

# Safeguarding Adults at Risk Policy

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**This policy has been accepted by the Chairman and Board of  
Burton Albion Community Trust**

**Head of Community**

Signature: 

Name: Matt Hancock

Date: 25<sup>th</sup> February 2021

**Chairman of Burton Albion Community Trust**

Signature: 

Name: John Jackson

Date: 25<sup>th</sup> February 2021

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## **BACT STATEMENT**

Burton Albion Community Trust operates an adult at risk centred approach to safeguarding and where concerns about the welfare of an adult exist, staff will always act in the best interests of the adults at risk.

BACT fully acknowledges and accepts its responsibility for the well-being and safety of all adults at risk engaged in Trust activities. It is the duty of all staff working at BACT to ensure they safeguard adults at risk by creating an environment that protects them from harm. Burton Albion Community Trust believes that the general wellbeing, welfare, and safety of all adults at risk engaged in Trust activities is of the utmost importance. BACT will fulfil its responsibilities by ensuring it displays best practice in safeguarding matters, carried out in a spirit of partnership and openness with the adults at risk, family and the relevant local authority.

## BACT SAFEGUARDING CONTACTS



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**Designated Safeguarding Officer**  
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### **Designated Safeguarding Officer**

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## INTRODUCTION

All adults at risk have the right to live their lives to the fullest potential, to be protected, to participate in and enjoy any activity, and to be treated with dignity and respect.

Burton Albion Community Trust (BACT) has both a moral and legal obligation to ensure a duty of care for adults at risk across all its services. We are committed to ensuring that all adults at risk are protected and kept safe from harm whilst engaged in services organised and provided by BACT.

This policy is for use throughout BACT and is to be observed by all those working with adults at risk whether employed by BACT or not. The application of this policy and its procedures is not discretionary. All the requirements are obligatory and are to be enforced as indicated by the appropriate persons in all cases where there are any suspected instances of abuse or poor practice.

It is through the application of this policy and our procedures that BACT will seek to develop a positive and proactive welfare programme. This ensures that all adults at risk can participate in an enjoyable and safe environment. This equally applies to the safety and security of those working with and responsible for the activities involving adults at risk.

All staff (the term 'staff' is used to refer to employees, trustees and volunteers and anyone working on behalf of, delivering a service for or representing BACT) must make themselves aware of BACT's Safeguarding Adults at Risk Policy and where appropriate their work with adults at risk will be supported by a safeguarding training programme. The Designated Safeguarding Lead. (DSL) is Kim Realff. The Head of Community is the Senior Safeguarding Manger (SSM), and Phil Pusey is Trustee responsible for Safeguarding.

This policy has regard to The Care Act (2014) – Statutory Guidance and The Mental Capacity Act (2005). This policy is in keeping with Staffordshire County Council's (SCC) policies and procedures and reflects what SCC considers to be safe and professional practice. Safeguarding adults at risk must be considered within professionals' wider "safeguarding" responsibilities that include a duty to co-operate under the Care Act (2014) and Mental Capacity Act (2005).

Activities included under the remit of this policy include:

- BACT
- All other activities associated with Burton Albion Community Trust in which adults at risk are engaged.

***Statutory guidance defines an adult at risk as being any person aged 18 years and over who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or maybe unable to take care of him / herself or unable to protect him / herself against significant harm or exploitation.***

## **PURPOSE OF POLICY**

The policy outlines the measures which will be taken to prevent a safeguarding incident from occurring, as well as how BACT will respond in the event of a safeguarding incident or concern to ensure the adult at risk is supported appropriately and the best possible outcome achieved. The policy also details how BACT will review incidents and take learning outcomes to improve safeguarding processes. Overall, this policy aims to:

- Clearly demonstrate BACT's commitment to safeguarding adults at risk
- Outline the measures BACT will take to prevent safeguarding incident occurring as a result of their practices.
- Outline the measures BACT will take in response to a safeguarding concern or incident to ensure that the adult at risk is supported appropriately and the best possible outcome achieved.
- Outline the measures BACT will take to ensure appropriate learning is taken from any safeguarding incidents which occur in order to make future improvements.
- Clearly outline BACT staff and volunteers' responsibilities in relation to safeguarding
- Identify key safeguarding contacts and clearly outline their responsibilities.
- Clearly outline the escalation process in the event of a safeguarding incident or concern
- Ensure that the adult at risk is placed at the centre of a safeguarding incident or concern and that they are fully involved in any decisions made in regard to their wellbeing or support.

Ensure that all BACT staff and volunteers are confident in the actions to take in the event of a safeguarding incident or concern and understand what support is available to them at BACT.

### **BACT Staff and Volunteers**

This policy is for the use of all employees and volunteers of BACT operating at all levels of responsibility throughout the organisation. All staff and volunteers have access to this policy and receive on-going training on their safeguarding responsibilities in relation to their job role.

### **Defining Safeguarding Adults at Risk**

For the purpose of this policy, adults at risk as defined as those persons aged over 18 years who are considered as individuals who are or may be in need of community care services by reason of impairment or disability, age or illness and who are, or may be, unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

The Care Act (Dept. of Health, 2014) defines safeguarding as protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

Although not every adult accessing our programmes and activities will be considered an 'Adult at Risk', BACT recognise our responsibility to promote the wellbeing and safety of all programme participants and are committed to fostering a supportive culture, proactively seeking to support our participants on a person-centred basis and responding appropriately to any challenges they may face. As the work of the network targets some of the biggest challenges we face as a society, we have a duty recognise how these issues can place our participants at risk of harm and strengthen our practices around safeguarding.

Examples of issues which may negatively affect some of the adults accessing our programmes and activities, placing them at risk of harm may include, but are not limited to:

- Poor mental health
- Illness/poor health/long term medical conditions
- Impairments or disabilities (including physical/learning/sensory issues)
- Low income/financial difficulties
- Social isolation
- Limited education
- Limited access to services (including health, education etc.)
- Low self-esteem
- Age
- Deprivation

Abuse occurs when harm is caused to an individual or group – the harm may be caused by a single incident or by an ongoing situation. Harm may also be caused by the effect of organisational practices upon those adults with vulnerabilities they come into contact with.

Poor Practice takes place whenever staff or volunteers fail to provide a good standard of care and support. It occurs when staff ignore the rights of service users or deny them the chance to enjoy an ordinary life. Poor practice which is allowed to continue can cause harm and can become abuse.

### **Considerations for Safeguarding Adults at Risk**

The Care Act 2014 sets out the legal framework to Local Authorities and other statutory agencies for how adults at risk should be protected.

The act recognises that local authorities cannot safeguard individuals on their own; it can only be achieved by working together with the Police, NHS and other key organisations as well as awareness of the wider public. Fears of sharing information must not stand in the way of protecting adults at risk of abuse or neglect. The act identifies six key principles which should underpin adult safeguarding work:

- Empowerment - Personalisation and the presumption of person-led decisions and informed consent
- Prevention - It is better to take action before harm occurs.
- Proportionality - Proportionate and the least intrusive response appropriate to the risk presented.
- Protection - Support and representation for those in greatest need
- Partnership - Providing local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability - Accountability and transparency in delivering safeguarding.

## **Mental Capacity and Safeguarding Adults at Risk**

The requirement to apply the Mental Capacity Act (MCA) 2005 is a key consideration when addressing concerns about an adult at risk. Where an adult at risk has mental capacity they must, wherever possible, be consulted with and have their wishes considered during the decision-making process when referring concerns to statutory agencies including adult social care departments. ***The mental capacity of an individual is assessed by the local authority and other individual parties and individuals directly involved in their care and support. This is not something that is established by BACT or any partner organisation. Where a participant's mental capacity may impact upon their engagement in a programme commissioned by BACT, this will be identified as part of a support needs assessment carried out by the DSL and appropriate measures taken under the guidance of guardians and professionals directly involved in their care.***

## **Support Assessments & Reasonable Adjustments**

As part of BACT's ongoing commitment to safeguarding and delivery of safe programmes the importance of assessing participant needs is recognised and promoted. It is vital that adults at risk accessing any programme, activity or event held within the network undergo a person-centred assessment of needs in order for any required adjustments to activities, the environment or staffing to be identified and actioned.

It is important that BACT have a robust process in place around assessing support needs, writing Individual Support Plans (ICPs), undertaking personal risk assessments and providing tailored support from a team of trained and competent staff and volunteers. BACT can provide guidance around this and ensure key staff have access to training and workshops as part of a wider training strategy.

## **AIMS & KEY PRINCIPLES**

BACT will aim to comply with its duties by:

- Respecting and promoting the rights, wishes and feelings of adults at risk.
- Raising the awareness of the duty of care responsibilities relating to adults at risk throughout BACT.
- Promoting and implementing appropriate procedures to safeguard the well-being of adults at risk to protect them from harm.
- Creating a safe and healthy environment within all our services, to protect all parties and reduce the risk of abuse or allegations of abuse from occurring.
- Recruiting, training, supporting and supervising staff to adopt best practice to safeguard and protect adults at risk from abuse and to also minimise any risks to themselves.
- Responding promptly to any suspicions or allegations of misconduct or abuse of adults at risk in line with the Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership (SSAPB) policies and procedures.
- Reviewing and evaluating this policy and procedures on an annual basis or in line with best practice, changing legislation, organisational requirements and service delivery.
- Ensuring representatives of BACT who have contact with adults at risk are subject to safer recruitment procedures. This is also applicable for when BACT is working in partnership with other private, voluntary or contracted organisations and employees.

This policy and supporting procedures are based on the following principles:

- The welfare of adults at risk is the primary concern.
- All adults at risk irrespective of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and / or sexual orientation have the right to protection from abuse and harm.
- Each adult at risk has a right to be consulted about actions taken by others on his / her behalf in an appropriate way. The concerns of adults at risk and their families should be listened to and consideration given to their understanding and wishes and feelings. However, it may not always be possible to respect an adult at risk's request for confidentiality. If an adult at risk may be at risk of significant harm, there is a duty on BACT to share this with the SSAPB. This will be explained to the adult at risk or family member / carer and appropriate reassurance given.
- Personal information is usually confidential. It should only be shared with the permission of the individual concerned unless the disclosure of confidential personal information is necessary to protect an adult at risk or promote their welfare. In all instances, information must be confined to those people directly involved in the professional network of each individual adult at risk and on a strict 'need to know' basis.
- Communication with adults at risk or their families / carers should be jargon free.
- It is everyone's responsibility to report any concerns about abuse in order that prompt action can be taken if required.
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately.
- All personal data will be processed in accordance with the requirements of the Data Protection Act 1998.
- Adults at risk / families / carers involved with BACT will be advised about this safeguarding policy by publishing it on our website at [www.burtonalbioncommunitytrust.co.uk](http://www.burtonalbioncommunitytrust.co.uk).

## PROCEDURE GUIDE

This set of procedures and guidelines sets out how BACT will implement the Safeguarding Adults Policy. It is to be used by all staff that come into direct contact with those who fall under the definition of the procedure, or those who are responsible for managing services that affect these individuals or groups.

The procedure guide is intended to be used in conjunction with the policy document, and other supporting individual service procedures. See **Appendix A** for the procedure guide.

## LEADERSHIP

The Board of Trustees and Head of Community (SSM) is accountable for ensuring the effectiveness of this policy and BACT compliance. The Board of Trustees has a named Trustee responsible for safeguarding, **Phil Pusey**.

The DSL ensures the policies and procedure in place are robust and monitored and non-compliance is shared with the Head of Community (SSM) and Board of Trustees.

The Head of Community (SSM) has appointed **Kim Realff** as the Designated Safeguarding Officer (DSL).

## SAFER RECRUITMENT & DISCLOSURE

When recruiting staff, BACT follows safer recruitment principles and has due regard to the Safeguarding Vulnerable Groups Act 2006 and the Protection of Freedoms Act.

As part of BACT's safer recruitment process, offers of work in positions which involve working with adults at risk are subject to a satisfactory and appropriate level of an Enhanced DBS check, in line with government practice, two appropriate references and appropriate qualifications being verified. All requests for DBS clearances are routed via The FA who are an umbrella body registered with the DBS. All offers of work are subject to the outcome of the screening process and until a satisfactory Disclosure Certificate has been received and produced when requested, the member of staff will not commence employment.

Should an individual's DBS Disclosure reveal any relevant convictions (in line with the latest legislation Protection of Freedoms Act 2012) BACT must consider whether the nature of the offence / offences renders the person concerned unsuitable for working with adults at risk. In such circumstances a risk assessment will be carried out by the DSL to assess the information contained within the disclosure certificate. The applicant will also be asked to attend a face-to-face interview prior to a recruitment decision being made.

All new staff who will be working with adults at risk at BACT will be required to complete a self-declaration on commencement of duties and are required to inform BACT of any changes in circumstances that may relate to their DBS status.

## **RECRUITMENT OF EX-OFFENDERS**

- BACT assesses applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks which are processed through the Disclosure and Barring Service (DBS). BACT complies fully with the code of practice and undertakes to treat all applicants for positions fairly.
- BACT undertakes not to discriminate unfairly against any subject of a criminal record check based on a conviction or other information revealed.
- BACT can only ask an individual to provide details of convictions and cautions that BACT are legally entitled to know about. Where a DBS certificate at either standard or enhanced level can legally be requested (where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended, and where appropriate Police Act Regulations as amended).
- BACT can only ask an individual about convictions and cautions that are not protected.
- BACT is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, physical / mental disability or offending background.
- BACT actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.
- BACT select all candidates for interview based on their skills, qualifications and experience.
- An application for a criminal record check is only submitted to DBS after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a criminal record check is identified as necessary, all application forms, job adverts, and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position.
- BACT ensures all those who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences.
- BACT also ensures that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g., the Rehabilitation of Offenders Act 1974.

- At interview, or in a separate discussion, BACT ensures that an open and measured discussion takes place about any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- BACT makes every individual who is subject of a criminal record check aware of the existence of the code of practice and makes a copy available on request.
- BACT undertakes to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.

<https://www.gov.uk/government/publications/dbs-code-of-practice>

<https://www.gov.uk/government/collections/dbs-filtering-guidance>

## **EQUALITY, DIVERSITY AND INCLUSION**

It is the policy of BACT that no person, whether job applicant, staff member, participant or customer, shall be discriminated against. BACT opposes all forms of unlawful and unfair discrimination, either direct or indirect, or harassment, on the grounds of the following: Age, Disability, Gender Reassignment, Marriage & Civil Partnership, Pregnancy & Maternity Race, Religion or Belief, Sex and Sexual Orientation.

A copy of BACT's Equality and Diversity Policy is available from [bactadmin@burtonalbionct.org](mailto:bactadmin@burtonalbionct.org)

## **SINGLE CENTRAL REGISTER**

BACT shall maintain a Single Central Register of all safe recruitment checks carried out in line with statutory requirements. The DSL will check the Single Central Register on a regular basis and report accuracy and actions to BACT board. The Single Central Register will also be submitted to the Premier / English Football League upon request.

## **DBS REFERRALS**

BACT is under **legal** obligation to make a Safeguarding Referral to the Disclosure and Barring Service (DBS) if person is dismissed or removed from regulated activity (or may have been had they not left) because they have harmed or posed a risk of harm to an adult at risk. The DBS's role is to make barring decisions about people who are referred to it (usually following an employer's disciplinary process), with the possible consequence of the person being barred from working or volunteering with adults at risk. The DBS uses a fair, thorough and consistent process that ensures that the decision it reaches is both proportionate and appropriate to the risk the person poses to adults at risk. The DBS's website is [www.homeoffice.gov.uk/DBS](http://www.homeoffice.gov.uk/DBS) and provides a range of materials to help when considering or making a referral. This includes a Referral Form, Referral Guidance, FAQs and a series of Fact Sheets. Information and advice about making a referral can also be found by contacting the DBS Helpline on 01325 953795.

Referral to the DBS will be considered by the DSL in conjunction with the Head of Community (SSM).

Referrals to the DBS will be made by the DSL.

## **INFORMATION SHARING AND CONFIDENTIALITY**

It's important to ensure an adult at risk understands their personal information will be treated respectfully and confidentially. This provides a safe space for them to be open and honest with the people caring for them. Establishing this form of BACT is fundamental for the provision of safe and

effective care. But when working with adults at risk, it's important to keep in mind two essential factors:

- Timely information sharing is key to safeguarding and promoting the welfare of adults at risk. It enables intervention that crucially tackles problems at an early stage.
- If an adult at risk is at risk or suffering significant harm, the law supports you to share information without consent.

Case reviews have evidenced that a lack of appropriate and timely information sharing is a key issue. Sharing information will help other professionals who have contact with the family to better understand the risks faced by the adult at risk.

For example, staff could have information about issues related to an adult which may be impacting negatively on the adult at risk wellbeing. This information should be shared with the DSL as it will contribute to building a clear picture of the adult at risk life. The better the picture, the more quickly appropriate action can be taken to protect an adult at risk.

## **PARTNERSHIP AGREEMENTS**

Delivery partners will follow their own safeguarding procedures and are aware of the safeguarding procedure of their partner organisation.

Where safeguarding concerns are raised the appointed designated safeguarding officer of the relevant organisation will inform the designated safeguarding officer at the partner organisation of developments.

Partner organisation will review each other's safeguarding policies and procedures and should be satisfied that they are fit for purpose.

## **INDUCTION**

All staff are required to sign to say that they have read and understand this policy.

Newly appointed staff have a robust induction into the safeguarding procedures operated by BACT when they join the company. Staff may attend further safeguarding training where appropriate and the DSL will maintain records of all safeguarding training accessed by staff.

The DSL will attend appropriate training at least every 2 years to maintain continuous professional development and comply with statutory guidance. The DSL will cascade relevant safeguarding information to staff.

## **DATA PROTECTION**

BACT's Data Protection Policy is currently undergoing a review to reflect recent changes to legislation.

A copy is available on request from [bactadmin@burtonalbionct.org](mailto:bactadmin@burtonalbionct.org)

## **TYPES OF ABUSE AND RECOGNISED SAFEGUARDING CONCERNS SPECIFIC TO ADULTS AT RISK**

It is important to remember that many adults at risk will exhibit some of these signs and indicators at some time, and the presence of one or more should not be taken as proof that abuse is occurring.

There may well be other reasons for changes in behaviour such as a death, or the birth of a new baby in the family, relationship problems etc. However, you should always report anything that causes you to suspect that abuse may be happening and for appropriate action to be taken to ensure the welfare and safety of adults at risk.

### **Recognising Abuse**

Recognising abuse is not easy, and it is not the responsibility of staff to decide whether abuse has taken place or if there is significant risk. Staff do however have a responsibility to act if they think it may be happening.

Abuse, including neglect are forms of maltreatment of an adult at risk. Somebody may abuse an adult at risk by inflicting harm or by failing to act to prevent harm. Adults at risk may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger for example via the internet. They may also be abused by another adult / adults.

### **Physical abuse**

Types of physical abuse

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing.
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate, disproportionate or unlawful use of restraint
- Making someone purposefully physically uncomfortable (e.g., opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g., over-sedation)
- Forcible feeding or withholding food.
- Unauthorised restraint, restricting movement (e.g., tying someone to a chair)
- Restricting someone from moving around their physical environment

Possible indicators of physical abuse

- No explanation for injuries or inconsistency with the account of what happened.
- Injuries are inconsistent with the person's lifestyle.
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps.
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a person.
- Signs of malnutrition
- Failure to seek medical treatment.

### **Domestic violence or abuse**

Types of domestic violence or abuse

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:

- psychological
- physical

- sexual
- financial
- emotional

Domestic violence and abuse include any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation.
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour.

Possible indicators of domestic violence or abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not.
- Physical evidence of violence such as bruising, cuts, broken bones.
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family.
- Limited access to money

## **Sexual abuse**

Types of sexual abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts.
- Indecent exposure

Possible indicators of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing.
- Bleeding, pain or itching in the genital area.
- Unusual difficulty in walking or sitting.
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse.
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis.

- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care.
- Reluctance to be alone with a person.

### **Psychological or emotional abuse**

#### Types of psychological or emotional abuse

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends.
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance.
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy.
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse.
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

#### Possible indicators of psychological or emotional abuse

- An air of silence when a particular person is present.
- Withdrawal or change in the psychological state of the person.
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment.

### **Financial or material abuse**

#### Types of financial or material abuse

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service.
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions.
- Arranging less care than is needed to save money to maximise inheritance.
- Denying assistance to manage/monitor financial affairs.
- Denying assistance to access benefits.
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home

- Someone moving into a person's home and living rent free without agreement or under duress.
- False representation, using another person's bank account, cards or documents.
- Exploitation of a person's money or assets, e.g., unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority
- Rogue trading – e.g., unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship.

#### Possible indicators of financial or material abuse

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle.
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity.
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so.
- The person allocated to manage financial affairs is evasive or uncooperative.
- The family or others show unusual interest in the assets of the person.
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA.
- Recent changes in deeds or title to property
- Rent arrears and eviction notices.
- A lack of clear financial accounts held by a care home or service.
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person.
- Disparity between the person's living conditions and their financial resources, e.g., insufficient food in the house.
- Unnecessary property repairs

### **Modern slavery**

#### Types of modern slavery

- Human trafficking
- Forced labour.
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to
- Being forced or coerced to move or sell drugs on behalf of individuals or gangs (related to county lines activities)
- Being forced or coerced into allowing individuals or gangs to use their place of residence to sell drugs or carry out other illegal activities (known as cuckooing & related to county lines activities)

#### Possible indicators of modern slavery

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn.
- Isolation from the community, seeming under the control or influence of others.

- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers.
- Fear of law enforcers

### **Discriminatory abuse**

#### Types of discriminatory abuse

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as **'protected characteristics' under the Equality Act 2010**)
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic.
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic.

#### Possible indicators of discriminatory abuse

- The person appears withdrawn and isolated.
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic.

### **Organisational or institutional abuse**

#### Types of organisational or institutional abuse

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care.
- Abusive and disrespectful attitudes towards people using the service.
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour.
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids.
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately.
- Interference with personal correspondence or communication
- Failure to respond to complaints.

Possible indicators of organisational or institutional abuse

- Lack of flexibility and choice for people using the service.
- Inadequate staffing levels
- People being hungry or dehydrated.
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet.
- Absence of individual care plans
- Lack of management overview and support

### **Neglect and acts of omission.**

Types of neglect and acts of omission.

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care.
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed.
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity.

Possible indicators of neglect and acts of omission.

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction.
- Inappropriate or inadequate clothing

### **Self-neglect**

Types of self-neglect

- Lack of self-care to an extent that it threatens personal health and safety.
- Neglecting to care for one's personal hygiene, health or surroundings.
- Inability to avoid self-harm.
- Failure to seek help or access services to meet health and social care needs.

- Inability or unwillingness to manage one's personal affairs.

#### Indicators of self-neglect

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting many animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury.

#### **Preventing Radicalisation**

BACT will ensure that all staff adhere to the duties in the Prevent Guidance 2015 to prevent radicalisation. This will be done by:

- establishing mechanisms to understand the risk of radicalization.
- ensure that staff understand the risk and build capability to deal with the issues arising.
- communicate the importance of the duty.
- ensure that staff implement the duty.

All staff will receive awareness raising and training in preventing extremism and radicalisation.

Since 2010, when the Government published the first version of the Prevent Strategy, there has been an awareness of the specific need to safeguard children, young people and families from extremist ideologies. There have been several occasions both locally and nationally in which extremist groups have attempted to radicalise vulnerable children and young people to hold extreme views including views justifying political, religious, sexist or racist violence, or to steer them into a rigid and narrow ideology that is intolerant of diversity and leaves them vulnerable to future radicalisation.

BACT values freedom of speech and the expression of beliefs and ideology as fundamental rights underpinning our society's values. Pupils / students and teachers have the right to speak freely and voice their opinions. However, freedom comes with responsibility and free speech that is designed to manipulate the vulnerable or that leads to violence and harm of others goes against the moral principles in which freedom of speech is valued. Free speech is not an unqualified privilege; it is subject to laws and policies governing equality, human rights, community safety and community cohesion.

The current threat from terrorism in the United Kingdom may include the exploitation of vulnerable people, to involve them in terrorism or in activity in support of terrorism. The normalisation of extreme views may also make children and young people vulnerable to future manipulation and exploitation. BACT is clear that this exploitation and radicalisation must be viewed as a safeguarding concern and that protecting children from the risk of radicalisation is part of the school's safeguarding duty.

BACT seeks to protect children and young people against the messages of all violent extremism including, but not restricted to, those linked to Islamist ideology, or to Far Right / Neo-Nazi / White Supremacist ideology, Domestic Terrorism, Irish Nationalist and Loyalist paramilitary groups, and extremist Animal Rights movements.

## **Channel**

Channel is a multi-agency approach to provide support to individuals who are at risk of being drawn into terrorist related activity. It is led by the Staffordshire Police Counter-Terrorism Unit, and it aims to:

- Establish an effective multi-agency referral and intervention process to identify vulnerable individuals;
- Safeguard individuals who might be vulnerable to being radicalised, so that they are not at risk of being drawn into terrorist-related activity; and
- Provide early intervention to protect and divert people away from the risks they face and reduce vulnerability.
- The Channel programme focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. It provides a mechanism for schools to make referrals if they are concerned that an individual might be vulnerable to radicalisation. An individual's participation in the programme is entirely voluntary at all stages.
- Schools have a duty to cooperate with the Channel programme in the carrying out of its functions, and with the Police in providing information about an individual who is referred to Channel (Section 38, Counter Terrorism and Security Act 2015)

## **Reporting Non-Recent Abuse**

***It is never too late to report the abuse!***

Adults often report non-recent abuse to stop the offender abusing others. Some feel that reporting gives them a greater sense of closure.

Deciding on when or whether to report can be very difficult. A person should never feel forced to take any action that they do not feel comfortable with.

If a person does decide to report, they will be supported throughout the process. Procedure attached as **Appendix B**.

The more information that can be provided, the better, such as the alleged victims' name and contact details, the name of the alleged perpetrator and the location and (approximate) dates that the abuse took place.

## **Reporting to the Police**

Reporting abuse can be made directly to the police regardless of how long ago it happened. For example; if a person is the victim of childhood sexual abuse and they decide to report this to the police:

- Firstly, contact the local police on the UK wide non-emergency number 101 and briefly explain what the person is calling about.
- The call will be put through to a specifically trained officer such as a sexual offences liaison officer (SOLO) who will take an initial statement.

- The SOLO will arrange a time and place that the person feels comfortable with, to take a more detailed statement.
- Personal details will be treated sensitively and will not have to face the alleged offender.

### **What happens next?**

- The role of the police is to investigate the crime and recover evidence.
- The role of the Crown Prosecution Service is to decide if there is enough evidence to prove the abuse occurred 'beyond reasonable doubt'.
- Even if there is little evidence it might be taken to court if there is a concern for public safety.

The process will not be a short one, but the police will update victims of the developments.

### **RISKS THAT INCREASE THE LIKELIHOOD OF ABUSE HAPPENING**

There are certain situations and factors that put people at risk of abuse. If one or more of these factors are present, it does not mean that abuse will occur, but it will increase the risk:

- Isolation
- Living in the same household as an abuser
- A previous history of abuse
- The existence of financial problems
- A member of the household experiences emotional or social isolation
- Inappropriate physical or emotional environment e.g., lack of privacy and / or personal space
- Where there has been a change of lifestyle e.g., illness, unemployment or employment.
- Dependence on others for personal and practical care
- Where a person is dependent on other people to administer money or where several people manage their money
- Where the vulnerable person exhibits difficult and challenging behaviour
- The carer has difficulties such as debt, alcohol or mental health problems.
- Poor leadership in care services
- Unmonitored provision of care e.g., where reviews or inspections do not take place.
- Failure to comply with standard operating policies and procedures.

### **GUIDANCE FOR STAFF & VOLUNTEERS**

When escalating a safeguarding concern or disclosure the DSL, staff and volunteers will be asked to provide the following information:

- **Facts** – A factual account of what has happened without opinion/hearsay. What has been witnessed or what exactly has been said?
- **Actions** – Details of steps the staff team have already taken to support the adult at risk.
- **Cooperation** – Follow direction and guidance of the DSL.
- **Records** – A detailed incident log on the relevant IT system (MyConcern)

The team will ask you to provide ongoing updates of the situation so an appropriate response can be made to any developing concerns.

When handling a concern or disclosure, the DSL (where appropriate) will keep accurate records of all subsequent actions taken, as well as monitor the feedback from statutory agencies on any action

taken by themselves. In the event of an unsatisfactory response or action from statutory agencies the DSL will formerly escalate their concerns within the local authority and inform the SMM.

### **INFORMING THE DSL OF ALLEGATIONS AND CONCERNS**

Allegations relating to BACT staff and volunteers must always be referred to the DSL within one hour of the information or concern being known.

### **INTERNAL ESCALATION OF ALLEGATIONS AND CONCERNS**

The DSL will also inform the SSM (Head of Community) to ensure that Allegations Management Procedures and Disciplinary Procedures can be followed (where appropriate and only where to do so will not jeopardise a potential statutory agency investigation).

The SSM will take responsibility for informing the BACT Chair of Trustees or in their absence, the DSL.

### **SAFEGUARDING STRATEGY MEETINGS AND STATUTORY AGENCY INVESTIGATIONS**

Where allegations suggest suspected abuse, statutory agencies will need to be referred to and any internal investigation would be required to work in parallel to criminal (police) investigations and/or an investigation by Local Authorities or other statutory agencies. In these circumstances the **BACT will not commence with an investigation until a discussion has taken place with Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board (SSASPB) /or Police**, so as to not jeopardise any statutory investigation which may take place or place others at further risk of abuse or place those against whom an allegation has been made, at further risk of subsequent allegations.

BACT's management of the investigation will need to consider whether the concerns are subject to:

- A police investigation
- Enquiries and assessment by a to ascertain whether an adult is in need of protection or services.
- Consideration of appropriate disciplinary action in respect of the individual in line with BACT Disciplinary Policy
- Consideration of any wider disciplinary action in respect of their role or registration to any professional or other regulatory body e.g. The FA, General Teaching Council for England etc.

Following a case discussion or strategy meeting(s) attended by the DSL (and where appropriate the SSM), and so long as statutory agencies are in agreement that to commence an internal investigation will not impede or potentially jeopardise their investigations, the DSL will plan and identify the scope and timescales for the investigation, taking into account relevant guidance provided by The Advisory, Conciliation and Arbitration Service (ACAS) to conduct the investigation.

### **REFERRALS TO THE FA SAFEGUARDING CASE MANAGEMENT TEAM**

In accordance with The Football Association regulations, a referral to The FA Safeguarding Case Management Team, via the Affiliated Football Referral Form will be made by the DSL within one working day, where an allegation of serious poor practice or suspected abuse is made against a member of BACT Staff or Volunteer who:

- Holds a DBS Criminal Record Check, which has been applied for via the FA CRB process. (The DBS *may or may not* have been accepted for work in football at the point of any referral)
- Holds a role within affiliated grassroots or professional football.
- Is a licensed coach through The FA Coach Licensing Scheme
- Is a licensed FA Affiliate Tutor
- Holds the role of 'designated person' within football.
- Holds a qualification for their role through FA Learning.

## **REFERRALS TO THE DISCLOSURE AND BARRING SERVICE (DBS)**

BACT recognise that as an 'employer' of staff and volunteers in roles which may come under the definition of 'Regulated Activity' with an adult at risk or other vulnerable group, we have a legal duty to refer an individual to the DBS if they:

- Have been dismissed from working in regulated activity because they have harmed someone while at work.
- Have been dismissed or removed from working in regulated activity because they might have harmed someone while at work.
- Would have been dismissed for either of these reasons but the individual resigned first.

In addition to the above, there are two main conditions which should be met:

- BACT have permanently removed a person from regulated activity through dismissal or permanent transfer from regulated activity (or would have if the person had not left, resigned, retired or been made redundant)
- BACT believe the person has either:
  - engaged in relevant conduct.
  - satisfied the 'harm test' (i.e., no action or inaction occurred, but the present risk that it could, was significant)
  - received a caution or conviction for a relevant offence (a list of these offences is available on the DBS website)

Where these circumstances and/or thresholds are met, the DSL will undertake responsibility for making a referral to the DBS. We will refer in accordance with DBS Referral Guidance which can be accessed here: <https://www.gov.uk/government/publications/dbs-referrals-form-and-guidance>

## **POSITION OF TRUST AND RELATIONSHIPS OF TRUST**

Those in authority positions within BACT have a positive contribution to make to adults at risk welfare, ensuring that appropriate, positive relationships are maintained.

A position of trust involves a person in a position of authority over another person. There is a need to protect adults at risk, this includes sexual activity and relationships with adults who hold a position of trust, responsibility, or authority in relation to them and, as a result, have a considerable amount of power and influence in their lives.

This briefing focuses on relationships between adults in authority positions and adults at risk in a sport context. These adults at risk may be dependent on coaches or other adult staff for their development, success, or position in a team. Relationships should be supportive, positive, and aimed at improving the adults at risk skills and progress. The staff-participant relationship should focus on

the activity and romantic or sexual relationships between the adult and adults at risk may be unlawful and is clearly defined as a breach of BACT's Staff Handbook.

Individuals can use their authority and influence over young people to groom and establish a sexual relationship with them. Such a relationship may not be a breach of the criminal law, and the young person involved may not always view it as abusive or exploitative. However, the existence of a significant power differential between an adult with authority, control or influence over a significant aspect of the adults at risks life always raises the possibility that the relationship is unequal and constitutes an abuse of the adult's position of trust.

This legislation does not include sports roles (e.g., coaches, instructors or helpers) or sports organisations and settings (e.g., clubs, leisure facilities or events) within these definitions. Thus, at present, an abuse of a position of trust within most sport contexts will not be illegal, although there may be circumstances in which the law does apply - for example if they are employed by and operating within a school.

The Staff Handbook provides details of ethics and conduct to which staff must comply with. This document defines acceptable and unacceptable behaviour and clearly includes any abuse of positions of BACT as described above.

Breaches of the Code of Conduct contained within the Staff Handbook will be robustly addressed through safeguarding, complaints and disciplinary procedures. It is important to also acknowledge that under the Safeguarding Vulnerable Groups Act / Order there are already relevant provisions to consider.

BACT is deemed to provide regulated activity for the purposes of the legislation and must refer an individual to the Disclosure and Barring Service (DBS) if BACT:

- a) Withdraws permission for an individual to engage in regulated activity or would have done so had that individual not resigned, retired, been made redundant or been transferred to a position which is not regulated activity.
- b) Decides that the individual has:
  - engaged in relevant conduct.
  - satisfied the Harm Test.
  - received a caution or conviction for a relevant offence.

BACT will take disciplinary action in situations where an adult in a position of authority has abused their position of trust by having sexual contact with an adult at risk.

The FA and Staffordshire Local Authority Designated Officer (LADO) will also be informed. More information is provided in Managing Allegations Against Staff section in this policy.

## **RISKS ASSOCIATED WITH POLICY**

The activities carried out by BACT aim to raise aspirations and the quality of life of communities. As such, it is expected that many of the adults accessing activities may be at risk or face vulnerabilities in their day to day lives. This policy has been developed to ensure considered and robust processes are in place to mitigate risk, while ensuring that the key

focuses of the organisation can be achieved. Risks mitigated by this policy include (but are not limited to):

- Putting adults and staff/volunteers at risk through an inexperienced or unprepared workforce supervising adults at risk
- Putting adults and staff/volunteers at risk through employment of a workforce who have not satisfied safer recruitment requirements.
- Negatively impacting the experience of adults accessing activities through a lack of consideration of their needs and failing to make reasonable adjustments or implement support measures as required.
- A lack of safeguarding provision ensuring that staff are equipped and supported to recognise, manage and escalate any concerns that may arise.
- Failing to share information regarding an adult with relevant parties which may be required to ensure they are protected from harm, abuse or exploitation.
- Failing to learn lessons from concerns that may arise and make continual improvements to processes.
- Failing to adequately safeguard personal and sensitive data in line with GDPR.
- Failing to comply with government legislation in relation to safeguarding and outcomes of governing bodies & contract holders.
- Ultimately damaging the reputation of the organisation through poor practice

## **REFERRING TO FOOTBALL AUTHORITIES**

Where the setting is within '**affiliated football**' e.g., a professional club, community trust or grassroots setting, then the Club or Trust DSL must ensure that The FA Safeguarding Case Management Team, and other Professional Football DSLs are informed in accordance with **Affiliated Football's Policy and Procedures**. A flow chart to support this process can be found on Page 12 of the **Affiliated Football's Policy and Procedures which can be downloaded as PDF here:**

<http://www.thefa.com/football-rules-governance/safeguarding/dealing-with-concerns>

- If the concern relates to poor practice, then the setting DSL should follow their procedure for dealing with poor practice concerns in line with affiliated football guidance.

**If at any stage you are concerned about the involvement of any DSL in relation to the concern or process, miss them out of the chain of referral and refer to the next Head of Community (SSM) in the organisation.**

## **REVIEW**

It is important that a review is carried out to reflect upon incidents and concerns in order to learn lessons and make continual improvements to safeguarding provision.

## **RESPONDING TO DISCLOSURE, SUSPICIONS & ALLEGATIONS**

Staff may come across cases of suspected abuse either through direct or indirect contact with adults at risk. It is not a staff member's responsibility to decide whether an adult at risk has been abused. It is however their responsibility to act immediately on any such suspicions and report their concerns.

It is also vital that any relevant information is passed in the first instance to the DSL or in their absence, the Head of Community (SSM). Any information should be recorded on the electron system, MyConcern.

## RESPONDING TO DISCLOSURE

Abused adults at risk are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what the adult at risk is saying staff are already helping the situation.

The following points are a guide to help staff respond appropriately:

DOS & DON'TS	
Do's	Don'ts
<ul style="list-style-type: none"> <li>• React calmly so as not to frighten them.</li> <li>• Take what the person says seriously, recognising the difficulties inherent in interpreting what is being said by a person who has for example a speech impairment and / or differences in language.</li> <li>• Avoid asking leading or direct questions other than those seeking to clarify your understanding of what the person has said. They may be subsequently formally interviewed by the Police and / or SSAPB and they should not have to repeat their account on several occasions. The first person told may become a witness at court if they have asked / gained direct relevant information.</li> <li>• Reassure the adult at risk that they are right to tell.</li> <li>• Explain to them that concerns may have to be shared with someone who is able to act and pass on immediately to the DSL.</li> <li>• Make a written record of what has been disclosed at the earliest opportunity.</li> </ul>	<ul style="list-style-type: none"> <li>• Dismiss the concern.</li> <li>• Panic.</li> <li>• Allow your shock or distaste to show.</li> <li>• Probe for more information than is offered.</li> <li>• Speculate or make assumptions.</li> <li>• Make negative comments about the alleged abuser.</li> <li>• Make promises or agree to keep secrets.</li> <li>• Ask the adult at risk or any witnesses to sign your written information as this may be significantly detrimental to any subsequent police investigation.</li> <li>• Do not take photographs of any alleged injuries. Any such recording must only be done by an approved medical or other practitioner, following referral.</li> </ul>

### Report

- Inform the DS as soon as possible, but within one working day.
- If the DSL is unavailable or cannot be contacted, contact the Head of Community (SSM) without delay for advice and where possible within one hour of the concern becoming known.

**If above cannot be reached, inform Burton Albion Football Club (BAFC) DSL and refer to the contacts below for advice, follow the advice that you are given:**

- The FA/NSPCC 24-hour helpline 0808 500 5000
- The FA Safeguarding Case Management Team on 0800 169 1863 #6300
- Pharos 24-hour helpline (NCS Concerns Only) 020 3637 0520

## Record

- Complete the electronic system MyConcern report to ensure a record of the concern is maintained. Written evidence should be factual. Opinions can be included if it clearly documented that it is an opinion.
- All records are kept securely and confidentially, in line with GDPR.

## Refer

- Where there is immediate danger or concern, following their own internal policy and procedures, the DSL should make a referral to the Police and/or Adult's Social Care, depending on the nature of the concern.
- The DSL must be aware of governance and reporting requirements for the activity, programme or event and adhere with the process fully processes (for example, in the case of an incident occurring on the NCS programme, make a thorough record on Salesforce and update as required).

The DSL will consider the appropriate action to take, taking the following into account:

- the individual's wishes and preferred outcome
- whether the individual has mental capacity to make an informed decision about their own and others' safety
- the safety or wellbeing of young people or other adults with care and support needs
- whether there is a person in a position of trust involved
- whether a crime has been committed.

They will consider whether to:

- **Consult** – utilise the support and guidance from statutory bodies and specialist support services to identify the best course of action.
- **Refer** – where the concern meets the threshold, a notification may be made to the Local Authority or regulating body. This ensures that all information is passed through one point of contact and enables responses of agencies to be consistently monitored. This is important at times where several smaller concerns can initiate the escalation process when considered as a whole. This is also essential due to the workforce for certain programmes being made up of temporary/seasonal staff.
- **Monitor** – advise the staff members/volunteers to monitor the situation and individual to further consider the action required.
- **Signpost** – Identify appropriate support services to signpost the individual and/or their parent/guardian to for specialist support.
- **Take no further action** – Some minor concerns brought to the attention of the Safeguarding Team/DSL may not require further action. The team will use their knowledge and experience to assess this on a case-by-case basis. However, all concerns brought to their attention will be taken seriously and given due attention.

## Responding to Concerns

It is the responsibility of the individual staff member to report any concerns to the DSL and to assist in any further action required on behalf of BACT.

If any employee, trustee or volunteer has any concerns regarding an adult at risk who they think is being abused it is important for them to act immediately. All concerns must be shared with the DSL.

If the DSL is not available, either because they are on annual leave or off sick then any concerns should be discussed with the Head of Community (SSM) or Burton Albion Football Club's DSL.

The DSL or Head of Community (SSM) should also ensure that the employee reporting the incident is reassured that their concerns are being appropriately addressed and that they have access to staff support if needed.

Where there is evidence of immediate harm then the employee should phone 999 and report the incident to the Police.

***Where there is any possibility that a criminal act may have been committed care should be taken not to take any action that may jeopardise any subsequent criminal investigation.***

To make a referral about an adult at risk contact SSAPB. The referral must be followed up in writing within 24 hours.

*NB: if the adult at risk lives outside of Staffordshire but accesses services within Staffordshire, the referral must be made to the area in which the adult at risk resides.*

The record should include:

- The date and time.
- The adult at risks name, address and date of birth.
- The nature of the allegation.
- A description of any visible injuries.
- Observations – e.g., a description of the adult at risks behaviour and physical and emotional state.
- What the adult at risk said and what was said in reply. Please record this as accurately as possible, using their choice of language.
- Any action taken because of the concerns being raised e.g., who was spoken to and resulting actions. Include names, addresses and telephone numbers.
- Sign and date what has been recorded to.
- Store the information in accordance with relevant procedures, e.g., Data Protection.
- Report to Designated Safeguarding Officer.

**Actions to be taken by the DSL, Head of Community (SSM) and staff are as follows:**

- The procedure contained within this policy will be followed.
- Where concerns relate to an adult at risk advice must be sought from SSASP between 8:30am – 5:00pm Monday – Thursday (excluding Bank Holidays) and 8:30am – 4:30pm Fridays. To make an Adult Protection referral, advice should be sought from the Contact Centre **0345 604 2719**.
- **Outside of 8.00am and 5.30pm** any concerns relating to an adult should be directed to Staffordshire County Council's **Emergency Duty Service on 0345 604 2886**.
- Alternatively, you can contact Staffordshire Police Central Referral Unit on **101** or dial **999 in an emergency** where someone is at risk of immediate harm.

## **Consent**

The DSL should in general discuss any concerns with the adult at risk and where possible seek their consent to making referrals to **SSASP**, this should only be done where such discussion and

agreement-seeking will not place the adult at risk or others at increased risk of suffering significant harm.

Consent is not required for adult protection referrals when the person is at immediate risk of harm.

### **Responding to Allegations Against Staff and Volunteers**

It is essential that any concerns for the welfare of an adult at risk arising from abuse or harassment by a member of staff or a volunteer should be reported **IMMEDIATELY** to the DSL or in their absence to the Head of Community (SSM). Details for key safeguarding contacts are displayed earlier in this policy.

If an adult has suffered or is at risk of suffering significant harm the DSL will contact and speak to:

- **Police:** For any actions which may constitute criminal activity or where there are concerns for the immediate safety of an adult at risk or other members of the public.
- **Local Authority Social Services in the area where the abuse is alleged to have taken place:** In some cases, initial fact finding (but not full investigation) will be required in order to determine whether the alleged action or inaction of a member of staff is, or can reasonably be determined to be, an abuse of an adult who needs care and support.

### **SUPPORT FOR STAFF AND VOLUNTEERS HANDLING CONCERNS**

BACT will fully support and protect all staff who, in good faith (without malicious intent), make a referral about a colleague who may be abusing an adult at risk and report his or her concern about a colleague's practice.

This support may take the form of counselling through BACT's designated service, moving the person reporting the abuse / potential abuse to another workplace temporarily whilst the incident is investigated. However, all staff have a duty to safeguard and promote the welfare of adults at risk and the DSL has a duty to investigate concerns robustly. It may not be possible to maintain complete anonymity, but the interests of the referrer will be protected when concerns are raised.

It is the responsibility of the individual staff member to report any concerns to the DSL and to assist in any further action required on behalf of BACT.

If any employee, Trustee or volunteer has any concerns regarding a child or vulnerable adult who they think is being abused it is important for them to act immediately. All concerns must be shared with the DSL. If this person(s) is not available, either because they are on annual leave or off sick then any concerns should be discussed with the Head of Community (SSM) or Burton Albion Football Club's DSL.

The DSL or Head of Community (SSM) should also ensure that the employee reporting the incident is reassured that their concerns are being appropriately addressed and that they have access to staff support if needed.

Where there is evidence of immediate harm then the employee should phone 999 and report the incident to the Police.

**\*Where there is any possibility that a criminal act may have been committed care should be taken not to take any action that may jeopardise any subsequent criminal investigation. \***

## WHISTLEBLOWING

Whistleblowing is when someone raises a concern about a dangerous or illegal activity or any wrongdoing.

Raising a concern is known as "blowing the whistle" and is a vital process for identifying risks to children's safety.

The Board of Trustees' should ensure there is a current whistleblowing policy in place and that staff have received a copy and have had the opportunity to raise concerns. There is a culture evident in BACT to raise concerns about poor or unsafe practice and such concerns are addressed professionally and sensitively in accordance with the agreed whistleblowing procedure which is to be developed in accordance with the recommendations contained within this policy.

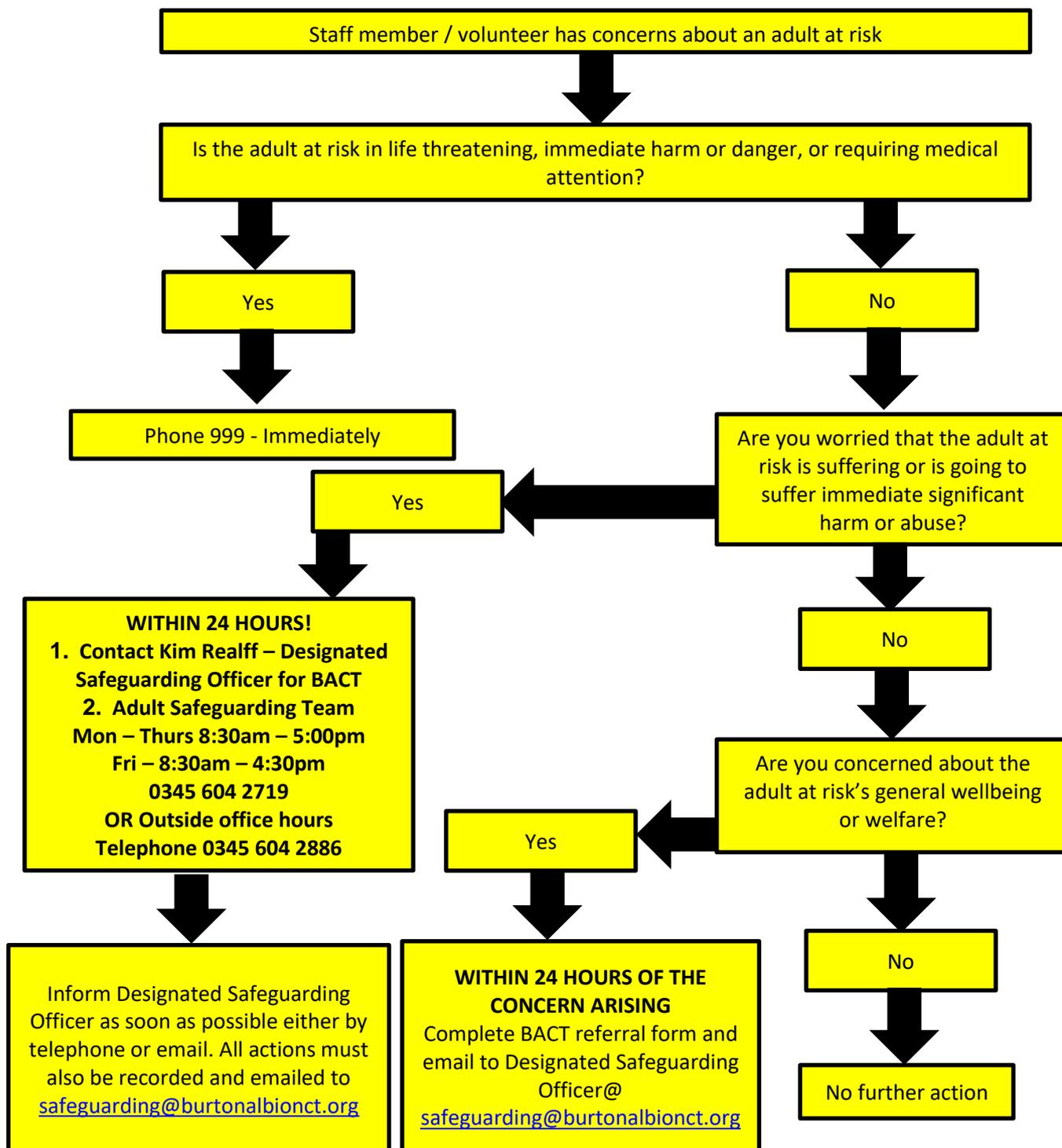
BACT has a Whistleblowing policy which staff can follow if there are reasons why the standard procedures for dealing with allegations make them feel particularly vulnerable, or if they consider their concerns are not being acted upon appropriately. A copy of this policy can be obtained from [bactadmin@burtonalbionct.org](mailto:bactadmin@burtonalbionct.org).

## USEFUL CONTACTS

<b>EFLT Safeguarding &amp; Incident Manager</b>	<a href="mailto:tlawson@efltrust.com">tlawson@efltrust.com</a> 07964905652
<b>EFLT Safeguarding Officer</b>	<a href="mailto:lburch@efltrust.com">lburch@efltrust.com</a>
<b>EFLT Health &amp; Safety Officer</b>	<a href="mailto:Eknox@efltrust.com">Eknox@efltrust.com</a>
<b>The Football Association</b>	<a href="http://www.thefa.com/safeguarding">www.thefa.com/safeguarding</a>
<b>The FA Safeguarding Case Management Team</b>	<a href="mailto:Safeguarding@TheFA.com">Safeguarding@TheFA.com</a>
<b>The FA CRB Unit</b>	<a href="mailto:FAChecks@TheFA.Com">FAChecks@TheFA.Com</a> 0845 210 8080
<b>Ann Craft Trust Leading UK charity safeguarding adults at risk</b>	<a href="http://www.anncrafttrust.org">www.anncrafttrust.org</a>
<b>Anti-Bullying Alliance</b>	<a href="http://www.anti-bullyingalliance.org.uk">www.anti-bullyingalliance.org.uk</a>
<b>The Mix</b>	<a href="http://www.themix.org.uk/">http://www.themix.org.uk/</a>
<b>Charity Commission</b>	<a href="http://www.charitycommission.gov.uk">www.charitycommission.gov.uk</a> 0845 3000 218
<b>Disclosure &amp; Barring Service DBS</b>	<a href="http://www.gov.uk/government/organisations/disclosure-and-barring-service">www.gov.uk/government/organisations/disclosure-and-barring-service</a>
<b>Karma Nirvana Supporting victims of honour-based abuse and forced marriage</b>	<a href="http://karmanirvana.org.uk">karmanirvana.org.uk</a>
<b>The Money Advice Service</b>	<a href="http://www.moneyadviceservice.org.uk">www.moneyadviceservice.org.uk</a>
<b>Citizens Advice</b>	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>

# **APPENDIX A**

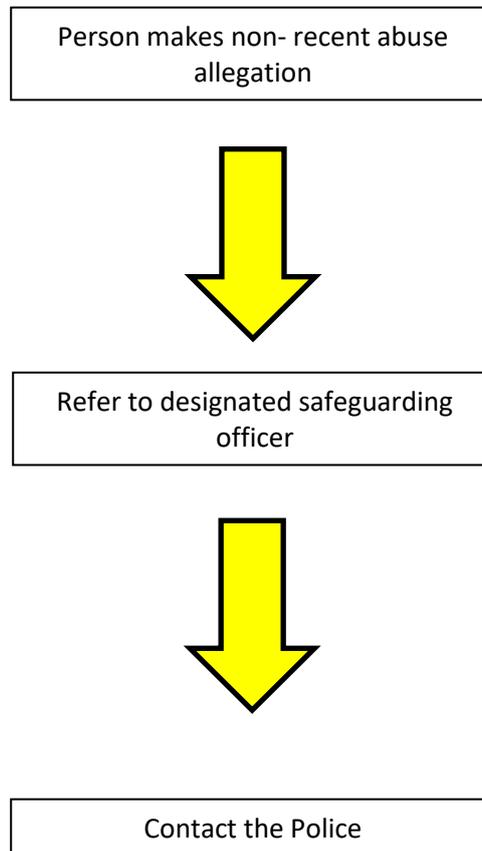
## SAFEGUARDING ADULTS AT RISK PROCEDURE



Kim Realff (Designated Safeguarding Officer) – 07739 351146. In the case of an emergency and Kim Realff is unavailable please contact Matt Hancock (Head of Community) – 07841 669182. If neither Kim Realff or Matt Hancock are available, please contact Burton Albion Football Club’s Safeguarding Officers or Senior Safeguarding Manager.

# **APPENDIX B**

## NON RECENT ABUSE PROCEDURE



**\*\* If a person does decide to report, they will be supported by BACT throughout the process \*\***

# APPENDIX C

## KEY LEGISLATION, RULES, REGULATIONS AND GUIDANCE

*\*Please note this is not an exhaustive list.*

<b>The Care Act (2014)</b>
<b>Safeguarding Vulnerable Groups Act (2006)</b>
<b>Sexual Offences Act (2003)</b>
<b>The Equality Act (2010)</b>
<b>Data Protection Act (1998)</b>
<b>The Mental Capacity Act (2005) (over 16's)</b>
<b>Digital Economy Act 2017</b>
<b>Borders, Citizenship &amp; Immigration Act 2009</b>
<b>Protection of Freedoms Act (2012)</b>
<b>Female Genital Mutilation Act (2013)</b>
<b>Deprivation of Liberty Safeguards</b>
<b>Disclosure &amp; Barring Service 2013</b>
<b>The Care Act 2014 – Statutory Guidance</b>
<b>Making Safeguarding Personal Guide 2014</b>

## Useful organisations

### **Action on Elder Abuse (AEA)**

[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

Telephone 080 8808 8141 (free phone) Mon-Fri 9am-5pm

Works to protect and prevent the abuse of vulnerable older adults. Their helpline is confidential and provides information and emotional support.

### **Action Fraud**

<https://www.actionfraud.police.uk/> Telephone 0300

123 2040

National fraud reporting centre, providing advice and information about fraud and scams.

### **Care Quality Commission** [www.cqc.org.uk](http://www.cqc.org.uk)

Telephone 03000 616 161 (free call)

Independent regulator of adult health and social care services in England, covering NHS, local authorities, private companies or voluntary organisations and people detained under the *Mental Health Act*.

### **Citizens Advice** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

In England telephone 0344 411 1444

National network of advice centers offering free, confidential, independent advice, face to face or by telephone.

### **Court of Protection**

[www.gov.uk/courts-tribunals/court-of-protection](http://www.gov.uk/courts-tribunals/court-of-protection) Telephone 0300

456 4600

### **Equality Advisory Support Service**

[www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

Telephone helpline 0808 800 0082 Mon-Fri 9am-7pm, Sat 10am-2pm

Funded by the Equality and Human Rights Commission, the helpline gives information and advice about the *Equality Act 2010* and human rights.

### **Local Government and Social Care Ombudsman**

[www.lgo.org.uk](http://www.lgo.org.uk)

Telephone Advice Team 0300 061 0614

Final stage for local authority complaints. Deals with complaints about care providers when services are privately purchased.

**National Centre for Domestic Violence**

[www.ncdv.org.uk](http://www.ncdv.org.uk)

Telephone 0207 186 8270 or 0800 970 2070

Provides a free emergency injunction service and information and advice, for example on local authorities, health centers, refuges, Women's Aid Centre's, local support groups and other services.

**Office of the Public Guardian**

[www.gov.uk/government/organisations/office-of-the-public-guardian](http://www.gov.uk/government/organisations/office-of-the-public-guardian) Telephone 0300 456 0300

**Police**

If there is a danger an older person may be in imminent risk of harm and the situation warrants immediate attention, the police can be called. The number of the local police station is in the telephone directory. In an emergency, call 999.

**Public Concern at Work** [www.pcaw.co.uk](http://www.pcaw.co.uk)

Telephone 020 3117 2520

Charity promoting 'whistle-blowing' in the public interest.

**Samaritans** [www.samaritans.org](http://www.samaritans.org)

Telephone 116 123 (24 hours)

Provides emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

**Victim Support** [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Telephone Victim Support line 08 08 16 89 111

Charity for victims and witnesses of crime in England and Wales. It has offices across England and Wales.

**Women's Aid** <https://www.womensaid.org.uk/>

Telephone National Domestic Violence Helpline 0808 2000 247 (free phone 24 hours)

Charity working to end domestic violence against women and children. Supports a network of over 500 domestic and sexual violence services across the UK.