



Safeguarding Policy and Procedures

MY STEP UP SOCIAL ENTERPRISE LTD

My Step Up Care Farm

Brownhill Farm

Newington Avenue

Blackburn

Lancashire

BB1 9RG

Section heading

1. Introduction	<p>My Step Up Social Enterprise Ltd makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.</p> <p>My Step Up Social Enterprise Ltd comes into contact with children and / or vulnerable adults when they visit or work on the farm as a service user.</p> <p>This policy seeks to ensure that My Step Up Social Enterprise Ltd undertakes its responsibilities with regard to protection of children and vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.</p> <p>A single act of abuse or repeated acts of abuse is a violation of the individual's human and civil rights</p>
2. Confirmation of reading	<p>I confirm that I have been made fully aware of, and understand the contents of, the Safeguarding Policy and Procedures for My Step Up Social Enterprise Ltd.</p> <p>Please complete the details below and return this completed form to the company Director or safeguarding officer.</p> <p>Employee Name:</p> <p>Employee Signature:</p> <p>Date:</p>
3. Legislation	<p>The principal pieces of legislation governing this policy are:</p> <ul style="list-style-type: none">○ Working together to safeguard Children 2010○ The Children Act 1989○ The Adoption and Children Act 2002:○ The Children act 2004○ Safeguarding Vulnerable Groups Act 2006○ Care Standards Act 2000○ Public Interest Disclosure Act 1998○ The Police Act – CRB 1997○ Mental Health Act 1983○ NHS and Community Care Act 1990○ Rehabilitation of Offenders Act 1974
4. Definitions	<p>Safeguarding is about embedding practices throughout the organisation to ensure the protection of children and / or vulnerable adults wherever possible. In contrast, child and adult protection is about responding to circumstances that arise.</p> <p>Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture.</p>

	<p>It can take a number of forms, including the following:</p> <ul style="list-style-type: none"> • Physical abuse • Sexual abuse • Emotional abuse • Bullying • Neglect • Financial (or material) abuse <p>Definition of a child A child is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).</p> <p>Definition of Vulnerable Adults A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited. This may include a person who:</p> <ul style="list-style-type: none"> • Has a learning disability • Has a mental illness including dementia • Has a severe physical illness • Is elderly and frail • Has a physical or sensory disability • Is a substance misuser • Is homeless
<p>5. Indicators of abuse</p>	<p>Indicators of abuse The lists below are purely indicators. The presence of one or more does not necessarily confirm abuse.</p> <p>Physical Abuse:</p> <ul style="list-style-type: none"> • A history of unexplained falls or minor injuries • Bruising or burns of unusual location or type • Finger marks • Being excessively withdrawn and or compliant • Appearing frightened of / avoiding physical contact <p>Emotional Abuse:</p> <ul style="list-style-type: none"> • Person in state of neglect • Difficulty in making choices because they have never been allowed to make them for themselves • Low self esteem • Making derogatory statements about a person's ability when they are present <p>Individual features may include but are not limited to:</p> <ul style="list-style-type: none"> • Very eager to please and appear subservient • Change in appetite • Unusual weight gain / loss • Tearfulness

	<ul style="list-style-type: none"> • Inappropriately dressed • Unkempt and unwashed <p>Financial Abuse:</p> <ul style="list-style-type: none"> • Unexplained or sudden withdrawal of money from accounts • Extraordinary interest by family members and other people in the vulnerable person's assets • Inability to budget and pay bills that is out of character with previous behaviour • When a trustee who has the 'Power of attorney' is not making appropriate arrangements for the use of that money or property. <p>Neglect:</p> <ul style="list-style-type: none"> • Excessively and inappropriately craving attention • Marked change in relationship between vulnerable adult and others • Poor physical state of person and / or their home <p>Sexual Abuse:</p> <ul style="list-style-type: none"> • A change in the person's usual behaviour • Withdrawal, choosing to spend the majority of time alone • Overt sexual behaviour / language by the vulnerable person • Self inflicted injury • Disturbed sleep pattern • Torn, stained, or bloody underclothes <p>Abuse can be intentional or unintentional, passive (e.g.) neglect, or active (e.g.) hitting.</p> <p>It may be part of a significant pattern of behaviour or a one-off incident. It can take place in the person's home, day centre, family home, community settings - anywhere.</p> <p>A single act of abuse or repeated acts of abuse is a violation of the individual's human and civil rights.</p>
<p>6. Factors which may lead to abuse</p>	<p>Abuse can occur in any setting no matter where a person lives or where they are being cared for. Abuse can occur in residential or day care settings, in hospitals, in other people's homes churches and other places previously assumed safe, and in public places.</p> <p>Abuse is more likely to occur if the vulnerable adult:</p> <ul style="list-style-type: none"> Rejects help Has a communication difficulty Has challenging behaviour Behaves in an unusual way Is not helpful or co-operative Is behaviourally disturbed or there are major changes in personality behaviour

	<p>Research has shown that mistreatment is more likely to occur if carers:</p> <ul style="list-style-type: none"> Feel lonely or isolated and have no one to talk to Are under stress due to poor income or housing conditions Have other responsibilities i.e. work, family Are showing signs of physical or mental illness Are becoming dependant on alcohol or drugs Family relationships over the years have been poor Live where family violence is the norm <p>Other factors to look for include:</p> <ul style="list-style-type: none"> Carer has their own problems Carer perceived the dependant adult as being deliberately awkward Vulnerable adult has few/no social contacts Vulnerable adult may have limited use of verbal communication or have preferred use of alternative communication systems 												
<p>7. Forms of abuse</p>	<p>Abuse can take various forms:</p> <p>Physical Abuse</p> <p>This is physical ill treatment of a person, which may or may not cause physical injury. It includes, but is not limited to: Hitting, Slapping, Pushing, Kicking, Forcing, Restraining, Withholding or misuse of medication, Biting, Squeezing, etc</p> <p>Emotional Abuse</p> <p>This is the use of threats or fear to negate the vulnerable person's independent wishes; it includes but is not limited to:</p> <table border="0"> <tr> <td>Lack of privacy/choice</td> <td>Denial of dignity</td> </tr> <tr> <td>Made to feel worthless</td> <td>Lack of love or affection</td> </tr> <tr> <td>Threats</td> <td>Humiliation</td> </tr> <tr> <td>Blaming</td> <td>Controlling</td> </tr> <tr> <td>Pressuring</td> <td>Coercion</td> </tr> <tr> <td>Fear</td> <td>Ignoring the person</td> </tr> </table> <p>Verbal attitude Deprivation of social contact/deliberate isolation</p> <p>Financial Abuse / Legal Abuse</p> <p>This is the wilful extortion or manipulation of vulnerable adults' legal or civil rights including misappropriation of monies or goods; it may include but is not limited to:</p> <ul style="list-style-type: none"> Misuse of finances/lack of money Exploitation Theft or fraudulent use of money Embezzlement Misuse of property or possessions <p>Neglect</p> <p>This is any pattern or behaviour by another person, which seriously impairs the individual; this can include but is not limited to:</p>	Lack of privacy/choice	Denial of dignity	Made to feel worthless	Lack of love or affection	Threats	Humiliation	Blaming	Controlling	Pressuring	Coercion	Fear	Ignoring the person
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	<p>Failure to intervene in situations where there is danger to the vulnerable person or to others, particularly when a person lacks the mental capacity to assess risk</p> <p>Not giving personal care</p> <p>Withholding food, drink, light and clothing</p> <p>Deliberate withholding of aids such as hearing or mobility</p> <p>Restricting access to medical services</p> <p>Limiting choice</p> <p>Denial of social, religious, cultural contacts,</p> <p>Denial of contact with family</p> <p>Left alone unsupervised when supervision is required</p> <p>Misuse of Medication</p> <p>This may include but not be limited to:</p> <p>Withholding medication</p> <p>Deliberate poisoning</p> <p>Inappropriate use of medication</p> <p>Sexual Abuse</p> <p>Any sexual act carried out without the informed consent of a vulnerable person is abuse. It includes contact and non-contact abuse.</p> <p>Non-contact abuse may include but not be limited to:</p> <p>Sexual remarks and suggestions</p> <p>Introduction to indecent material</p> <p>Indecent exposure</p> <p>Teasing</p> <p>Contact Abuse may include but not limited to:</p> <p>Indecent assault</p> <p>Touch</p> <p>Sexual intercourse</p> <p>Being forced to touch another person</p>
<p>8. Responsibilities</p>	<p>All staff (paid or unpaid) have responsibility to be alert to the signs and symptoms of abuse and act and report on abuse, and to pass on any welfare concerns using the required procedures.</p> <p>We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.</p>
<p>9. Implementation Stages</p>	<p>The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of procedures.</p> <ul style="list-style-type: none"> • Data protection (how records are stored and access to those records) • Confidentiality (or limited confidentiality policy) ensuring that service users are aware of your duty to disclose

	<ul style="list-style-type: none"> • Staff induction • Staff training • Whistleblowing –ability to inform on other staff/ practices within the organisation • Grievance and disciplinary procedures – to address breaches of procedures/ policies • Health and Safety policy, including lone working procedures, mitigating risk to staff and clients • Equal Opportunities policy– ensuring safeguarding procedures are in line with this policy, in particular around discriminatory abuse and ensuring that the safeguarding policy and procedures are not discriminatory <p>Safe recruitment My Step Up Social Enterprise Ltd ensures safe recruitment through the following processes:</p> <p>Criminal Bureau Records Gap Management The organisation commits resources to providing Criminal Bureau Records check on staff (paid or unpaid) whose roles involve contact with children and /or vulnerable adults. In order to avoid CRB gaps, the organisation will interview and if needed investigate, in addition to checks on recruitment for roles involving contact with children/ vulnerable adults, for established staff the employment processes are in place</p>
<p>10. Communications training and support for staff</p>	<p>My Step Up Social Enterprise Ltd commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding</p> <ul style="list-style-type: none"> • Induction will include discussion of the Safeguarding Policy (and confirmation of understanding) • Discussion of other relevant policies • Ensure familiarity with reporting processes, the roles of line manager and who acts in their absence. • Initial training on safeguarding including: safe working practices, safe recruitment, understanding child protection and the alerter guide for adult safeguarding <p>Training All staff who, through their role, are in contact with children and /or vulnerable adults will have access to safeguarding training at an appropriate level. Sources and types of training will include: training listed in www.gscb.org.uk (from the option 'I work with children and young people').</p> <p>Communications and discussion of safeguarding issues Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice: (team meetings and one to one meetings (formal or informal),</p> <p>Support We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include:</p>

	<ul style="list-style-type: none"> • Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with. • Seeking further support as appropriate e.g. access to counselling. • Staff who have initiated protection concerns will be contacted by line manager /DSM within a certain timescale e.g. 1 week).
11. Professional boundaries	<p>Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.</p> <p>My Step Up Social Enterprise Ltd expects staff to protect the professional integrity of themselves and the organisation.</p> <p>The following professional boundaries must be adhered to:</p> <ul style="list-style-type: none"> • Giving and receiving gifts from clients: My Step Up Social Enterprise Ltd does not allow paid or unpaid staff to give gifts to or receive gifts from clients. However, gifts may be provided by the organisation as part of a planned activity’. • Staff contact with user groups. Personal relationships between a member of staff (paid or unpaid) and a client who is a current service user is prohibited. This includes relationships through social networking sites. <p>It is also prohibited to enter into a personal relationship with a person who has been a service user over the past 12 months.</p> <ul style="list-style-type: none"> • Members of staff (paid or unpaid) must declare actual or potential interests with line manager. <p>If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures</p>
12. Reporting	<p>The process outlined below details the stages involved in raising and reporting safeguarding concerns at My Step Up Social Enterprise Ltd.</p> <p>Communicate your concerns with your immediate manager</p> <p style="text-align: center;">↓</p> <p>Seek medical attention for the vulnerable person if needed</p> <p style="text-align: center;">↓</p> <p>Discuss with parents/carer of child /vulnerable person. Obtain permission to make referral if safe and appropriate</p> <p style="text-align: center;">↓</p> <p>If needed seek advice from the appropriate helpdesk Adults 01254 585949 Children :01254 666400 (Also see 13. contact details section)</p> <p style="text-align: center;">↓</p> <p>Ensure that advice/feedback from the Local Authority is received and their response recorded</p>

13. Contact details	<p>Local authority Contact details</p> <p><u>Child referral</u> Contact Blackburn with Darwen Multi-Agency Safeguarding Hub (MASH) for confidential advice and consultation. http://www.lscb.org.uk/ Monday to Friday 08.45-17.00 call: 01254 666400 outside these hours contact Emergency Duty Team on 01254 587547</p> <p><u>Adult referral</u> Contact Blackburn with Darwen Safeguarding Adults Team http://www.blackburn.gov.uk/Pages/Safeguarding-adults.aspx Monday to Friday 08.45-17.00 call: 01254 585949 outside these hours contact Emergency Duty Team on 01254 587547</p>
14. Allegations Management	<p>My Step Up Social Enterprise Ltd recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation.</p> <p>The process for raising and dealing with allegations is as follows: <u>First step:</u> Any member of staff (paid or unpaid) from My Step Up Social Enterprise Ltd is required to report any concerns in the first instance to their line manager/ safeguarding manager/ peer. A written record of the concern will be completed by the individual and line manager/ safeguarding manager/ peer.</p> <p><u>Second step- contact local authority for advice.</u></p> <p><u>Child referral</u> Contact Blackburn with Darwen Multi-Agency Safeguarding Hub (MASH) for confidential advice and consultation. http://www.lscb.org.uk/ Monday to Friday 08.45-17.00 call: 01254 666400 outside these hours contact Emergency Duty Team on 01254 587547</p> <p><u>Adult referral</u> Contact Blackburn with Darwen Safeguarding Adults Team http://www.blackburn.gov.uk/Pages/Safeguarding-adults.aspx Monday to Friday 08.45-17.00 call: 01254 585949 outside these hours contact Emergency Duty Team on 01254 587547</p> <p><u>Third step – follow the advice provided</u> My Step Up Social Enterprise Ltd recognises its legal duty to report any concerns about unsafe practice by any of its paid or unpaid staff to the Independent Safeguarding Authority (ISA), according to the ISA referral guidance document http://www.isa.gov.org.uk/PDF/ISA%20Referral%20Guidance%20%20V2009-02.pdf</p>
15. Managing information	<p>Information will be gathered, recorded and stored in accordance with Data Protection and Confidentiality Policies</p> <p>All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. The public interest in safeguarding children and vulnerable adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Designated Senior Manager.</p> <p>All staff must be aware that they cannot promise service users or their families/ carers that they will keep secrets.</p>