



## Safeguarding Policy

### Introduction

GoGet recognises that safeguarding vulnerable people against potential abuse is fundamental to its work and that it has a clear duty to promote practice which safeguards its vulnerable clients. GoGet undertakes to operate with awareness of the potential for abuse to occur in any situation and to act, where it finds or suspects that abuse is occurring, in a way that will ensure the vulnerable person is safeguarded from further abuse. All allegations of abuse of a vulnerable person will be treated seriously.

The Policy is underpinned by the following values:

- Vulnerable people within our society deserve good care and support
- They may have difficulty expressing their needs and require careful consideration of their individual circumstances
- They have a right to live in safe and secure surroundings without fear of harassment or injury
- They have a right to live as independently as they are able
- They have a right to make choices about their lifestyle which can involve risk

This Policy should be read alongside other key GoGet policies to ensure a clear understanding of roles and responsibilities within the delivery of GoGet support services.

GoGet considers the abuse of vulnerable people to be wholly unacceptable. GoGet views abuse or suspected abuse as extremely serious and is committed to exposing, investigating and addressing issues of suspected abuse and to working towards minimising the potential for abuse to occur. GoGet recognises the sensitivity of the issue of abuse or suspected abuse and acknowledges the need for incidents of this nature to be addressed in such a way, which ensures that allegations are dealt with in confidence and that investigations are carried out impartially.

GoGet will promote a multi-agency approach by alerting appropriate statutory services to suspected abuse in order that cases may be investigated by the appropriate agency. GoGet will ensure that the law and statutory requirements are known and used appropriately. GoGet will act in a way which supports the rights of the individual. GoGet will seek to offer the victim the safest and most supportive environment throughout the investigation process. GoGet recognises that abuse may occur both outside of the organisation and within the organisation. In the case of a suspected abuse by an employee, GoGet's intention will be to address any suspected abuse through thorough formal statutory investigation procedures and its own internal disciplinary procedures. Where considered appropriate, GoGet will involve other external agencies, including the Police where it is considered that a criminal offence has occurred. GoGet will liaise with the relevant lead officer for Safeguarding and lead officer of the Supporting People Team where appropriate.

### Legislation

This document takes into account the framework of many legal Acts including:

- The Children's Act 2004
- The Children's Act 1989
- Disabled persons Act 1986
- Care Standards Act 2000
- National health Service and Community Care Act 1990
- Mental Health Act 1983
- Youth justice and criminal evidence Act 1999
- Crime and disorder Act 1998
- Sexual offences Act 2003
- Mental capacity Act 2005

#### Statutory Guidance -

- HM Government (2006) Working Together to Safeguard Children: a guide to inter-agency working to safeguard and promote the welfare of children

#### Non-Statutory Guidance -

- HM Government Information Sharing: Practitioners Guide  
[www.everychildmatters.gov.uk/informationsharing](http://www.everychildmatters.gov.uk/informationsharing)

All support will be delivered with a clear support plan for client's with associated goals and clear objectives, covering:-

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

Stay safe encompasses clearly the duty to ensure that our clients are valued and respected. The policy document is based up the NSPCC's first check guide, HM Government's document 'Working Together to Safeguard Children, and other policies that have been highlighted as best practice.

#### Scope of the Policy

- Establish the legal framework within which the policy has been written
- Provide a clear definition of abuse
- Establish an environment in which GoGet's Clients, as vulnerable people, are safeguarded as far as possible from the possibility of abuse and supported appropriately when such allegations have been made

- Outline GoGet's approach to assessing potential risk and minimising potential abuse within the organization
- Clarify the correct methods of alerting and reporting cases of abuse to relevant external agencies
- Provide a clear statement of roles and responsibilities, authority and accountability
- Provide information on contact points with other agencies
- Provide guidance on best practice in handling a case of suspected or potential abuse
- This policy does not seek to encourage false or unfair accusations of abuse and during all investigations the alleged abuser will have fair opportunity to state the case in response and to be represented

## Implementation

- All staff are required to supply two professional references, and an employee cannot take up a position within GoGet until references have been checked and authorised
- All staff are required to undertake an Enhanced DBS Criminal Record Check. New employees will be able to work alongside another team member who has an enhanced DBS check in place. No member of the GoGet team will be allowed to undertake any lone working until a confirmed clear DBS is held on file.
- All staff will receive training in the safeguarding of vulnerable people as part of their induction
- All staff will be made aware of internal reporting procedures and will be aware of local statutory arrangements in respect of the disclosure or discovery of abuse
- All staff will receive supervision and support in their work with vulnerable people
- All premises, where vulnerable people may visit, will be risk assessed to ensure a safe environment
- GoGet's clients are supported to understand what is considered to be abuse and who to alert if they are the victim of abuse or have suspicions that abuse is occurring to another

## Individual Roles

All those who are employed as GoGet team members undertake a responsibility to safeguarding all vulnerable people. Anyone who works in partnership with GoGet in the delivery of support, activity or opportunity does so whilst operating under GoGet's policy to protect and safeguard its vulnerable client group.

### Managing Director

- The Managing Director is accountable and therefore assigned the responsibility for the safeguarding of all clients at all levels within GoGet's establishment
- They will ensure allocation of resources for the provision of suitable measures to ensure that staff are aware of the Safe Guarding Policy and Procedures
- Respond and comment on serious incidents reported to them and respond to investigations accordingly
- Monitor through team meetings and reports and respond to issues of failure to comply with the standards and legislation

- Leading by example and setting standards for good practice in the workplace and for maintaining the Safeguarding Policies, Procedures and Guidelines
- Ensuring appropriate risk assessments are completed and maintained
- Respond to any reports in the failure to provide safe working practices and ensure appropriate remedial action is implemented
- Implementing the Safeguarding Policy and Procedure
- Responsibility to meet regularly with a staff member who is dealing with issues of abuse to provide support and guidance until such times as the incident is resolved or has been passed to social services
- Responsibility to ensure that appropriate referrals to statutory agencies are made and to liaise with these other agencies
- Responsibility to ensure that all clients are aware of GoGet's role in providing a safe and secure environment and the procedures for reporting any concerns they may have
- Ensure appropriate records are kept and maintained of information supplied and actions implemented
- Investigation to any reports of suspected/alleged or actual abuse, whilst adhering to the Safeguarding Policies and Procedures, ensuring appropriate action is implemented
- Manage discipline for cases of gross misconduct involving failure, breach or negligence of the Safeguarding Policies and its procedures and guidelines

### All Employees

- Adhere to the Policy Standards for Safeguarding ensuring that they respond accordingly and report all incidents to the Managing Director
- All staff are responsible for being aware of Safeguarding and Protection issues
- Responsibility to ensure that all service users are aware of what Safeguarding is and the procedures for reporting
- Ensure appropriate records are kept and maintained of information supplied and actions implemented
- Report any incidents of suspected/alleged or actual abuse to the Managing Director

### Issues of Capacity and Consent

GoGet's target client group are those aged 16 years to 30 years. This highlights a clear client split for issues regarding consent. All our clients who are under the age of 18 are considered children, therefore all support plans and action plans must be given consent by those who have parental responsibility. However, those aged 18 years and over are deemed an adult and therefore can be supported to make choices and consent to their own support. 'An individual's capacity' refers to their ability to make a decision for themselves based on information available to them. Individuals will be assumed to have the capacity to make informed decisions, unless there is clear evidence to the contrary. Vulnerable people should be supported to make their own decisions based on an awareness of the choices available. In all instances where a person demonstrates a lack of capacity in relation to a specific area or decision, everything, which is done, must be based upon an assessment of that person's best interest. In cases where there is evidence that a vulnerable person lacks capacity to make specific decisions, where appropriate, provision will be made to find a suitable independent person to represent their best interest. A referral to the Statutory Agency is appropriate when there is a question over an individual's capacity. The following should be considered,

Can the individual -

- Understand in simple language what is being proposed, its purpose and nature and why it is being suggested
- Understand the principle benefits and risks and options available
- Understand in broad terms the consequences of not following an option
- Retain the information for long enough to make an effective decision
- Make a free choice

## Confidentiality

Information given to an individual member of staff belongs to the agency, and not the individual employee. Therefore, decisions to share information about a client with other agencies, without their consent, should be made by the agency and not one individual acting on their own. Although the views and wishes of the client will normally be respected when sharing information, a fully confidential service cannot be guaranteed. There will always be exceptional circumstances when a duty to protect the wider public interest or the individual will outweigh the responsibility to any one individual. Clients should be advised why and with whom information will be shared. Information about clients should only be shared within an agency on a need to know basis when it is in the best interests of the client and to support the effective delivery of services to that client. Staff have a clear responsibility to report any concerns they may have relating to abuse, or suspected abuse, of a vulnerable person to the managing director at the earliest opportunity. If information is received about possible abuse from a member of the public or other third party, it is important to clarify whether that informant is prepared to be identified. It may be necessary to discuss with the informant how effective the information will be if s/he is not prepared to be identified or come forward as a witness. Where legal proceedings are involved it may not be possible to guarantee anonymity. The Managing Director has a responsibility to ensure that the incident of abuse or suspected abuse is alerted to the appropriate statutory agency.

## Evaluation

- The Safeguarding Policy will be reviewed annually, at which point obstacles to reporting abuse will be assessed
- The Safeguarding Policy will be reviewed in accordance with any legislative changes and best working practices
- The policy will inform effective training in this area of work
- The policy and procedure alongside the above training will result in increased understanding of the Safeguarding policies, procedures and guidelines and in greater competence in the exercising of professional judgements in the area of assessing and managing risk

## Measuring Outcomes

These outcomes will be measured and monitored by:

- Training evaluations
- Evaluation of staff competencies
- Audit of risk decisions
- Quality assessment framework, self-assessment and Safeguarding Policy & Procedure Reviews



- Levels of reported incidents

The Managing Director will work in conjunction with the staff team to ensure outcomes are measured effectively and this will be done on an on-going basis in-line with the management of support services.

## Key Standards of Performance

GoGet is committed to this important area and is aware of its legal duties. GoGet's managing director takes full responsibility for ensuring that robust procedures and guidelines are in place and appropriate actions have been taken. GoGet will ensure the safety of employees, its clients, the business, and those affected by work of the business by taking appropriate action:-

- Task specific risk assessments have been undertaken for each work activity that has risk attached
- Significant findings of risk assessments are communicated to employees through safe systems of work, procedures or policy
- Actions required to eliminate or reduce risk to an acceptable level have been undertaken.
- Employees receive, as appropriate to the risks identified, training, information and instruction appropriate to their role and safety
- Employees will respond to their responsibilities and ensure that they work safely and that they follow all procedures and systems relevant to working practices and they report to their line managers any issues or problems

Reviewed by Helen Roe and Andy Roe on behalf of GoGet

January 2020

## Appendices

### ABUSE AND NEGLECT

#### Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of or deliberately induces illness.

#### Emotional abuse

Emotional abuse is the persistent emotional maltreatment such as to cause severe and persistent adverse effects on the person's emotional development. It may involve conveying to a person that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on individuals. These may include interactions that are beyond the individual's developmental capability, as well as overprotection and limitation of exploration and learning or preventing the individual participating in normal social interaction. It may involve seeing or hearing the ill treatment of another. It may involve serious bullying

causing them to frequently feel frightened or in danger or the exploitation or corruption of individuals.

### Sexual abuse

Sexual abuse involves forcing or enticing a person to take part in sexual activities, including prostitution, whether or not the individual is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving a person in looking at or in the production of, pornographic material or watching sexual activities or encouraging an individual to behave in sexually inappropriate ways.

### Neglect

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

Neglect may involve a parent or carer failing to:-

- Provide adequate food clothing and shelter (including exclusion from home or abandonment),
- Protect a person from physical and emotional harm or danger, ensure adequate supervision (including the use of inadequate care-givers),
- Ensure access to appropriate medical care or treatment.
- It may also include neglect of or unresponsiveness to an individual's basic emotional needs.

### What to do when someone discloses abuse

- Stay calm and reassuring
- Arrange a time and place to talk privately immediately after the individual has initiated contact
- Explain that you cannot promise to keep what the person tells you a secret and you may have to contact a social worker or the police
- Don't make any promises
- Listen and reassure
- Do not press for details; this is likely to need further and possibly extensive investigation. It is better for the individual if s/he does not have to repeat the details unnecessarily. This could also compromise a potential criminal investigation
- Tell the individual that s/he was right to tell - that s/he is not to blame for the incident. Let the person know that you understand how difficult it is to talk about such experiences
- As soon as possible afterwards, record your conversation. Remember the person's exact words. Record your own statements to the individual
- Debrief with your manager

**Note:** A wide range of situations can fall into the category of "disclosure". As it is impossible to know in advance what a child or vulnerable adult will say, it is advisable to always follow these suggestions.

## Physical Injury to Client

### Checklist for Recording

When you notice an injury to a client, which needs to be recorded, try to record the following information in respect of each mark:

- Exact position of injury on the body, e.g. upper outer arm/left cheek
- Size of injury - in approximate centimetres or inches (or use indicators e.g. size of one pence coin, etc.)
- Approximate shape of injury, e.g. round/square or straight line
- Colour of injury - if more than one colour, say so
- Is the skin broken?
- Is there any swelling at the site of the injury, or elsewhere?
- Is there a scab/any blistering/any bleeding?
- Is the injury clean or is there grit/fluff, etc.?
- Is mobility restricted as a result of the injury?
- Does the site of the injury feel hot/does the client feel hot?
- Does the client feel pain?
- Use one of the body maps to help you describe the injury
- Do not attempt to guess at things beyond your own field of expertise, e.g. age of injury
- Explanation for the injury in the clients own words
- General appearance of the client, clothing, hygiene
- Clients attitude/demeanour
- Parent or carer's attitude
- Action taken/proposed
- In your view, does the individual need treatment?
- Date and time of your observation