

# Adult Protection and Safeguarding Procedure SOP

## Child Protection and Safeguarding Policy



### Approved By

Education Governance Committee

Clinical Governance and Safeguarding Committee

### Ratified Date

April 2023

### Published Date

April 2023

### Next Review Date

April 2025

### Document Change Control

Version	Status	Description (of changes)	Reviewed by	Reviewed/ Issued Date
0.1	Draft	To extract adult welfare & safeguarding SOP from organisation policy & SOP	Criterial readers from across TCT	December 2022
0.2	Draft	Critical Read and amendments	Melanie Burrough	March 2023
0.3	Draft			
1.0	Final			



## Contents

1. Introduction
2. Adult Safeguarding Standard Operating Procedure (SOP)
  - 2.1 Roles and Responsibilities
  - 2.2 All staff responsibilities
  - 2.3 Chief Executive
  - 2.4 Director of Nursing and Quality
  - 2.5 The Safeguarding Leads (DSL/DDSL/ Named Nurse Safeguarding Advisor)
  - 2.6 Mental Health Lead in School
  - 2.7 Education Governance Committee
  - 2.8 Trustees
  - 2.9 Director of Resources
  - 2.10 Head of IT & Transformation
3. Adult Process/ Procedure
  - 3.1 Prevention & Protection
  - 3.2 Reporting a concern
  - 3.3 Following a report of concern
  - 3.4 Involving the adult at risk

## Appendices

- |            |  |
|------------|--|
| Appendix 1 | Stakeholder Engagement Checklist   |
| Appendix 2 | TCT Safeguard Team   |
| Appendix 3 | Flow diagram - reporting a safeguarding concern/incident                       |
| Appendix 4 | Flow diagram – responding to concerns that an adult may be abused or neglected |
| Appendix 5 | Actions where there are concerns about an adult (KCSIE 2022)                   |
| Appendix 6 | Key contacts in host Boroughs  |

# Standard Operating Procedures (SOP)

## 1 Introduction

The purpose of this procedure is to provide a framework for all staff working within The Children's Trust School.

The SOP should be used in conjunction with the TCT Child Protection and Safeguarding Policy, to prevent and reduce the risk of abuse to all adults who.

The procedure details the steps that individuals and key people are expected to take if they have a safeguarding concern. The Children's Trust aims to ensure that:

- Appropriate action is taken in a timely manner to safeguard and promote the adult's welfare.
- All staff are aware of their statutory responsibilities with respect to safeguarding.
- Staff are supported in their roles by Safeguarding Leads who appropriately trained and supported.
- Staff are properly trained in recognising and reporting adult protection and safeguarding issues.
- All staff always act in best interest of the young adult.
- All staff aware **"It could happen here"**.

This procedure and its associated policy are mandatory for all staff, as they must be aware of their individual and collective roles and responsibilities in safeguarding and protecting adults from abuse and neglect. It does extend to adults engaged in off-site activities, community programmes & residential visits and work experience placements.

## 2 Roles and responsibilities

2.1 Safeguarding is **everyone's responsibility** and hence is a whole organisational approach. This SOP applies to all staff in The Children's Trust School and it is consistent with the procedures of Surrey Safeguarding Adults Procedures and Guidance.

2.2 All staff read and understand relevant mandatory adult safeguarding guidance, this does include Keeping Children Safe in Education 2022 (KCSiE) part 1 and Annex B of the Department for Education's statutory safeguarding guidance,) and 'Working together to Safeguard Children' (2018).

**All staff will be aware of:**

Our systems which support safeguarding, including the staff code of conduct, the role of and how to contact safeguarding leads, online safety and acceptable use policy, the behaviour policy.

The vulnerability, disability and/or sexual orientation of young adults at The Children's Trust, all staff build trusted relationships with the adults, facilitating communication and undertake advocacy.

The early help/early intervention (internal & external) processes and their role in it, including identifying emerging problems, liaising with the safeguard team, and sharing information with other professionals to support early identification and assessment.

The process for making referrals to host and home Local Authority (Surrey) adult's social care and for statutory assessments that may follow a referral, including the role they might be expected to play.

What to do if they identify a safeguarding issue or a young adult tells them they are being abused or neglected, including specific issues, such as FGM, and how to maintain an appropriate level of confidentiality while liaising with relevant professionals.

The signs of different types of abuse and neglect, as well as specific safeguarding issues, such as honour-based abuse, domestic abuse and radicalisation.

Any allegations about the possibility of abuse by staff will always be treated seriously and will be fully investigated, in line with policy.

Their professional responsibility to share information with other agencies in order to safeguard children and that the Data Protection Act 1998 and General Data Protection Regulations are not a barrier to sharing information where a failure to do so would place an adult at risk of harm.

**All staff will demonstrate:**

- Professional curiosity.
- An attitude of "it could happen here".
- An ethos where young adults feel safe and secure, their voice is heard and are always listened to.
- Empowerment – the young adults being supported and encouraged to make their own decisions and informed consent.

2.3 **Chief Executive** as the proprietor of the school, holds all strategic responsibilities set out in KCSIE part 2 and overall responsibility for The Children’s Trust regulatory compliance and management of risk in relation to adult (at risk) safeguarding. The Chief Executive will act as the ‘case manager’ if an allegation of abuse is made against any named Director.

2.4 **Director of Nursing and Quality** has Board responsibility for all aspect of safeguarding and has delegated responsibility for ensuring that the Board are fully informed of risk or serious incident and provide assurance of the organization’s ability to meet its safeguarding responsibilities.

2.5 **The Safeguarding Leads (DSL / DDSL / Named Nurse Safeguarding Advisor)** at TCT takes the lead responsibility for adult safeguarding (including online safety). Members of the Safeguarding Team will be given the time, funding, training, resources and support to:

- Provide advice and support to other staff on adult welfare and child protection matters.
- Take part in strategy discussions and inter-agency meetings and/or support other staff to do so.
- Refer cases of concern, as appropriate, to the relevant body (Local Authority Adult at Risk social care, Channel programme, and/or police), and support staff who make such referrals directly.
- Be aware of the PACE requirements for vulnerable people to have an Appropriate Adult. (Further information can be found in the Statutory guidance – (PACE Code C 2019).
- Be aware of, and follow, the NPCC guidance on when to make a direct referral to the police
- Liaise with a mental health lead.
- Liaise with People Team to ensure appropriate referrals are made to the Disclosure & Barring Service, Teaching Regulation Agency and / or other regulatory bodies.
- Ensure compliance with Section 11 duties (clinical) and section 175 audit (school).

2.6 **Mental Health Lead in school** implements a whole school approach to mental health and wellbeing.

2.7 **Education Governance Committee** have a strategic leadership responsibility for the school’s safeguarding arrangements and does ensure that the TCT School discharges its statutory obligations for safeguarding. EGC is aware that OFSTED inspections will always report on whether arrangements for safeguarding children and learners are effective.

2.8 **Trustees** with overall safeguarding responsibility are appropriately trained in safeguarding and child protection including online training, and are aware of their obligations under the Human Rights Act 1998, The Equality Act 2010 (including Public Sector Equality Duty) in order to equip them with the knowledge to provide strategic challenge to test and assure themselves that the safeguarding policies and procedures are effective and support the delivery of a robust organisational approach to safeguarding. They will ensure there is appropriate scrutiny of TCT safeguarding performance and provide assurance to the Board of Trustees. The Trustee responsible for Education Governance Committee will ensure there is appropriate scrutiny of safeguarding performance in TCT School.

The Board of Trustees safeguarding lead will act as the 'case manager' if an allegation of abuse is made against the Chief Executive Officer. Trustees must follow the specific guidance outlined in How to report serious incidents in your charity Sept 2017, Charities: how to protect children and adults at risk 2018 and Strategy for dealing with safeguarding issues in charities Dec 2017. The Chief Executive will advise the Chair of Trustees when a safeguarding incident needs to be reported to the Charity Commission

2.9 **Director of Resources** is responsible for ensuring robust recruitment procedures deter and prevent people who are unsuitable to work with children and adults at risk; allegations against staff working with children are addressed in accordance with the Managing Allegations Policy and Disciplinary Policy and national/statutory guidelines; job descriptions include a statement regarding safeguarding children and adults, and appropriate whistleblowing procedures are in place. All staff responsible for compliance checks must complete safer recruitment training.

2.10 **The Head of IT & Transformation** works alongside the safeguard team to ensure an effective approach to online safety.

### **3 Process / Procedure**

The aim is to provide a robust framework enabling staff to take appropriate action when there is any concern that an adult is being harmed or abused or is at risk of harm or abuse. This could be from others or risk to self. The procedures detailed are mandatory and must be followed.

### **3.1 Prevention & Protection**

Adult safeguarding concerns of abuse or neglect must be reported. It is imperative that poor or neglectful care is brought to the immediate attention of a member of the safeguarding team and responded to swiftly, including ensuring immediate safety and well-being of the adult.

Concerns about abuse and/or neglect must be reported to Surrey County Council's Adult Social Care Services who decide whether there will be an adult safeguarding enquiry. If they have reason to suspect that an adult in Surrey is experiencing, or is at risk of, abuse or neglect and are unable to protect themselves because of their care and support needs, then they have a duty to undertake an adult safeguarding enquiry.

### **3.2 Reporting a Concern**

The following procedures apply to all staff and volunteers working at TCT and will be included in training to enable staff to understand their roles and responsibility. Failure to comply with procedures may raise concerns of professional abuse and staff may be subject to LADO and disciplinary processes where it is felt that there was a deliberate decision not to report concerns that subsequently come to light.

The aim of our procedures is to provide a robust framework enabling staff to take appropriate action when there is any concern that an adult (at risk) is being harmed or abused or is at risk of harm or abuse. This could be from others or risk to self.

The primary concern at all stages must be the interests and safety of the adult (at risk). Where there is a conflict of interest between any adult, the interests of the adult at risk will be paramount.

All staff are aware that young adults and those with disabilities, special needs or with language delay may be more likely to communicate concerns with behaviours rather than words. Additionally, staff will question the causes of bruising, marks and/or scratches in young adults who have limited mobility.



If a member of staff suspects abuse, spots signs or indicators of abuse, or they have a disclosure of abuse made to them they must:

1. Ensure the young adult is safe and act immediately.
2. Consider the requirement for immediate police and/or emergency services by calling 999 if there is the potential for immediate significant harm.
3. Consider the requirement for medical, nursing and therapeutic intervention.
4. Make an initial record of the information related to the concern.
5. Report the concern immediately to:
  - [In School](#) – DSL/DDSL
  - [In houses](#) to Shift leader/ House Manager/ Matron/ Named Nurse /Head of Nursing and Care.
  - [Community Rehabilitation Services](#) – follow local guidance on reporting adult welfare and safeguarding concerns to the Local Authority where the adult is resident.
  - [All other staff and volunteers at Tadworth and in the Charity shops](#) – line manager and Named Nurse
6. Make an accurate record via IRAR (which may be used in any subsequent court proceedings) as soon as possible. Staff complete IRAR with relevant information and FLAG as Potential Safeguarding.
7. Record of all that has happened including details of:
  - Who they have concerns about (name of adult at risk).
  - In the view of the staff member does the adult at risk have the capacity to understand the concerns and that they may have been abused or neglected.
  - What has been shared with the adult at risk about the concerns and what response have they made.
  - If the adult at risk has capacity to understand the involvement of other agencies, what have they said about this.
  - Dates and times of observations/incident.
  - Dates and times of any discussions in which they were involved.
  - Any injuries (ensure recorded on clinical records including body maps).
  - Explanations given by adults including family members and staff.
  - Rationale for decision making and action taken.
  - Any actual words or phrases used by the adult.
  - Be factual and clearly indicate what is opinion versus fact.

If for some reason an individual with concerns is not able to access IRAR (a member of staff who does not routinely work with young people, or a visiting professional for example) they should make a written record of their concern.

Out of Hours or in the absence of DSL/DDSL in school or in residential and rehab houses the House Manager/ Matron/ Named Nurse /Head of Nursing and Care/ all staff must be prepared to refer directly to Surrey MASH team (E: [ascmash@surreycc.gov.uk](mailto:ascmash@surreycc.gov.uk) T: 0300 470 9100)

### **3.3 Following a report of concern/s a member of the safeguarding team must:**

It is imperative that poor or neglectful care is brought to the immediate attention of managers and responded to swiftly, including ensuring immediate safety and well-being of the adult.

It is reasonable for a member of safeguarding team to check some basic facts prior to alerting other professionals. Delegation of actions will ensure accuracy of facts. The member of the safeguard team need to review the adult safeguarding concern [Using the Surrey SSCP Levels of Need](#), and/or the Local Authority threshold document where the adult is resident **and** decide whether there are sufficient grounds for suspecting harm, in which case a referral or a request for support must be made to the relevant adult's Social Care and the Police if it is appropriate. (Surrey Social Care is responsible for taking emergency action if a serious incident happens within the boundaries of the local authority.)

Initial fact finding and with review of level of need can lead the member of the safeguarding team that there are no protection concerns that warrant a referral to Adult Social Care or the Police. In such circumstances, when no further action is being taken, then the decision needs to be record.

If the concerns and initial fact-finding lead to the conclusion that an adult may have been abused harmed and/or neglect, the member of the Safeguarding team will report to Surrey County Council's Adult Social Care Services who will decide whether there will be an adult safeguarding enquiry. If they have reason to suspect that an adult in Surrey is experiencing, or is at risk of, abuse or neglect and are unable to protect themselves because of their care and support needs, then they have a duty to undertake an adult safeguarding enquiry.

If at any stage The Children's Trust and host Local Authority decide that no further action is to be taken, then the reason for this and who made the decision will be recorded on the IRAR.

All subsequent actions/events following the reporting of a concern to be recorded on the IRAR as should any documentation received from the Local Authority, police or other agencies.

A serious safeguarding incident may be notifiable to OFSTED, CQC and the Charity Commission and will meet the threshold for referring to Local Authority Social Care and/or Local Authority Designated Officer.

### **3.4 Involving the adult at risk**

It is important that, prior to making a referral to Adult Social Care or the police, timely consideration has been given to the ability of the adult at risk to understand the concerns, and whether they have an ability to give consent to concerns being raised with other agencies. It is likely that one of the first questions that the Local Authority is likely to ask is 'Does the adult at risk have capacity?' This refers to capacity as defined under the Mental Capacity Act 2005

## Appendix 1 – Stakeholder Engagement Checklist

Review and complete the following checklist to indicate which stakeholders were consulted in the development of this policy.

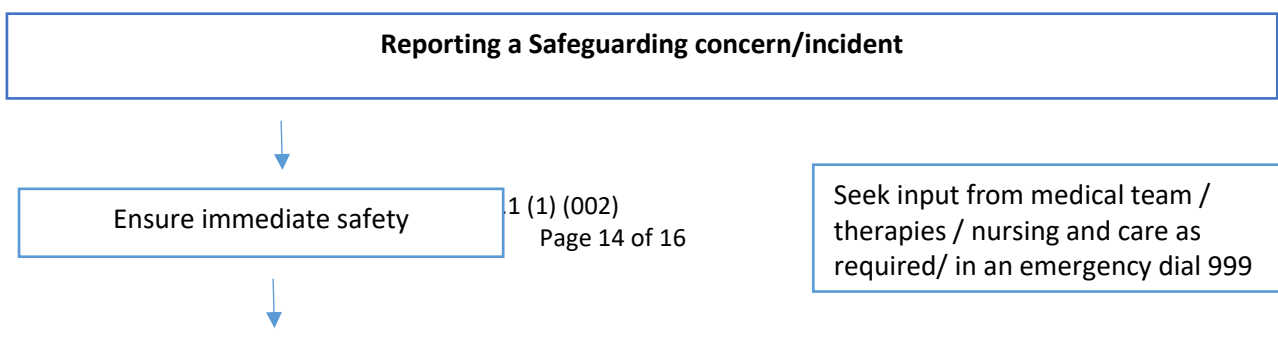
#	Question	Yes/ No	Stakeholder(s) to be consulted
1	Is there a statutory requirement to have in place this particular policy/ does the policy need to comply with detailed legislation?	Y	To KCSIE 2022 Working Together to Safeguard Children 2018 What to do if you are worried about a child being abused 2015
2	Is implementation of the policy (or any element of it) dependent on the use of new or existing information technology?	Y	Head of IT – for IRAR platform
3	Does implementation of the policy (or any element of it) place any demands on/ or affect the activities of the Estates and Facilities teams (e.g. does it impact the provision or maintenance of premises, equipment, vehicles or other TCT assets)?	Y	Head of Estates
4	Does implementation of the policy or any element of it involve/ impact the processing of personal data?	Y	Data Protection Officer
5	Does implementation of the policy require significant unbudgeted operational or capital expenditure?	N	
6	Does implementation of the policy (or any element of it) directly or indirectly impact on the delivery of services / activities in other areas of the organisation? E.g. a policy written by a clinical lead in CF&S might impact on the delivery of care for CYP attending the School.	Y	Residential school houses

7	Is there a need to consider Health and Safety or potential environmental impacts in developing and implementing the policy?	Y	Health and Safety Manager
8	Have you consulted with a representative of those who will be directly impacted by the policy?	Y	School staff / DSL / DDSL
9	Is there a need to consider Equity, Diversity and Inclusion in developing and implementing the policy?	Y	EDI Lead
10	Is there a need to consider sustainability and potential environmental impacts in developing and implementing the policy?		Lead for Responsible Organisation
11	Please detail any other stakeholder groups consulted, if applicable.		Young people via school council

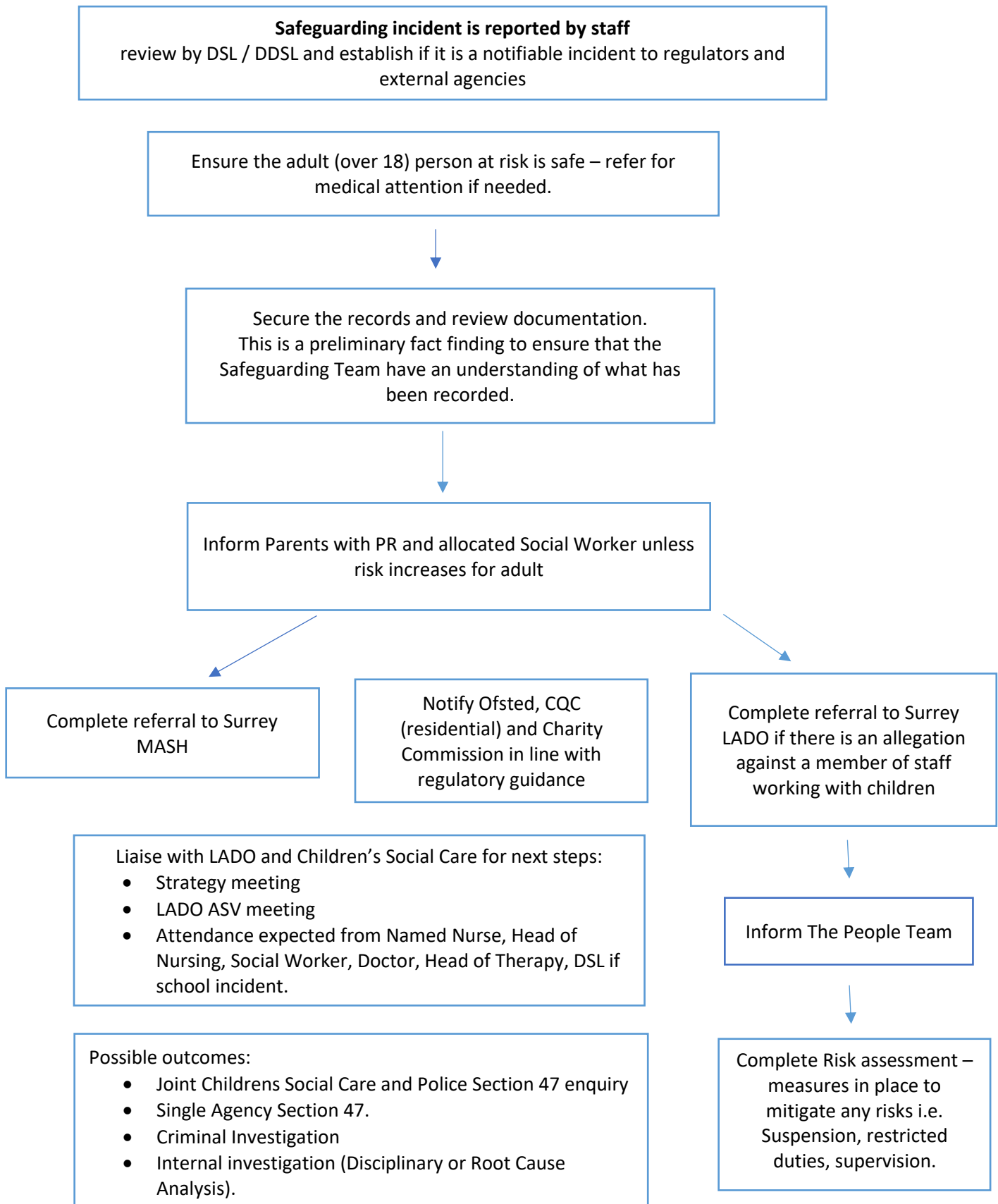
**Appendix 2 – Safeguarding Team – including Designated Safeguard Lead / Deputy Designated Safeguard Leads**

Role	Name	Contact number	Email
Designated Safeguarding Lead	Launa Randles	01737 36 5013	<a href="mailto:lrandles@thechildrenstrust.org.uk">lrandles@thechildrenstrust.org.uk</a>
Deputy DSL online safety	Elaine Lush	01737 36 5816	<a href="mailto:elush@thechildrenstrust.org.uk">elush@thechildrenstrust.org.uk</a>
Deputy DSL for Early Years & LAC	Maz Hanlon	01737 36 8102	<a href="mailto:MHanlon@thechildrenstrust.org.uk">MHanlon@thechildrenstrust.org.uk</a>
Deputy DSL / Mental Health Lead	Coral Romain	01737 36 5861	<a href="mailto:cromain@thechildrenstrust.org.uk">cromain@thechildrenstrust.org.uk</a>
Deputy DSL	Phil Cox	01737 36 8636	<a href="mailto:pcox@thechildrenstrust.org.uk">pcox@thechildrenstrust.org.uk</a>
Safeguarding Governor	Toby Mullins	01737 36 5000	<a href="mailto:tmullins@thechildrenstrust.org.uk">tmullins@thechildrenstrust.org.uk</a>
Head of Nursing and Care	Claire Shiels	01737 36 8630	<a href="mailto:cshiels@thechildrenstrust.org.uk">cshiels@thechildrenstrust.org.uk</a>
Organisation Safeguarding Lead	Claire Champion	01737 36 5085	<a href="mailto:CChampion@thechildrenstrust.org.uk">CChampion@thechildrenstrust.org.uk</a>
Trustee Lead for Safeguarding	Denise Matthams	01737 36 5000	<a href="mailto:DMatthams@thechildrenstrust.org.uk">DMatthams@thechildrenstrust.org.uk</a>

**Appendix 3 – Reporting a concern**



## Appendix 4 Responding to concerns that a child may be abused or neglected



## Appendix 5

The below details are for Surrey Safeguarding Adults

### Safeguarding adults - report abuse or neglect

If you are at risk of abuse or neglect, or you suspect someone else is, **please report it now**.

---

#### Emergencies:

Dial 999 for the police

#### Concerns for an adult

- Telephone: [0300 470 9100](tel:03004709100)
- Online: [Adult Safeguarding Referral online form](#). If you would like a Microsoft Word version of this form, please email us using the following address:
- Email: [ascmash@surreycc.gov.uk](mailto:ascmash@surreycc.gov.uk) (available 9am to 5pm, Monday to Friday)
- Textphone (via Text Relay): 18001 0300 200 1005
- SMS: 07527 182 861 (for the deaf or hard of hearing)
- VRS: [Sign Language Video Relay Service](#)