



unsung heroes

The Queen's Award for
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Safeguarding Protection Policy

Foresight North East Lincolnshire believes that service users have a right to be protected from abuse and exploitation. Any information that Foresight North East Lincolnshire becomes aware of that indicates a service user is suffering, or is likely to suffer significant harm, will be shared with the appropriate agency.

The protection of service users is the proper concern of everyone in a position to help. Volunteers/staff who are in direct contact with the service users and their families should have an awareness of the local Service User Protection Procedures and know how to make a referral. All volunteers/staff who are in direct contact with the service users and their families must submit to an enhanced Criminal Records Bureau disclosure. All volunteers/staff will receive training on these issues as well as the basic recognition of harm or possible harm to service users.

It is essential that whenever an individual working with Foresight North East Lincolnshire becomes concerned that a service user may be suffering, or is at risk of suffering, significant harm they discuss their concerns with the nominated member of the committee responsible for service user protection, immediately. Following this, a decision will be made about making a referral to one of the investigate agencies, i.e. Police, Protection Team or the local Social Services Care Team.

Referrals will only be made to the Police or Social Services by: -
Making a referral: -

- When making a referral, you will need to have clear, as far as possible, the following:
- Factual information about the service user and his/her family.
- Be clear about what your involvement is with the service user and their family
- What is the source of your concern? Is it something you have seen, something the service user has said? Is it based on the concern of others and if so, whom?
- Why are you concerned? Is it based on the service user's behaviour, an injury, what the service user said? Has the concern developed over time or just today?
- What evidence, if any have you to support your concern? This may include what the service user has said to you directly. If so – are you aware of

anyone else the service user has spoken to?

- Whom do you believe to be the source of harm/potential harm to the service user?
- Are there other service users in the family or other service users about whom you have concerns?
- In your opinion does this service user need protection and, if so why?

Always record the reason for your concern and any action taken prior to your referral.
Always ensure your referral is followed up in writing.

Service user Protection Referrals

If it is decided that it is necessary to make a referral to the Police or Social Services there are key points to remember:

- Record all details as soon as possible
- Refer promptly and in line with your club's policy
- Give all relevant information as detailed on the "Service user Protection Policy" but do not delay making your referral if you do not have all these details.
- Record date and time of referral
- Send a written referral to Social Services within 24 hours
- Social Services recommend that you do not contact the parents at the time of referral.
- Comfort the service user but do not make any attempt to interrogate

Good Practice in Service user Protection Procedures

- Ensure that all volunteers/staff know the responsible member of the committee to whom they should report their concerns, and who can be available to discuss these
- Keep records of all incidents giving dates, times and details
- Review all records at least 3 monthly
- Ensure all records are securely stored in accordance with the Data Protection Act
- Ensure that all volunteers/staff receive some basic training in service user protection
- Remind volunteers/staff regularly to be vigilant, report suspicions and concerns promptly, or volunteer information
- Include service user protection issues at all team meetings
- Encourage volunteers/staff to report the service user's actual words in the case of a disclosure but never to interrogate him/her
- Ensure that you have a Service user Protection Policy and that it is regularly reviewed and updated
- Emphasise the need for confidentiality in all service user protection cases
- Remember that there are many professionals around you who will be willing to give advice and assistance
- You have a duty to ensure the safety of all service users in your care

Recognising Abuse

Some general indicators that MAY cause concern

Emotional Abuse

All abuse involves emotional abuse:

- Slow development in relation to service users of the same age
- Over reaction to mistakes
- Continual self-deprecation and/or self-mutilation
- Fear of project/home contact
- Extremes of passivity or aggression
- Neurotic behaviour

It is important to remember that many of these indicators, taken individually, can often have explanations, which are not linked to abuse.

Other pointers to possible abuse:

- Reluctance to join in with activities that the service user previously enjoyed
- Unprovoked aggression towards other service users
- Change in language used e.g. swearing when the service user has not done so before
- Becoming secretive
- Becoming unreasonably attached to a particular member of staff
- Bullying
- Being bullied

It is vital that you remain alert to all issues of service user protection, but remember that the presence of one indicator alone is no evidence of service user abuse

Recognising Abuse

Some general indicators that MAY cause concern

Physical Abuse:

- Any physical injury which is not clearly related to the service user's explanation should be viewed with concern
- A collection of bruises that form a line or circle, fingertip bruising, stick or strap marks
- Difficulty in moving or reluctance to move an arm or leg may indicate a fracture or dislocation
- Recurrent injuries such as new bruises over old
- Failure of the parent or carer to seek medical assistance for the service user following an injury
- Refusal to discuss the cause of an injury or inconsistent/conflicting explanations of injury
- Unwillingness to go home or arriving very early
- Unwillingness to remove sweater/cardigan
- Withdrawal or inappropriate fear when approached by an adult

Sexual Abuse:

- Sexual awareness inappropriate to the service user's age
- Sudden and inappropriate modesty
- Discipline/behaviour problems
- Not reaching their potential
- Soiling/wetting the bed and recurrent abdominal pain

Neglect:

- Low self esteem
- Destructive tendencies
- Frequently late or absent from school
- Has untreated medical problems

Service user Assessment Order

Either the local authority or the NSPCC can apply for a service user assessment order. This gives 7 days during which the service user can be assessed. This might be important in a situation where the parents do not co-operate but where there is an emergency situation.

Protection Conference

When it has been established that there is evidence suggesting abuse or neglect, a protection conference is arranged. Professionals involved with the service user or family join together in a multi-professional discussion of written evidence. The chairperson decides whether it is further appropriate to invite the parents to attend: and, in any case, the parents must be informed that the conference is taking place. It is a requirement that local authorities work towards parents attending at least part of, if not the whole conference.

The Child Protection Plan

Assessment

This will involve setting in motion procedures through which to assess the service user and the family situation to see how things are.

Protection of the Child

This should involve either:

- A care order – the service user will then be taken into the care of the local authority's social services department (in a foster home or community children's home); or
- A supervisors order – the local authority will support and supervise the family and the service user in the home setting for one year.

Regular Review

The child protection plan is reviewed in a review conference attended by the multi-professional team involved with the family, and perhaps also by the parents. This will take place every 6 months or more often. The service user is de-registered if the situation changes and the service user no longer requires support or supervised protection.

Child Protection and Schools

When young children start or are already attending a nursery school, nursery class or primary school social services are required to notify the head teacher if a child's name is put on the child protection register. This should state:

- Whether the child is subject to a care order.
- The name of the key worker on the case
- What information may be known to the parents

What is Prevent?

The Prevent strategy, published by the Government in 2011, is part of our overall counter-terrorism strategy. The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. In the Act this has simply been expressed as the need to “prevent people from being drawn into terrorism”.

This strategy is based on four areas of work:

- Pursue to stop terrorist attacks
- Prevent to stop people becoming terrorists or supporting terrorism
- Protect to strengthen our protection against a terrorist attack
- Prepare to mitigate the impact of a terrorist attack

Our Aims of Prevent

At Foresight we:

- Raise awareness within the centre of the threat from violent extremist groups and the risks for people.
- Provide information about what can cause violent extremism, about preventative actions taking place locally and nationally and where we can get additional information and advice.
- Help service users, learners, volunteers and staff members to understand the positive contribution they can make to empower people to create communities that are more resilient to extremism, and protecting the wellbeing of particular individuals or groups who may be vulnerable to being drawn into violent extremist activity.
- Provide advice on managing risks and responding to incidents locally, nationally or internationally that might have an impact on the community.
- Will follow the channel process and refer any concerns to the local Channel panel that will be completed by our Safeguarding Officer/Prevent Lead.

Our designated Safeguarding Officer is Paul Silvester and can be contacted on 01472 269666.

This information is also available in other formats, languages and picture format upon request.