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Sense Operational Policy

**Safeguarding Adults at Risk**

**Northern Ireland**

**Procedure**

**Outcomes**

* Individuals should be involved as practically possible in the safeguarding process.
* Individuals are supported to keep themselves safe; they are provided with meaningful information to recognise and report abuse.
* Individuals are to be engaged in a conversation about how best to respond to their safeguarding situation that enhances involvement, choice and control as well as improving their quality of life, wellbeing and safety.
* Individual’s safety is respected and protected.
* Individuals’ and staff members’ concerns about safeguarding are taken. seriously and acted upon appropriately;
* Staff understand safeguarding procedures and feel skilled, knowledge, confident and supported to report concerns about abuse;
* Safeguarding issues are dealt with responsively and appropriately, actions are taken to prevent and reduce risks. The organisation promotes best practice in relation to safeguarding and learns lessons from internal and external experience.

### What is this Procedure about?

Safeguarding is working with adults with care and support needs to keep them safe from abuse or neglect. Safeguarding is everybody’s business and the responsibility for dealing with it belongs to us all. Sense takes its responsibilities in relation to safeguarding extremely seriously.

The responsibility for dealing with it belongs to us all.

Any action which causes harm may constitute a criminal offence and/or professional misconduct on the part of a Sense employee.

**Preventative Safeguarding** includesa range of actionsand measures such as practical help, care, support and interventions designed to promote the safety, well – being and rights of adults which reduce the likelihood of opportunities for, harm to occur. Effective preventative safeguarding requires partnership working, that is, individuals, professionals and agencies working together to recognise the potential for, and to prevent, harm. Prevention is therefore the responsibility of a wider range of agencies, organisations and groups; indeed, it is the reasonability and concern of us all as good citizens and neighbours. All professionals and services providers across the public, private, statutory, voluntary, community, independent, and faith sectors that come into come into contact with adults, including those who may be at risk of harm, must be alert to the individual’s needs and any risk of harm to which they may be exposed. Prevention will strive towards early intervention to provide additional supports at all levels for adults whose personal characteristics or life circumstances may increase their exposure to harm.

**Protective Safeguarding** will be targeted at adults who are in need of protection, that is, when harm from abuse, exploitation or neglect is suspected, has occurred, or is likely to occur. The protection service is led by HSC Trusts and the PSNI. The input of other individuals, disciplines or agencies may be required, either in the course of an investigation of an allegation of harm or in the formulation and delivery of care and protection plan.

This procedure sets out how Sense will meet its safeguarding duties within the Government’s principles of:

**A Rights-Based Approach:** To promote and respect an adult’s right to be safe and secure; to freedom from harm and coercion; to equality of treatment; to the protection of the law; to privacy; to confidentiality; and freedom from discrimination.

**An Empowering Approach:** To empower adults to make informed choices about their lives, to maximise their opportunities to participate in wider society, to keep themselves safe and free from harm and enabled to manage their own decisions in respect of exposure to risk.

**A Person-Centred Approach:** To promote and facilitate full participation of adults in all decisions affecting their lives taking full account of their views, wishes and feelings and, where appropriate, the views of others who have an interest in his or her safety and well-being.

**A Consent-Driven Approach:** To Make a presumption that the adult has the ability to give of withhold consent; to make informed choices; to help inform choice through the provision of information, and the identification of options and alternatives; to have particular regard to the needs of individuals who require support with communication, advocacy or who lack the capacity to consent; and or intervening in the life of an adult against his or her wishes only in particular circumstances, for very specific purposes and always in accordance with the law.

**A Collaborative Approach:** To acknowledge that adult safeguarding will be most effective when it has the full support of the wider public of safeguarding partners across the statutory, voluntary, community, independent and faith sector working together and is delivered in a way where roles, responsibilities and lines of accountability are clearly defined and understood. Working in partnership and a person-centred approach will work hand-in-hand.

Definitions

Abuse is:

Abuse is ‘a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to another individual or violates their human or civil rights’.

Abuse is the misuse of power and control that one person has over another. It can involve direct and indirect contact and can include online abuse. *Adult Safeguarding Operational Procedures – Adults at Risk of Harm and Adults in Need of Protection 2016*

Adult at Risk of Harm:

An ‘adult at risk of harm’ is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their personal characteristics and/or life circumstances.

Personal characteristics may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain. Life circumstances may include, but are not limited to, isolation, socio-economic factors and environmental living conditions. *Adult Safeguarding Operational Procedures – Adults at Risk of Harm and Adults in Need of Protection 2016*

All individuals who receive Sense services are adults at risk. Sense recognises the increased vulnerability of adults who are:

* completely deaf and completely blind
* have extremely limited / no verbal communication (communicate differently)
* have limited / no external representation
* have limited / no knowledge of keeping safe

**Note: All Sense staff have a responsibility and duty of care regarding safeguarding matters with vulnerable and non-vulnerable adults.**

Everyone should have access to information and advice on care and support and keeping safe from abuse or neglect.

No matter how complex a person’s needs, we are required to involve people, to help them express their wishes and feelings, to support them to weigh up options, and to make their own decisions.

**Making Safeguarding Personal**

Is an approach to working with people that puts them at the centre of their safety and wellbeing.

It builds on people’s strengths, skills and capacity

It promotes culture of reflective practice, where we learn from experience and support people to take positive and informed risks.

We should discuss and anticipate how we might respond in safeguarding situations so that someone is as fully involved as possible.

It is important to recognise people as experts in their own lives and work alongside them.

**Who is this Procedure for?**

# Individuals using a Sense service, their families and carers

# All staff (including volunteers), Managers and Operational Mangers

# Managers

# Director(‘s) of Operations and Head of Operations (Northern Ireland)

# Other professionals and agencies, such as social workers, police, therapists and the Health and Social Care Trust (HSC Trust) etc

# Trustees

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**Part One:** General Points

Every person has the right to live a life free from abuse and neglect.

Sense has a zero-tolerance approach to abuse. This means that all actual and alleged abuse must be reported, and all allegations of abuse will be taken seriously and acted upon.

Abuse (alleged or actual) of one individual against another should be reported under this procedure.

Sense is committed to openness and honesty. Most reporting will be done using this procedure, but it is recognised staff may wish to report under the Whistle-Blowing Policy <https://engage.sense.org.uk/sorce/beacon/dmd/100/view/Whistleblowing%2BPolicy%2Band%2BProcedure.docx>

**Harm** is the impact on the victim of abuse, exploitation or neglect. It is the result of any action whether by commission or omission, deliberate, or as the lack of knowledge or awareness which may result in the impairment of physical, intellectual, emotional, or mental health or well-being.

The full impact of harm is not always clear from the outset, or even at the time it is first reported. Consideration must be given not only to the immediate impact of harm and risk to the victim, but also the potential longer-term impact and the risk of the future harm.

A number of factors will influence the determination of the seriousness of harm. A single traumatic incident may cause harm, or a number of ‘small’ incidents may accumulate into ‘serious harm’ against one individual or reveal persistent or recurring harm perpetrated against many individuals.

The judgement of what constitutes **‘serious harm’** is a complex one and demands careful application of professional judgement against a number of criteria. The following should include consideration on the following:

* The impact on the adult at risk;
* The reactions, perceptions, wishes and feelings of the adult at risk;
* The fairly or vulnerability of the adult at risk;
* The ability of the adult at risk to consent and participate in the decision-making process;
* The illegality of the act(s);
* The nature, degree and extent of harm;
* The pattern of the harm-causing behaviour;
* Previous incidents, including any previous HSC Trust involvement;
* The level of threat to the adult at risk’s right to independence;
* The apparent intent of the alleged perpetrator and extent of premeditation;
* The relationship between the alleged perpetrator and the adult at risk;
* The context in which the alleged harm takes place;
* The risk of repetition or escalation of harm invloving increasingly serious acts realtionf to this individual or other adults at risk; and
* The factors which mitigate the risk through service provsion or wider arrangments.

There are no absolute criteria for judging when harm has become ‘serious harm’; however, this decision should include consideration of the degree, severity, duration and frequency of harm. The seriousness of harm depends on the impact experienced by the individual. Particularly careful consideration must be given to cases where the adult is unable to understand the impact harm is having on them. This will demand the application of professional judgement to consider all of the available evidence, the concerns and the wishes and the most appropriate intervention.

Sense is committed to the following rights and principles with regards to safeguarding in Northern Ireland.

Accountability and Transparency in Delivering Safeguarding

**Outcomes for the individual**

Whenever possible we should speak to the adult to get their views on the concern and what they want done about it.

**Assess Capacity**

Making Safeguarding Personal (MSP) is about involving the person in their enquiry, understanding a person’s capacity to take part is essential. If it is suspected the person lacks capacity to set their outcomes and understand the safeguarding process, undertake a Mental Capacity Act Assessment into this specific area of decision making.

**Appoint Advocate**

Sense should arrange access to advocacy when involving individuals in internal safeguarding investigations. This may be internal through Sense staff or an independent advocate.

**Involve**

Include and inform the person (or advocate) throughout the safeguarding intervention. If their outcomes change during this time, respond to what they want and record these changes.

Where a person does disclose, it is recommended a strategy meeting is arranged at the point of alert, to include – Service Manager, Operational Manager, Head of Safeguarding, MSI/ Behaviour Support Advisor and an HR advisor. This should last no more than 20 minutes - otherwise the individual should be involved.

The purpose will be to identify how to involve the person, what is the appropriate format to present information in, identify a link person, and how information is to be shared with team regarding individual involvement and consequent questions, plus any HR issues.

Additionally, if we give a person a voice, we cannot choose what information they have and are involved in. Where the case is formally investigated it should as appropriate include the person in an interview and or observe/gather information on interaction between abused and alleged perpetrator, especially if the person does not have formal communication.

Information and guidance on interviewing a person and best evidence guidance is available from the Head of Safeguarding.

**Record the person’s views at the end**

When the safeguarding process is finished, find out from the person whether they feel their outcomes were met or not, and to what extent.

Guiding Principles for Sense staff

1. Include the person as early as practical and throughout the Safeguarding Process
2. Always use everyday language to communicate with the person in ways they understand and avoid jargon.
3. Find the most appropriate and meaningful ways to support the person with communication.
4. Support the person to set the Safeguarding outcomes they want. As events progress, what a person wants may change and support them with this.
5. If it seems that the person has substantial difficulty in setting their outcomes, a Mental Capacity Act assessment will be completed to assess this.
6. If the person has substantial difficulty in setting their own outcomes, you will ensure an appropriate independent advocate represents them and helps sets outcomes in their best interests.
7. At the end of the Safeguarding process, you will find out from the person or their advocate, how far they think their outcomes were met.

In addition:

1. We will always endeavour to give the referrer updates where appropriate and reassure them action has been taken and we have reduced the likelihood of this occurring again.
2. Responsibility for keeping the referrer up to date will be assigned to a named individual.
3. Work collaboratively with partner agencies at each stage of Safeguarding and when decisions are made – explain and record the reasons for your judgements.

Empowerment

‘’I am asked what I want as the outcomes from the safguarding process and these directly inform what happens.’’

Individuals have the right to:

* be accorded the same respect and dignity as any other adult, by recognising their uniqueness and personal needs.
* guidance and assistance in seeking help as a consequence of abuse.
* be supported in making their own decisions about how they wish to proceed in the event of abuse and to know that their wishes will only be over-ridden if it is considered necessary for their own safety or the safety of others.
* be supported in bringing a complaint under any existing complaints procedure.
* be supported in reporting the circumstances of any abuse to independent bodies.
* receive appropriate support, education, counseling, therapy, and treatment following abuse.
* seek legal advice or representation on their own behalf.
* seek redress through appropriate agencies.

Protection

‘’I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.’’

Individuals have the right to:

* live safely, without fear of violence or abuse in any form.
* have alleged, suspected or confirmed cases of abuse investigated urgently.
* have their rights respected and to have their family, informal carer’s or advocates act on their behalf as appropriate;
* have their money, goods and possessions treated with respect, and to receive equal protection for themselves and their property through the law.

Prevention

‘’I receive clear and simple information about what abuse is, how to recognize the signs and what I can do to seek help.’’

Individuals have a right to:

* be given access to knowledge and information which they can understand to help them make informed choices;
* information about, and practical help in, keeping themselves safe and protecting themselves from abuse.

Proportionality

‘’I am sure that the professionals will work in my interest, as I see them, and they will only get involved as much as needed.’’

Partnership

‘’I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.’’

Individuals also have the right to:

* life;
* liberty and security;
* respect for private life;
* freedom from discrimination;
* peaceful enjoyment of their possessions.

**Part Two:** Practice

You might suspect abuse if you recognise some of the symptoms in the guidance, or if you see someone behaving in a way that raises your suspicions. Alternatively, a family member, staff member, friend or member of the public might tell you that they are concerned about abuse, or an individual might communicate concerns about abuse or their safety to you.

As a Sense employee you have an obligation to report to the police if a criminal act has occurred where there has been sexual, financial and physical abuse. Prior to this you should discuss this with your line manager unless there is a risk of immediate danger to the individual.

As a non-Sense employee if you are aware or suspect abuse you need to determine the individual has capacity and support them to make a decision to report the abuse. If the individual lacks capacity, you should report the abuse to the police.

## This is what you should do:

**Ensure the individual’s immediate safety and medical needs are met.**

**If you are told about a suspicion, listen carefully to what is being said.** Do not make any assumptions or accusations. Take what is being said seriously. Find out the basics of what happened, but do not investigate the matter.

**Do not ask leading questions.** A leading question is a question which contains part of the answer, for example, “the man hurt you on Tuesday, didn’t he?” It is more appropriate to ask open questions, such as “can you tell me about what happened” or “can you give me more detail?”

**Make a clear note of what was said.** You can include diagrams if it would help to explain what happened. Write the date on the note and sign it.

**Do not guarantee confidentiality,** because when there are safeguarding problems, it is not always possible to keep everything confidential. You can assure the person that you will only share information with people if they need to know about it.

**You must tell someone. This should be your line manager, on-call or a senior manager. If the allegation is about your line manager, you should report the matter to a more senior manager.**

Alternatively, you can inform the Head of Safeguarding on:

Email: [steve.kiekopf@sense.org.uk](mailto:steve.kiekopf@sense.org.uk)   
Mobile: 07866 593 863

Address: 750 TouchBase Pears, Selly Oak, Birmingham B29 6NA

In the absence of the Head of Safeguarding contact the Associate Director Of Operations Rebecca Hodgson - Mobile 07572 151284

Or if none of these are contactable email [Sense.AbuseReports@sense.org.uk](mailto:Sense.AbuseReports@sense.org.uk) or contact the Quality team via Freephone: 0800 731 9008.

The **police** are to be telephoned:

* in an emergency; or
* if a crime has been committed, after a discussion with a senior manager.
* Services will complete the [What to do if you suspect abuse](https://engage.sense.org.uk/sorce/beacon/dmd/918/view/What%2Bto%2Bdo%2Bif%2Byou%2Bsuspect%2Babuse%2B-%2BFor%2Bdisplay.docx) and display/make available to staff in the service location.

Note: This practice sheet should be made readily accessible to staff.

## What happens next?

The manager (or on-call manager) will decide what will happen next. The manager should:

* Check further that the individual’s immediate needs are being met; i.e. that they are in no immediate danger and that medical assistance, if necessary, has been sought.
* Inform relevant statutory authorities, as soon as possible and no longer than 24 hours or the next working day. The Trust (or the Police) will provide instructions about whether the matter should be investigated.
* Reporting should be made to the appropriate Designated Officer within the Health and Social Care Trust. If it is not clear who the Designated Officer in the Trust is, contact the named social worker or the duty social worker for advice. This contact may be made by telephone in the first instance but should be confirmed in writing within two working days. The Designated Officer/other Trust staff should then acknowledge receipt of the report within two working days.
* If a report needs to be made to the Health and Social Care Trust outside normal office hours, the matter should be passed on to the appropriate out of hour’s social work service. The duty social worker at the Trust should give priority to protection of the vulnerable person and report the matter to the appropriate Designated Officer at the earliest opportunity when offices re-open.
* Concerns about staff should always be reported to RQIA. The manager should follow RQIA’s guidance on Statutory Notifications of Incidents and Deaths. This should be done without delay and in any event within 24 hours. In cases that do not involve staff, the manager should consider whether it is appropriate to notify RQIA, in accordance with their guidance on notifications.
* The manager will, within 24 hours or the next working day, inform the Head of Services N.I. and if necessary the Director of Operations (Maria Horton, Tel: 00 44 121 415 2722 / Mobile: 07917 813996 / [maria.horton@sense.org.uk](mailto:maria.horton@sense.org.uk) ) who will inform the Chief Executive if the allegations are one of “serious abuse” e.g. where a police investigation is likely to occur.
* The next of kin, carer, family or advocate should usually be informed within a reasonable time (usually 24 hours) following an initial investigation and in an appropriate manner unless:
* the abused person has capacity and makes the informed choice not to inform them; or
* the family member has been implicated in the concern.

If the adult has the mental capacity to make informed decisions about their safety and they do not want any action to be taken, this does not prevent the sharing of information with relevant professionals and external agencies. As a Sense employee you have a responsibility to still report and share information.

This is to enable professionals to assess the risk of harm and to be confident that the adult is not being unduly influenced, coerced or intimidated and is aware of all the options.

This will also enable professionals to check the safety and validity of decisions made. It is good practice to inform the individual and this action is being taken unless doing so would increase the risk of harm.

* The manager is responsible for ensuring that all suspected, reported or actual incidents of abuse are recorded on ERIC by completing a Safeguarding notification at the earliest opportunity but within the minimum of five working days.
* Please see the ‘[Create a safeguarding case](https://engage.sense.org.uk/sorce/beacon/dmd/211/view/Creating%2Ba%2BSafeguarding%2BIncident.pdf)’ for more information
* With an increase across services working arrangements there will be occasions when a (support) staff member will be working within a different service or location. When completing a safeguarding incident on ERIC the service with responsibility for the care and support of the individual at the time of the incident will be allocated the case. The local operating procedure – allocation of service will need to be followed under these circumstances.
* In the event a staff member is the alleged perpetrator of abuse, Human Resources will be required to refer the staff member to the Independent Safeguarding Authority, or other professional body such as the Northern Ireland Social Care Council.
* When an allegation is made against a member of staff Sense will conduct an investigation into the matter following the principles contained in the HR08 Disciplinary Policy & Procedure.
* If there is a failure to take action at any level, staff can contact the Director of Operations (Maria Horton) or the RQIA directly and/or staff may wish to report under the HR05 Whistle-Blowing Policy <https://engage.sense.org.uk/sorce/beacon/dmd/100/view/Whistleblowing%2BPolicy%2Band%2BProcedure.docx>

**Part Three:** Responsibilities

All staff and volunteers must report any suspicions of abuse to the appropriate person without delay. Suspicions of abuse must not be ignored.

Individuals supported by Sense communicate in a range of different ways. It may not be possible for them to inform staff that they are being abused. Staff should carefully observe changes in behaviour, challenging behaviour and changes in health as potential indicators of abuse.

Sense staff will promote inclusion and engagement. Staff will empower individuals with appropriate information about safeguarding.

## All staff and volunteers

* Will respond to safeguarding concerns that are reported to them.
* Operations Staff
* This applies to frontline staff who have contact with people we support.
* Year 1: eSafeguarding Awareness for ALL (Level 1) + eSafeguarding Level 2 + Safeguarding (This Time It’s Personal) Level 3 + Safeguarding Competency
* Year 2: Safeguarding Competency
* Year 3: Safeguarding Competency
* Year 4: eSafeguarding Awareness for ALL (Level 1) + eSafeguarding Level 2 (within last 12 months) + Safeguarding Refresher and Safeguarding Competency
* Repeat from year 2-4
* Notes:
* A staff member will be deemed ‘unsafe to work unsupervised’ until they have completed the initial face to face (taught) safeguarding training.
* Staff working in children’s and education services will also need to complete the relevant Local Authority Safeguarding Training – this does not replace the corporate training.
* Sense managers will also need to complete Making Safeguarding Personal for Managers (Level 4) and Safeguarding for Managers (Level 4).
* Non-Operations Staff
* Year 1: eSafeguarding Awareness for ALL (Level 1) + Safeguarding Competency
* Year 2: Safeguarding Competency
* Year 3: Safeguarding Competency
* Year 4: eSafeguarding Awareness for ALL (Level 1) + Safeguarding Competency
* Repeat from year 2-4
* Staff in operational services will familiarise themselves with Local Authority Safeguarding Procedures.
* Should not assume that someone else will pass on information which they think may be critical to the safety and wellbeing of the adult.
* Who have concerns about the individual’s welfare and believes they are suffering or likely to suffer abuse or neglect, then they should share the information with their line manager, local authority and or the police if they believe or suspect that a crime has been committed.
* Will inform their line manager if they receive any convictions, cautions or are bound over, which may change their status.

## The Safeguarding Board

* Will monitor and evaluate safeguarding practice in Sense.
* Will receive safeguarding reports on reviews of safeguarding systems.
* Will support and promote better learning and safeguarding practice.
* Will make recommendations for areas for development of safeguarding and seek confirmation that these have been considered by senior management groups.
* Will receive reports of specific areas of safeguarding concerns.

## The Head of Safeguarding

* Will keep abreast of national policy, best practice, research and development in the area of safeguarding.
* Will liaise with other organisations and networks to enable the ongoing development of best practice in relation to safeguarding.
* Will provide advice to the organisation on safeguarding and implications for practice as well as in relation to specific incidents.
* Will monitor and ensure that corporate systems and processes that enable Sense to receive feedback on its performance are working effectively.
* Will monitor and maintain safeguarding recording systems so that comprehensive and accurate information is available.
* Will advise and support groups and departments in receiving and managing incidents of alleged abuse and in ensuring compliance to Sense policy and procedures.
* Will compile a report for Sense Trustees in order to keep them up to date on safeguarding findings and statistics and implications for practice.

## The Adult Safeguarding Champion

* Will provide information and support for all staff on adult safeguarding within Northern Ireland.
* Will ensure Sense’s Safeguarding Vulnerable Adults procedure and Guidance is disseminated and support the implementation throughout Northern Ireland.
* Will advise with learning and development regarding adult safeguarding training needs.
* Will provide advice to staff and volunteers who have concerns about the signs of harm and ensure reporting to the HSC Trust where there is a safeguarding concern.
* Will support staff to ensure that any actions take account of what the adult wishes to achieve – this should not prevent information about any risk of serious harm being passed to the relevant HSC Trust Adult protection Gateway Service for assessment and decision making.
* To establish contact with HSC Trust designated Adult Protection Officer (DAPO), PSNI and other agencies as appropriate.
* To ensure accurate and up to date records are maintained detailing all decisions made, the reasons for those decisions and any actions take.
* To compile and analyse records of reported concerns to determine whether a number of low-level concerns are accumulating to become significant; and make available for inspection

**Note:** Where the Adult Safeguarding Champion is not immediately available, this should not prevent any action being taken or a referral being made to the HSC Trust in respect of any safeguarding concern.

## Human Resources Department

The Sense Human Resources department will complete appropriate checks before employing staff, including:

* Access NI checks.
* two written references;
* employment history.

## Learning and Development Team

The Learning and Development team will ensure that safeguarding training is delivered upon induction.

The Learning and Development team will ensure training is available that is consistent with the requirements of RQIA. The training will:

* Include details of who to report concerns to, and how to report concerns.
* Form a part of the Sense induction;
* Be available as a refresher every two years for those working in the day care or domiciliary settings;
* Be available as a refresher every three years for those working in residential homes;
* Be available in the form of annual online questionnaires in-between refresher training.

Director of Operations and Heads of Operations (N.I.)

* Will commission investigations and appoint investigators where appropriate.
* Monitor and review progress on investigations and ensure any actions as a result of the investigation.

## The Head of Operations and Operations Manager – Northern Ireland

* Will receive safeguarding reports from managers and other staff.
* Will be involved in multi-disciplinary meetings and reviews.
* Can review an investigation process.
* Can co-ordinate a review after a safeguarding event.
* Provide relevant and appropriate support to their managers, monitor training and undertake Compliance Audits.

## Service Level Managers – “Designated Person”

* Will have a sound knowledge of local and inter-agency safeguarding procedures.
* Will notify the Head of Services N.I. of any safeguarding issues.
* Will monitor safeguarding incidents in their area and ensure that staff are appropriately supported.
* Will ensure that initial induction into services includes discussion of this procedure.
* Have continuous discussion in team meetings and supervision.
* Will ensure that staff attend appropriate safeguarding training.
* Will ensure that staff understand and follow this procedure.
* Will ensure that action is taken when safeguarding concerns are reported.
* Will follow both internal and external reporting procedures.
* Will keep accurate records.
* Will ensure that staff can access local contact details for reporting safeguarding concerns. A form that can be used is included in the guidance that accompanies this procedure.
* Will complete an initial factfind and complete and investigate safeguarding incidents in accordance with the instructions of Sense or external agencies.

## Support Staff

* Will respond to safeguarding concerns by following this procedure and the guidance that accompanies this procedure.
* Will ensure to involve the individual in the process.
* Identify and confront colleagues poor practice (safe challenge).
* Will report concerns to a line manager/on call manager/director.
* Will complete accurate notes if they are informed of a safeguarding incident.
* Will undertake training and ask managers if they are unsure about safeguarding procedures.
* Will inform their line manager if they receive any convictions, cautions or are bound over, which may change their status.

**Individuals**, their **families/carers**, **Sense staff** and other **professionals** are encouraged to be observant and report safeguarding concerns. Sense emphasises the importance of prevention as a way of supporting individuals to keep themselves safe and to assess and manage risk.

If individuals or their families would like to access the Safeguarding Vulnerable Adults Procedure, they can be offered the main procedure and guidance. Alternatively, the Safe Guide *(accompanying this procedure and guidance guidance)* sets out some key principles.

**Part Four:** Sources

* Adult Safeguarding Operational Procedures – Adults at Risk of Harm and Adults in Need of Protection 2016
* Safeguarding Vulnerable Adults: Regional Adult Protection Policy and Procedural Guidance

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