

A Father's Child Services CIC (AFCS CIC): **Safeguarding Vulnerable Adults Policy**

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ADULT SAFEGUARDING POLICY

1 INTRODUCTION

It is expected that the existence of this policy, and in particular the limits of confidentiality, will be made clear to all staff and volunteers.

All staff and volunteers must be given a copy of this policy and be asked to sign a statement that they have received it, read and understood it, within one week of their employment beginning.

1.1 PURPOSE

- To protect the Service User's right to live in safety, free from abuse and neglect.
- To set out the key arrangements and systems A Father's Child Services CIC has in place for safeguarding and promoting the welfare of adults at risk, and to ensure compliance with local policies and procedures.
- To have a clear, well-publicised policy of zero-tolerance of abuse within A Father's Child Services CIC
- To support A Father's Child Services CIC in meeting the following Key Lines of Enquiry:

Key Questions	Key Line of Enquiry (KLOE)
SAFE	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care, support and service provision?
EFFECTIVE	E7: Is consent to care and treatment always sought in line with legislation and guidance?

Where applicable AFCS CIC will apply the above to meet the legal requirements of any regulated activities where applicable that A Father's Child Services is registered or licensed to provide:

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2 POLICY STATEMENT

AFCS CIC (the Company) is committed to safeguarding and promoting the welfare of all young people participating in its programmes and to promoting a protective culture at every level of the organisation.

- The Company recognises that it has a duty to ensure that it carries out all its functions with regard to the need to safeguard and promote the welfare of children and young people and vulnerable adults. (Children Act, 2004, Section 11; Safeguarding Vulnerable Groups Act 2006).

The Company recognises this duty in relation to all Vulnerable adults regardless of age, colour, race, nationality, ethnic origin, religious belief, social class, sex, sexual orientation or disability.

2.1 SCOPE

The following roles may be affected by this policy:

- All staff

The following people may be affected by this policy:

- Service Users

The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives
- Commissioners
- External health professionals
- Local Authority
- NHS

2.2 OBJECTIVES

- To ensure that all staff working for, or on behalf of A Father's Child services CIC, understand their responsibilities in relation to safeguarding adults at risk and know who to escalate concerns to/within A Father's Child services CIC.
- To manage the safety and well-being of adults in line with the six principles of safeguarding.
- To identify lessons to be learned from cases where adults have experienced abuse or neglect.
- A Father's Child services CIC aims to support and empower each adult to make choices, to have control over how they want to live their own lives, and to prevent abuse and neglect occurring in the future which is a key underpinning principle of

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Making Safeguarding Personal (MSP). A Father's Child services CIC intends to take this approach with all safeguarding concerns.

3 LEGISLATIVE AND POLICY CONTEXT

This Policy is underpinned by the following legislation:

- The Care Act 2014;
- The Homelessness (Review Procedure etc.) Regulations 2018 have been made under the Homelessness Reduction Act 2017 (HRA);
- The Data Protection Act, 1984 and 1998;
- The Human Rights Act, 1998;
- Protection of Freedoms Act 2012 (Disclosure and Barring Service Transfer of Functions) Order 2012
- Serious Crime Act 2015 Section 76
- Domestic Violence, Crime and Victims Act 2004
- The Counter Terrorism and Security Act 2015
- The Modern Slavery Act 2015
- Anti-social Behaviour, Crime and Policing Act 2014
- The Criminal Justice and Courts Act 2015 Section 20-25
- Public Interest Disclosure Act 1998
- The Care Act 2014
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
- Human Rights Act 1998
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006

This Policy is underpinned by the following guidance:

Working Together to Safeguard Children, 2006; What to do if you're worried a child in care (over 18) is being abused, 2003.

To be read in conjunction with: The Ministry of Housing Policy Fact Sheet: Duty to refer specified public authorities

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4 PROCEDURE

Responding to Disclosure, Suspicion or Witnessing of Abuse

Where an adult at risk discloses or discusses potential abuse or harm the staff member should be able to:

- Recognise: Identify that the adult at risk may be describing abuse, even when they may not be explicit
- Respond: Stay calm, listen and show empathy
- Reassure them that it will be taken seriously and explain that there is a duty to report the issues internally and what may happen next
- Record: Write up notes of the conversation clearly and factually as soon as possible
- Report in a timely manner to the appropriate people and organisations

4.1 HOW SAFEGUARDING DUTIES WILL BE CARRIED OUT

STAFF MUST NOT INVESTIGATE ANY ALLEGATIONS – IF A NAMED LEAD PERSON FOR CHILD PROTECTION FOR THE COMMISSIONING AGENCY IS INVOLVED THEY CANNOT BE IMMEDIATELY INVOLVED IN ANY SUCH CONVERSATIONS, STAFF MUST RECORD WHAT THE CHILD SAYS, ANY QUESTIONS ASKED AND VERBATIM RESPONSES USING THE PROFORMA AT APPENDIX 3.

ANY POTENTIAL INVESTIGATION MAY BE COMPROMISED IF STAFF START TO INVESTIGATE THE ALLEGATION. THIS MUST BE HANDED TO THE LOCAL AUTHORITY WHOSE RESPONSIBILITY IT IS AND THEY WILL REFER TO THE POLICE IF NECESSARY.

The Company expects that all staff and volunteers will adhere to the Safeguarding Procedures of the commissioning agency where applicable.

This will include:

- How to report and record concerns.
- When the boundaries of confidentiality should be observed and when they should be broken in the Vulnerable adult's best interests.

The Company has its own policy about confidentiality, which is likely to be in line with that of the commissioning agency. Where there are differences, the policy of the commissioning agency will apply.

The named lead person from the commissioning agency should be consulted in any situation where concerns are raised. They will be responsible for following their own procedures and making any referrals. It is not the responsibility of the Company to make referrals to other agencies, such as the police.

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In the absence of a reporting format provided by the commissioning agency, the reporting proforma provided at the end of this policy should be used.

Volunteers and staff will be briefed about the appropriate actions to be taken to comply with the Commissioning Agency's procedures in the event of concerns arising outside of scheduled youth activities.

The Company has a named person for safeguarding children. The named person will be whoever holds the post of "Service & Development Manager". All staff will be made aware that concerns should be reported to the named person. All staff will be made aware of whom to report concerns to in the absence of the named person.

The named person will take responsibility for co-ordination of information within the organisation and liaison with the commissioning agency and/or with relevant statutory agencies.

AFCS CIC will demonstrate its commitment to safeguarding the welfare of Vulnerable adults/people attending any of its programmes, or those of incubated organisations or groups, by providing induction and ongoing training and staff development.

AFCS CIC will follow the **six principles** as set out in guidance to the Care Act 2014 and this will inform practice with all the people we support:

- 1 **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
- 2 **Prevention** – It is better to take action before harm occurs
- 3 **Proportionality** – The least intrusive response appropriate to the risk presented
- 4 **Protection** – Support and representation for those in greatest need
- 5 **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- 6 **Accountability** – Accountability and transparency in delivering safeguarding

This will include:

- How to recognise and identify possible signs of abuse in young people
- How to deal appropriately with a Vulnerable adult who is making a disclosure about
- Their own or another Vulnerable adult's abuse.
- (Refer to the Appendix to this Policy entitled "Practice Guidance").

The Company employs safe recruitment practices with regard to:

- Job description and publicity.
- Recruitment and selection.

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- Interview practice.
- References and verification of identity.
- Criminal Records Bureau checks.
- Procedures in respect of declared convictions.

AFCS CIC will take seriously any allegation made by a Vulnerable adult. If an allegation concerns the behaviour of a member of staff or a volunteer employed by the Company, the commissioning agency will be immediately notified and prompt action taken. A written notification will be given to the commissioning agency of the allegation and actions taken, within two working days. See also the company's guidance on "whistle blowing", Creating a Safe Working Environment for Raising Concerns.

5 SCOPE FURTHER IMPLICATIONS OF THIS POLICY

This policy applies to all staff and volunteers who come into contact with Adults and young people participating in its programmes, or those of incubated organisations or groups, in whatever capacity.

AFCS CIC understands the importance of working collaboratively to ensure that:

- The needs and interests of adults at risk are always respected and upheld
- The human rights of adults at risk are respected and upheld
- A proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- All decisions and actions are taken in line with the Mental Capacity Act 2005

Each adult at risk maintains:

- Choice and control
- Safety
- Health
- Quality of life
- Dignity and respect

Our robust governance processes will make sure that staff working for and on behalf of Focus Birmingham recognise and respond to the main forms of abuse which are set out in the Care Act 2014 Statutory Guidance Chapter 14, which is not an exhaustive list but illustration as to the sort of behaviour that could give rise to a safeguarding concern:

Responding to a Disclosure Remember you are not investigating.

Do:

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- Stay calm and try not to show shock
- Listen very carefully
- Be sympathetic
- Be aware of the possibility that medical evidence might be needed Tell the person that:
 - They did a good/the right thing in telling you
 - You are treating the information seriously
 - It was not their fault
- Explain that you must tell your line manager and, your manager will contact the Local Authority Safeguarding Adults Team and/or the Police. The service manager should be informed.
- Working in principle with the “Making Safeguarding Personal” guidance means that responses should be person-led and outcome-focused. The person should be engaged in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.
- AFCS CIC will, in specific circumstances, need to contact Birmingham City Council Adult Safeguarding Team without their consent but their wishes will be made clear throughout.
- If a referral is made but the adult at risk is reluctant to continue with an investigation, record this and bring this to the attention of the Birmingham City Council Safeguarding Adults Team. This will enable a discussion on how best to support and protect the adult at risk. However, a professional case discussion will still need to take place and should be recorded appropriately.

6 OTHER ISSUES

Co-operating with safeguarding enquiries

Safeguarding enquiries are carried out by the Social Services Department and the Police, or another statutory agency/the commissioning organisation. Staff are expected to co-operate with these enquiries.

Covid- 19

It will be expected that all government guidance are adhered to and local policies are updated accordingly and appropriate signage and social distancing is available on site for staff and visitors to see.

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This policy should be read in conjunction with the AFCS CIC Covid-19 Policy and its appropriate risk assessment for staff and BAME colleagues, and the AFCS CIC Safeguarding CYP Policy

If suspicion falls on a member of the Company's staff

If an allegation is made about a member of staff, this will be referred to the Social Services Department or commissioning agency who will make enquiries. This will be linked to the company's disciplinary procedure.

It will often be necessary to suspend the staff member from involvement in any contact with children on behalf of the company. This action is intended to safeguard the welfare of children and does not assume the guilt of the staff member. The staff member will be given suitable sources of support.

When suspicion falls on a staff member, there are three possible outcomes:

- It may be proved to the company's satisfaction that the staff member has abused one or more children, or
- It may be proved to the company's satisfaction that the staff member is not guilty of abuse, or
- The enquiries may be inconclusive, leaving suspicion, but no proof about the staff member's behaviour.

Travelling Procedures

The Company will keep a register of names, addresses, next of kin and contact addresses and telephone numbers for emergencies.

Give parents, and where appropriate older children, a copy of a written statement which specifies the action which AFCS CIC will take in the event of a child becoming ill or being injured. (***Some training is available for young people from the age of 16 years old.***)

The Company will seek a signed agreement from the parents of each child to your obtaining any necessary medical treatment in an emergency, where appropriate.

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APPENDIX ONE

Practice Guidance for Safeguarding of Vulnerable Adults

1. Identification of abuse.

Adult abuse, vulnerable adult abuse and neglect are forms of maltreatment of an adult often of vulnerable people who may be lacking their full mental capacity. Somebody may abuse or neglect an adult by either inflicting harm, or by failing to act to prevent harm.

Notice things!

Suddenly behaves differently, Withdrawn, Anxious, Clingy, Depressed, Aggressive, Problems sleeping, Eating disorders, Wets the bed, Soils clothes, Takes risks, Misses school, Changes in eating habits, Obsessive behavior, Nightmares, Drugs, Alcohol, Self-harm, Thoughts about suicide, Lack of money, Poor concentration.

What is abuse?

Abuse is a violation of an individual's human and civil rights by another person or persons. It may consist of a single act or repeated acts. It may be an act of neglect or an omission, or it may occur when a vulnerable adult is persuaded to enter into a financial transaction or sexual act to which he or she has not consented or cannot legally consent to.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a person. Adults are often subject to injuries as part of everyday life by completing tasks such as cooking or cleaning, the challenge for workers is to differentiate accidental from non-accidental injuries.

Factors to consider in deciding whether a physical injury might be accidental or inflicted include:

- Where on the body is the injury? Accidental injuries tend to occur on parts of the body that protrude (e.g., shins, knees, hips, elbows, forearms and chin). Injuries to the neck, trunk, genital area, face and behind the ears merit further inquiry. (See body maps).
- What shape is the injury? Be aware of linear injuries that may have been caused by an object such as a cane or belt. Some implements leave a clear outline. There may also be evidence of finger or handprints.
- Is the injury symmetrical? In other words, is it the same on both sides of the body? This may indicate a gripping and/or shaking injury.

Other factors to consider:

- Can the Vulnerable adult offer an explanation for the injury?
- Does the explanation seem plausible?

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- Does the Vulnerable adult seem afraid or evasive about the injury?
- Is the Vulnerable adult trying to cover up the injury with clothing etc?

Emotional Abuse/Psychological Abuse

Emotional abuse is the persistent emotional maltreatment of a Vulnerable adult such as to cause severe and persistent adverse effects on their emotional development. This may include:

- Conveying to the vulnerable adult that they are worthless, unloved or inadequate.
- Valuing the Vulnerable adult only insofar as they meet the needs of another person.
- Imposing age or developmentally inappropriate expectations on the Vulnerable adult.
- Seeing or hearing the ill treatment of another.
- Serious bullying causing the Vulnerable adult to feel frightened or in danger.
- The exploitation or corruption of Vulnerable adult.

Sexual Abuse/Exploitation

Sexual abuse involves forcing or enticing a Vulnerable adult to take part in sexual activities, whether or not they are aware of what is happening. This may include:

- Physical contact of a penetrative kind such as rape, buggery or oral sex.
- Physical contact of a non-penetrative kind such as masturbation of the Vulnerable adult.
- Non-contact activities such as involving young people in looking at, or in the production of, pornographic materials. It may also involve the Vulnerable adult watching sexual activities.
- Encouraging the Vulnerable adult to behave in sexually inappropriate ways.

Neglect or Acts of Omission

Neglect is the persistent failure to meet a person's basic physical and/or psychological needs, likely to result in the serious impairment of the Vulnerable adults health or development.

This may include:

- Failing to provide adequate food, clothing and shelter.
- Exclusion from home or abandonment.
- Failing to protect a Vulnerable adult from physical and emotional harm or danger.
- Failure to ensure adequate supervision (including the use of inadequate care-givers).
- Failure to ensure access to appropriate medical care or treatment.
- Neglect of, or unresponsiveness to, basic emotional needs.

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Modern Day Slavery (MDS)

Trafficking; forced labour and domestic servitude

- Human trafficking – In shipping containers lorries
- Sexual exploitation such as escort work – Being paid significantly less than was earned if paid at all
- Debt bondage – being made to work to pay off debt
- Forced labour
- Domestic servitude

Institutional/Organisational Abuse

Through rigid regimes systematic poor care; poor organisational culture; lack of resources; denial of choice; lack of dignity and respect for service users.

- Discouraging visits or the involvement of relatives or friends
- Lack of respect for dignity or privacy
- Abusive and disrespectful attitudes towards those using the service
- Failure to provide personal care including with dentures, spectacles or hearing aids

Discriminatory Abuse

Ill treatment or harassment based on the below factors including ethnic group – disability hate crime which are increasing.

Unequal treatment based on age, disability, gender reassignment/Sexuality, marriage and civil partnership, pregnancy and maternity, religion and belief, sex or sexual orientation – Protected characteristics Equality Act 2010

Financial/Material Abuse

Financial scams (in person, online, by post or telephone); theft; fraud; coercion over wills; misuse of someone's money, property or other belongings without their agreement.

- Theft of money or possessions
- Fraud, scamming, rogue trading
- Preventing people from accessing their own money, benefits or assets.
- Arranging less care than is needed to save money to maximise inheritance
- False representation, using another person's bank account or cards

Domestic Abuse

Controlling and coercive behavior, forced marriage, female genital mutilation (**FGM**) or honour-based violence.

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Peer on Peer Abuse:

Specifically, Up skirting: -

Definition: up skirting is typically when a photograph is taken under a person's clothing without them knowing, for sexual gratification or to cause the victim humiliation, distress or alarm.

1.1 Staff Responsibilities

- To be able to recognise and report incidences of harm
- To report concerns of harm or poor practice that may lead to harm
- To remain up to date with training
- To follow the policy and procedures
- To know how and when to use the Whistleblowing procedures
- To understand the Mental Capacity Act and how to apply it in practice

2. Dealing with a Vulnerable Adult who is making a disclosure

If a Vulnerable adult tells you that they, or another Vulnerable adult, are being harmed you **MUST NOT INVESTIGATE**. Where possible, you should involve the lead person for the commissioning agency.

In all instances, you should adhere to the following principles:

- Listen and take seriously what the Vulnerable adult says.
- Do not make any promises about keeping the information secret.
- Be calm and reassuring.
- Do not express disbelief, however incredible the story appears.
- Obtain sufficient information from the Vulnerable adult to inform what you need do next but do not investigate by asking questions.
- Explain to the Vulnerable adult what will happen next. Tell them that you will pass the information on to someone who can help.
- Don't make assumptions about the Vulnerable adult's feelings.
- Avoid condemning the alleged abuser.
- Reassure the Vulnerable adult that he/she is not responsible for what has happened despite what they might have been told.
- Write down what has been said immediately afterwards using the Vulnerable adult's own words as far as possible.

Record what you said in response. You may have concerns that you;

- May be wrong
- Make it worse for the person

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- Split up family
- Worry about repercussions
- Guilt and shame
- Unsure what would happen

Always remember:

What is it like for that person right now?

You have a **LEGAL** duty to report concerns

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APPENDIX TWO

Overview Of Legislation and Guidance in Relation to Safeguarding Vulnerable Adults

Adult Safeguarding: Multi-agency policy & procedures for the protection of adults with care & support needs in the West Midlands.

To be read in conjunction with NOT instead of:

- Guidance for Managing Officers and Enquiry Officers responsible for conducting Adult Safeguarding Enquires under Section 42 of the Care Act 2014
- What do I do if I have an adult safeguarding concern?
- SAFEGUARDING ADULTS AT RISK IN BIRMINGHAM Infographics poster

The Care Act 2014

The Care Act 2014, which came into effect in 2015, represents the most significant reform of care and support in more than 60 years, putting people and their carers in control of their care and support.

The Care Act Fact Sheets – Department of Health & Social Care Factsheets on Local Authority can be found here:

<https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets>

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1.0 Report concerns

Internally you can report concerns about Adults to:

Director of Adults Services CIC: Michelle Kelly/Rochaña Kelly

Tel: 0121 3894922/07731523297

Email: afatherschildservicescic@gmail.com

Externally you can report to:

Report adult abuse to Birmingham City Council (BCC).

Contact the Board's business support team.

Location Address: 1st Floor, 10 Woodcock Street, Aston, Birmingham, B7 4BL

Postal address: Safeguarding Adults Team, P.O Box 16466, Birmingham, B2 2DP

Email: BSABsupportteam@birmingham.gov.uk

Find us on social media:

Twitter: @BrumSAB

Yammer: @BrumSAB

Adult Social Care & support

Tel: 0121 303 1234 or contact West Midlands Police by contacting 101

After Hours in an emergency call: 0121 675 4806

Website:

https://www.birmingham.gov.uk/info/20018/adult_social_care_and_health/115/how_to_contact_us_about_adult_social_care_services_and_support

Birmingham & Solihull Mental Health Trust (BSMHT)

BSMHT Out of Hours: 0121 301 5500

Website: <https://www.bsmhft.nhs.uk/>

Patient and Liaison Services (PALS)

Tel: 0800 953 0045

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Text: 07985 883 509

Email: bsmhft.customerrelations@nhs.net

Click here to find out about BSMHT Services: <https://www.bsmhft.nhs.uk/our-services/>

Click here for a full list of BSHMT Sites: <https://www.bsmhft.nhs.uk/contact-us/sites/>

Contact the Chief Executive's office:

Chief Executive Roisin Fallon-Williams

Tel: 0121 301 1111

Correspondence address:

Birmingham and Solihull Mental Health NHS Foundation Trust

Unit 1, B1

50 Summer Hill Road

Birmingham

B1 3RB

More Help

[Samaritans](#) on Freephone 116 123 - open 24 hours

Email: jo@samaritans.org (24 hours response time)

[SANELINE](#) on 0300 304 7000 - open 6pm - 11pm every day

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What To Do If You're Worried a Vulnerable ADULT Is Being Abused

All Practitioners Working With Vulnerable Adults And Families Should:

1. Be familiar with and follow your organisation's procedures and know who to contact to express concerns about a child's welfare.
2. Remember that an allegation of abuse or neglect may lead to a criminal investigation so don't attempt to investigate the abuse.
3. If you are responsible for making referrals, know who to contact in the statutory agencies.
4. Refer any concerns about vulnerable adults, child abuse or neglect to social services or the police.
5. Have an understanding of the Framework for the Assessment of Children in Need and their Families. ***(Children in Local Authority Care are usually considered under Child legislation and a ward of the state until they are 16 years old. However if it is in their best interests, they should not have to leave before they are 18 year old. There are special arrangements for young people leaving care. Most young people over school-leaving age are not entitled to benefits and instead are supported by the local authority.)***
6. Refer to the Assessment Framework when making referrals to social care.
7. See and speak to the Vulnerable adult when deciding what action to take.
8. Communicate with the young person/adult in a way that is appropriate to their age and understanding. ***(Consider their capacity and any learning impediment they may have.)***

Record full information:

Always share concerns with your line manager and other professionals.

Follow up concerns.

Follow up oral communications in writing.

Top Tips

- Do listen carefully to what is being said
- Do take the statements seriously
- Do write down as soon as you can exactly what has been said (In Their words)
- Do tell the child or vulnerable adult that it is not their fault
- Do tell the child or vulnerable adult what you are going to do so they are not left worrying what will happen next
- Say thank you to them for their disclosure
- Do take care of yourself and work out how you are feeling

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Youth Matters (2005).

Proposals designed to improve outcomes for 13 – 19-year old's (**Consider young persons that are 18 years old and still under the care of the local authority.**)

More things to do:

- More opportunities to volunteer and make a contribution.
- Better information, advice and guidance.
- Better support.

Youth Matters - Next Steps

A major consultation with young people. The document sets out the vision for empowering young people “somewhere to go, something to do and someone to talk to”.

Contact The Local Authority about your concerns

If you feel that a vulnerable adult is in immediate danger you should call the police on 999. Where an adult is experiencing or is at risk of abuse or neglect, contact the Adult social care team online and submit a form at:

[Submit Through This Link](#)

These forms are processed during our normal working hours. Our normal opening hours are:

Monday to Thursday: 8:45am to 5:15pm, Friday: 8:45am to 4:15pm

You can also contact us in the following ways:

Email: acap@birmingham.gov.uk

In an Emergency call: 0121 6754806.

The Adult social care teams can offer advice and support and, where necessary, arrange appropriate services.

Person in a Position of Trust – Birmingham Safeguarding Adults Board

<https://www.bsab.org/info/2/information-professionals/13/concern-person-position-trust>

You can **Download** The Framework with the above link, or access in the Policies Folder

Also See AFCS CIC On Call Policy, AFCS CIC Information and Communication Technology ICT Policy, Mobile Phone Policy.

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APPENDIX 3

GUIDANCE NOTES FOR RECORDING CONCERNS & ALLEGATIONS

Staff and volunteers should use the Incident Form to record any concerns and allegations

- Only fill in the details you have, do not question the adult/Vulnerable adult
- Only complete if details are known.
- When completing details remember to remain calm and listen to the person involved. You may ask open questions to clarify a statement this allows them to give their account in their own words i.e. "How did that happen?"
- It is important to write down as far as you can remember the exact words that were used including your questions if any.
- Do not write up notes in presence of person disclosing. Where appropriate do be honest with the person disclosing, and inform them of what you will do next. Remember - **DO NOT** make promises to keep this information a secret. ***Legislation and your duty of care often plays a part and you are often required by law to disclose reports of abuse to a third party.***
 - **The Care Act 2014**
 - **The Safeguarding of Vulnerable Groups Act 2006**
- Do not investigate further to find further information. Only use information where it has been included in dialogue.
- It is important **not** to discuss serious concerns with anyone else other than the designated officer for child protection as this may jeopardise any investigation by the Police or Investigating Services.
- It is vital that consultation with the designated Safeguarding lead/officer takes place as soon as possible and records made.
- In the absence of the designated Safeguarding lead/officer, delay must be avoided; consult with your line manager. However, this should not delay any referral to the appropriate Services. I.E. The Police
- Remember to sign, time & date **all** documents.
- Complete job/role title and contact number.

Further Reading

Please read this policy in conjunction with AFCS CIC On Call Policy, AFCS CIC Information and Communication Technology ICT Policy, Mobile Phone Policy, ***Anti Slavery Policy.***

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This policy should be read in conjunction with the organisational training delivered on Safeguarding CY&P and Safeguarding Vulnerable Adults.

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11.0

VERSION	DATE PRODUCED	APPROVED BY
V1	Oct 2018	M. Kelly
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