



A SCOTTISH CHARITY SCO50063

Scottish Charitable Incorporated Organisation

NOURISH SUPPORT CENTRE

Safeguarding Procedure

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Nourish Safeguarding Procedure

Version Control Table

Date	Version Number	Created By	Comments
May 2020	Version 1.0	Dougie Ovenstone	Awaiting board approval

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Please read this policy in conjunction with our Nourish Safeguarding Policy.

Introduction

This procedure should be followed when a volunteer or staff member has concerns about the safety or wellbeing of any of the following:

- a service user who is an adult
- a child or children of an adult service user
- a service user who is a child

There may be circumstances when in the course of their duties, a member of staff or volunteer receives a disclosure, or information that causes them to be concerned about abuse or neglect of a child or adult. Should this happen then it is appropriate to use this procedure to determine the action to take.

Although confidentiality is a key part of our service, it can be breached if someone is at risk and unable or unwilling to give consent. The Safeguarding Lead (SL) or Deputy Safeguarding Lead (DSL), will be responsible for determining when it is appropriate to breach confidentiality. In the case of a safeguarding concern involving a child, guidance will also be available from the NSPCC.

There is a flowchart of the procedure you should follow in Appendix 1.

Principles of adult safeguarding

The overarching principle underlying Part 1 of the Adult Support and Protection (Scotland) 2007 Act is that any intervention in an individual's affairs should provide benefit to the individual, and should be the least restrictive option of those that are available which will meet the purpose of the intervention.

This is supported by a set of guiding principles which, together with the overarching principle, must be taken into account when considering our safeguarding duties. These are:

- the wishes and feelings of the adult at risk (past and present)
- the views of other significant individuals, such as the adult's nearest relative; their primary carer, guardian, or attorney; or any other person with an interest in the adult's well-being or property
- the importance of the adult taking an active part in the performance of the function under the Act
- providing the adult with the relevant information and support to enable them to participate as fully as possible
- the importance of ensuring that the adult is not treated less favourably than another adult in a comparable situation

- the adult's abilities, background and characteristics (including their age, sex, sexual orientation, religious persuasion, racial origin, ethnic group and cultural and linguistic heritage).

Principles of child safeguarding

Getting it right for every child (GIRFEC) policy published by the Scottish Government notes that it's everyone's responsibility to ask five key questions when they have concerns about a child:

- What is getting in the way of this child or young person's well-being?
- Do I have all the information I need to help this child or young person?
- What can I do now to help this child or young person?
- What can my organisation do to help this child or young person?
- What additional help, if any, may be needed from others?

These five key questions include identifying barriers to ensuring the wellbeing of the child and asking what professionals or their agencies can do to help the child. Nourish will use these principles to guide our safeguarding duties for children.

Serious and Immediate Risk

Confidentiality considerations should not prevent staff or volunteers from taking immediate action where needed. The safeguarding principles above should be applied in order to guide decision making.

If a volunteer or staff member believes anyone is at serious and immediate risk they should immediately call 999.

To decide if the risk is serious and immediate you must establish whether all of these apply:

1. There is a danger to someone's health, safety or wellbeing (whether or not they are a service user)
2. The danger is about to happen right away or in a short period of time
3. Urgent intervention is needed, probably from the police or medical professionals

Your decision must be based on clear evidence rather than suspicions or conjecture, but you will also need to use your judgement. If, taking into account all the relevant factors, you believe that all three of the above (1,2&3) apply then you should call 999 immediately and report the issue.

Examples of serious and immediate situations which may justify taking immediate action, regardless of confidentiality and irrespective of whether they involve children or vulnerable adults:

- A service user begins to lose consciousness after claiming to have taken an overdose.
- A service user picks up a chair. They approach a volunteer aggressively and threaten that they will hit them with the chair.
- Someone previously unknown to Nourish is self-harming in the group setting by burning themselves with a lighter.

Once 999 has been called and necessary actions undertaken (e.g. ambulance arrived and the client has been taken to hospital), the SL for Nourish should be informed of the actions taken. In their absence the DSL should be contacted. The SL/DSL will complete the Safeguarding Concerns Recording Form (found at Appendix 2) with a record of what happened. you should complete the Safeguarding Concerns Recording Form (Appendix 2) and use this as the basis of your referral to the SL or DSL as soon as possible after the incident. The Safeguarding Concerns Recording Form should be kept securely and in line with the Nourish's Data Protection policy.

There may be situations when after an emergency situation, a safeguarding referral is still required. Examples of this could include:

- A child with serious injuries who was taken to hospital by ambulance, and who staff or volunteers have suspicions is being abused and will still be at risk after medical treatment.
- An elderly client or child who has been taken to hospital after suffering breathing difficulties, who appeared dirty, dishevelled and malnourished.

Reporting a concern

Where the risk does not warrant an immediate call to 999 (or where a risk remains after an emergency situation), the following processes apply:

Identify the issue

As you work with a service user, you may become concerned that they are experiencing or at risk of harm. This may be the result of:

- a direct allegation of abuse made by a child or an adult
- an allegation by a third party
- a staff member or volunteer seeing or hearing something that prompts a concern

Safeguarding concerns can be raised at any time and this procedure should be followed in all instances.

Staff and volunteers should not act as investigators. It is important that you only record the information that is provided to you and do not ask leading questions.

Reporting concerns about a child

If a staff member or volunteer has a concern about a child, it may not always be appropriate to obtain consent from the child or their parent/guardian/carer. This is particularly important if the adviser has concerns that seeking consent could put the child in more danger.

If the concern involves a child, you should always refer the situation to the SL or DSL. When you contact the SL or DSL, provide them with as much information as possible, you should complete the Safeguarding Concerns Recording Form (Appendix 2) and use this as the basis of your referral to the SL or DSL as soon as possible after the incident.

If you do not have the form to hand, written notes should be provided instead to ensure there is a record of key information points – this will help convey to the SL or DSL the nature of the concerns and help prevent any important details being forgotten. The Safeguarding Concerns Recording Form can then be completed at a later stage, either by the person who raised the concern, or by the SL or DSL.

The SL or DSL will also be interested in your view on:

- the likelihood of the safeguarding concern materialising
- the impact of the safeguarding concern if it materialises

The safeguarding lead will then seek advice and decide if it is appropriate to refer to social work services.

Reporting concerns about an adult

In situations where you have a concern about an adult client and feel that taking action would be in their best interests (or others'), you should always try to get agreement from them. The exception to this would be if seeking consent would increase a risk of harm or seriously delay the person getting help. Use the safeguarding principles above to guide your decision.

Notify the SL or DSL of your concerns before taking any action. If they agree the adult is experiencing or at risk of harm, you should discuss the situation and whether you think that a formal safeguarding referral to social work services is necessary, or whether it is more appropriate to signpost the individual to an organisation or agency for further support (e.g. Women's Aid or the Men's Advice Line). This will be dependent on the seriousness of the situation and the vulnerability of the service user.

If a referral to social work is not required:

Following consultation with the SL or DSL, if you decide that a formal safeguarding referral is not required then you should attempt to identify any relevant agencies or organisations that might be able to provide further support. Discuss the options with the service user and advise them about their options for further help and support.

If a referral to social work is required:

If, following discussion with the SL or DSL, you determine that a formal safeguarding referral is required then you should seek the consent of the adult to make the referral.

Where consent is given you can proceed to make the referral, and you should update the case record to confirm the details and the action that has been taken.

Where consent is not given, you should complete the Safeguarding Concerns Recording Form (Appendix 2) and refer the situation to the SL or DSL. If you do not have the form to hand, written notes should be provided instead to ensure there is a record of key information points this will help convey to the SL or DSL the nature of the concerns and help prevent any important details being forgotten. The Safeguarding Concerns Recording Form can then be completed at a later stage, either by the person who raised the concern, or by the SL or DSL.

The safeguarding lead will then seek advice and decide if it is appropriate to breach confidentiality and refer to social work services.

SL or DSL decides whether or not to report the concern

The decision on whether the concern is likely to meet the threshold upon which a safeguarding alert needs to be made rests with Nourish and will be taken by the SL, or the DSL in their absence. If neither the SL nor DSL is available, the decision will be made wherever possible by an available Manager or senior board member.

Nourish should have a process in place to ensure that a SL or DSL (or alternative) is available and can be reached by staff when Nourish is providing services to service users.

Every situation is different and there are no hard and fast rules about when a safeguarding issue meets the threshold for referral, but some examples are provided below which would meet the threshold for a referral and may justify breaching confidentiality if necessary:

- A service user with young children seems to be living in a hostile environment and you suspect there may be an imminent domestic incident e.g. there is shouting and furniture being pushed over.
- A child service user makes a direct disclosure that their uncle is coming to their birthday party next month and he usually does bad things, but they need to keep it a secret.
- An adult service user who has a learning disability says they don't have access to their own money and that it is controlled by their father. The client says they are only allowed to have £5 to spend on food a week.
- A child service user or child of one of our service users shows visible signs of neglect and/or abuse e.g. a child was going through the bin looking for food, or the child had visible significant bruising on lower arms.
- An elderly service user who is cared for by her husband discloses that he bullies her and withholds her medication.

1 - Child clients

In order to make a decision on whether the concern about a child meets the threshold upon which a safeguarding alert needs to be made, the SL or DSL will consider the following:

- The SL or DSL will consider the information provided by the member of staff or volunteer and why they have concerns.
- The SL or DSL will ensure that they are putting the safety of the child at the heart of their decision making.
- The SL or DSL should seek further guidance in order to help them decide if the concern meets the threshold to report and to do this they should contact the NSPCC safeguarding helpline on 0808 800 5000 or by email on help@nspcc.org.uk
- If the SL or DSL makes contact with the NSPCC they will not disclose the identity of those involved, but they will discuss their concerns and give an overview of the situation in order to receive advice on the appropriate course of action to take.

2 - Adult clients

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In order to make a decision on whether the concern about an adult is likely to meet the threshold upon which a safeguarding alert needs to be made and therefore whether confidentiality should be breached, the SL or DSL will consider the following:

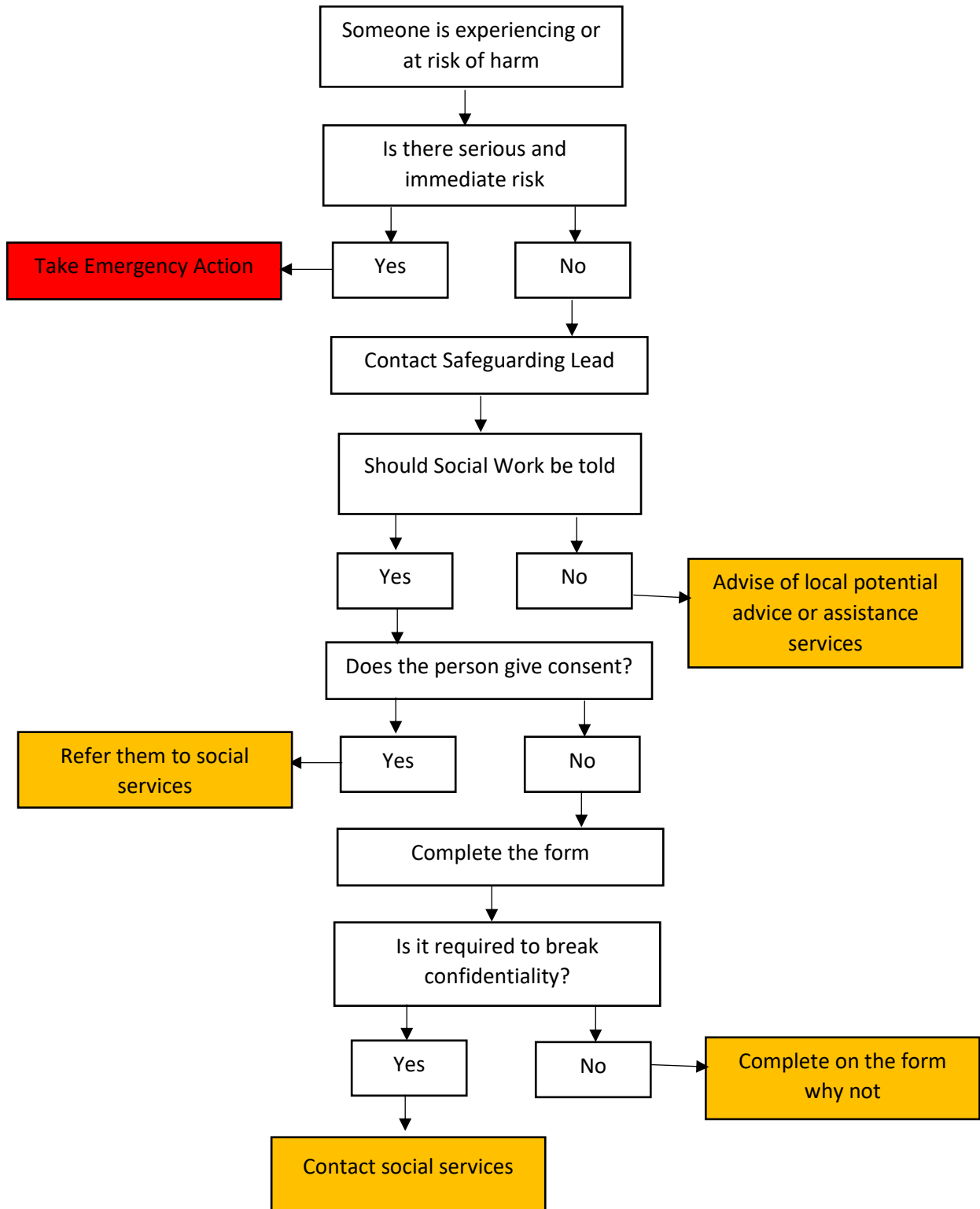
- The SL or DSL will consider the information provided by the member of staff or volunteer and why they have concerns.
- The SL or DSL will ensure that they are putting the best interests of the adult at the heart of their decision making.
- The SL or DSL should seek further guidance on whether the concern meets the threshold to be reported and whether confidentiality should be breached. Using any other appropriate agencies or organisations who may be able to provide advice.
- If the SL or DSL makes contact with the local social work department they will need to disclose the identity of those involved and therefore breach confidentiality. A social worker who is then allocated the case may get back to the SL for further information as any action to be taken will depend on whether the individual is known to the department and specific circumstances. They are unable to advise without the details of the person(s) involved.
- The decision whether to contact social work services ultimately rests with the SL or DSL or their deputy in the event they cannot be contacted.

Additional Support

It's important that people who have identified safeguarding referrals do not feel responsible for any subsequent action taken and outcome. SLs and DSLs should be aware of the need to provide emotional support to staff members or volunteers identifying safeguarding issues. Support is available for all staff and volunteers at any time.

We are deemed to have concluded our requirements by following the Nourish procedure.

Appendix 1 – Flowchart procedure for reporting ADULT safeguarding concerns



Appendix 2 - Safeguarding Concerns Recording Form

Completed By:	Date Completed:

SECTION 1A – SERVICE USER DETAILS (need to add 1a section for individual at risk if not client)

Name:	Contact Details:	Additional needs or disabilities/ capability issues:
DOB:		
First Language:		
Local Authority Area:		

SECTION 1B – INDIVIDUAL AT RISK DETAILS (if not service user)

Name:	Contact Details:	Additional needs or disabilities/ capability issues:
DOB:		
First Language:		
Local Authority Area:		

SECTION 2 – ANYONE RESPONSIBLE FOR SERVICE USER (PARENT, CARER, OTHER)

Name:	Contact details:	Additional needs or disabilities/ capability issues:
First Language:		

SECTION 3 – DETAILS OF THE CONCERN

<p>Is this a Disclosure <input style="width: 30px; height: 15px;" type="checkbox"/></p> <p>Observation <input style="width: 30px; height: 15px;" type="checkbox"/></p>									
<p>Date/time and location of the disclosure/observation</p>									
<p>Who raised the concern (circle as required)</p> <table style="width: 100%; text-align: center;"> <tr> <td style="width: 50%;">Parent/Carer</td> <td style="width: 50%;">Person At Risk</td> </tr> <tr> <td>Volunteer</td> <td>Other (please specify)</td> </tr> </table>					Parent/Carer	Person At Risk	Volunteer	Other (please specify)	
Parent/Carer	Person At Risk								
Volunteer	Other (please specify)								
<p>What are the concerns specifically? What was seen? What was heard? Please list the facts only.</p>									
<p>Is the individual at risk currently receiving support from social work or other relevant organisation?</p> <p>If Yes, please provide details.</p>									
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Consent To Share</td> <td style="width: 10%; text-align: center;">Yes</td> <td style="width: 10%; text-align: center;"><input style="width: 20px; height: 15px;" type="checkbox"/></td> <td style="width: 10%; text-align: center;">No</td> <td style="width: 10%; text-align: center;"><input style="width: 20px; height: 15px;" type="checkbox"/></td> </tr> </table>					Consent To Share	Yes	<input style="width: 20px; height: 15px;" type="checkbox"/>	No	<input style="width: 20px; height: 15px;" type="checkbox"/>
Consent To Share	Yes	<input style="width: 20px; height: 15px;" type="checkbox"/>	No	<input style="width: 20px; height: 15px;" type="checkbox"/>					

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Contacted: SL / DSL	
By:	
Action Taken:	
SL / DSL Comments: Referral Made? Social Work?	
Follow Up: Support Required for individual involved in disclosure/reporting: Review Meeting: Wellbeing check Date:	