team to follow up your telephone referral with a referral form please ensure that you do this as soon as possible.
- At the close of a discussion, always reach clear and explicit agreement about who will be taking what action and when and ensure this is recorded in your written record.
- Whether or not further action is taken, always record in writing:
  - any discussions about the individual's welfare, and
  - any agreements about possible action
- Always keep your line manager or a member of the management team informed and your clinical lead and clinical supervisor informed, as appropriate.
- If you do not make a referral to the safeguarding teams set out in this document but you do contact another body to raise safeguarding concerns such as, a GP or Mental Health Team, then this should also be recorded on an incident form.
- Ensure that you follow up after any referral to check that action has been taken and to ensure good communication cross agency. This should also include professional curiosity/polite challenge where a multi-agency strategy meeting has been scheduled but where SV2 has not been invited to attend that meeting. Every effort should be made to prioritise attendance at such a meeting and you should inform your line manager if you are unable to attend for any reason.
- Details of the safeguarding incident and all actions taken **MUST** be recorded on SV2's case management system DPMS as soon as practicably possible. Staff

should **MUST** inform their line manager if they feel unable to complete entries the same day and they are not going to be at work on the next day so arrangements can be made for DPMS to be updated.

See chart on next page.

