




Trust House Lancashire

Child and Vulnerable Adult Safeguarding and Protection

Policy and Procedures

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Signed off by:	The Board of Trustees 

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Introduction

Trust House Lancashire exists to support the recovery of those that have been impacted by any kind of sexual violence or abuse to move through and beyond their experience. Our support places survivors at the heart of what we do. We work to prevent, educate, and increase awareness of the impact of, and effective responses to sexual violence and abuse. Through participation in and supporting research opportunities we also seek to continually improve these responses and the wider understanding of sexual violence in our society.

Trust House Lancashire provides a range of therapeutic and support services to ‘individuals of all ages and genders’ across Lancashire. Services include family support, counselling, play and art therapy, practical support, advocacy, information, advice, and guidance. Counselling and therapy are delivered by qualified counsellors or students on final stage placements. Non-counselling staff will have other qualifications appropriate to their role e.g., youth work or social work qualifications or degrees in relevant subjects and new staff will often have many years’ experiences in the sector or a similar area of work that equips them with the skills and experience to work with clients effectively. Trust House Lancashire’s staff undergo an extensive 8-week training programme prior to delivering work at Trust House Lancashire. In addition, staff are registered with appropriate regulatory authorities e.g., BACP and have both individual case management supervision and group supervision provided by Trust House Lancashire on a regular and on-going basis. Some team members access external supervision for their work at Trust House.

Trust House Lancashire makes a positive contribution to a strong and safe community in Lancashire and recognises the right of every individual to stay safe. Trust House Lancashire meet with children and adults through the following activities some of which will be face to face on a 1:1 basis or group, and some of which will be digital usually via Zoom but also by telephone. Face to face work takes place in the community at schools for example, from one of our bases either in Preston or in other parts of the county, and sometimes in clients’ homes.

- Assessment
- Counselling
- Family support
- Wellbeing Support
- Peer Support
- Group Activities
- Telephone and digital communications
- Fundraising activities

The types of contact with children and adults in Trust House Lancashire is often frequent and intensive particularly in relation to our family support work and therapy and includes members of staff having access to data on children and adults.

This policy seeks to ensure that Trust House Lancashire undertakes its responsibilities regarding protection of children and vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support all staff in their practice and clarifies the organisation's expectations.

Where this policy refers to **all staff** this includes Trustee, volunteers, and sessional workers.

All referrals received for a child under the age of 18 years must have been reported to the appropriate statutory bodies; police or social care services. Trust House will need to receive at least verbal evidence that appropriate reporting has taken place including a named individual in the relevant organisation. Once this has been confirmed support can begin. Where a self or family referral is received for a young person where a report has not been made then Trust House will support the young person to report to the appropriate statutory service to enable their safety and that of others whilst also enabling them to engage in the support, they need from Trust House.

In line with Gillick Competency and Fraser Guidelines 1985, if a teenager has the maturity and understanding to decide not to make a report and is able to safeguard and protect themselves, and we are not aware that others are at risk, then we will respect that decision and they will be able to access our services in the usual way. We will work with the young person to empower them so that they continue to have an informed approach to reporting and continually hold this under review with them to safeguard them and others.

Trust House Lancashire Safeguarding officers

If you have a safeguarding concern, please report to one of our safeguarding officers.



Vikki Rawlinson
07902328085



Steve Watt
07734767898



Martine
McGarry
07719533111



Jayne Hurst
07716256835



Jackie Williams
07759838547



Pete Yarwood
07783519913

Day	Staff Name and Job Role	Contact number
Monday	Steve Watt-Adult Service Manager Jayne Hurst- Adult Therapist Pete Yarwood- Adult Service Manager	07734767898 07716256835 07783519913
Monday Evening	Steve Watt- Adult Service Manager	07734767898
Tuesday	Vikki Rawlinson-CEO Jackie Williams- Volunteer Co-Ordinator Jayne Hurst- Adult Therapist Martine McGarry- Senior Adult Therapist Pete Yarwood- Adult Service Manager	07902328085 07759838547 07716256835 07719533111 07783519913
Tuesday Evening	Jackie Williams- Volunteer Co-Ordinator	07759838547
Wednesday	Vikki Rawlinson- CEO Martine McGarry- Senior Adult Therapist	07902328085 07719533111
Wednesday Evening	Martine McGarry- Senior Adult Therapist	07719533111
Thursday	Vikki Rawlinson-CEO Steve Watt- Adult Service Manager	07902328085 07734767898
Thursday Evening	Pete Yarwood-Adult Service Manager	07783519913
Friday	Jayne Hurst- Adult Therapist Jackie Williams- Volunteer Co-Ordinator Martine McGarry- Senior Adult Therapist	07716256835 07759838547 07719533111

Legislation

The principal pieces of legislation governing this policy are

- The Children Act 1989 (as amended).
- The Children and Social Work Act 2017.
- The Safeguarding Vulnerable Groups Act 2006.
- Working Together to Safeguard Children 2018.
- Keeping Children Safe in Education 2022
- Childcare Act 2006 (as amended in 2018)
- Health and Social Care Act 2012
- Mental Capacity Act 2005
- Equality Act 2010
- Human Rights Act 1998
-
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- The Care Act 2014
- Public Interest Disclosure Act 1998

Definitions

At Trust House, Child and Vulnerable Adult Safeguarding embeds practices throughout the organisation to ensure the protection of children and vulnerable adults wherever possible.

Child and Vulnerable Adult Protection responds to circumstances that arise.

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.

It can take several forms, including the following:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Bullying
- Neglect
- Financial (or material) abuse
- Child Sexual exploitation
- Child Criminal exploitation
- Children at risk of Radicalisation

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).

Definition of a Vulnerable Adult

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:

- Is elderly and frail.
- Has a mental illness including dementia.
- Has a physical or sensory disability.
- Has a learning disability.
- Has a severe physical illness.
- Is a substance misuser.
- Is homeless.
- Is seeking refuge or asylum in the UK.
- Is unable to speak English as a first language.

Responsibilities

All staff have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any concerns using the required procedures.

All staff have a shared responsibility to safeguard and promote the welfare of children and adults at risk and need to know how to respond when they have a safeguarding concern about a client receiving support at Trust House.

All staff are responsible for reporting any concerns of any children or adults at risk immediately to the Safeguarding lead.

In an emergency staff will be expected to report urgent cases direct to statutory agencies.

We expect **all staff** to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices

Additional specific responsibilities

The Board of Trustees have responsibility to ensure:
The policy is in place and is appropriate.

The CEO has responsibility to ensure:

The policy is accessible.

The policy is implemented, monitored, and reviewed.

That sufficient resources are allocated to ensure that the policy can be effectively implemented.

The promotion of welfare of children and vulnerable adults

That **all staff** have access to appropriate training and information

Safeguarding Leads are responsible for receiving staff concerns about safeguarding, and ensuring that these are responded to swiftly, seriously, and appropriately.

Safeguarding Leads are responsible for keeping up to date with local arrangements for safeguarding and Protection and ensuring the wider team are kept up to date.

All staff have a responsibility to maintain effective links with relevant agencies e.g., social services, domestic violence services, the police, schools, health, and crown prosecution services and where necessary through **Managers** take forward concerns about responses.

The Designated lead officers for Safeguarding are **Safeguarding Leads** as highlighted on Page 4 of the policy.

Implementation Stages

The scope of this Safeguarding Policy is broad ranging and in practice, will be implemented via a range of policies and procedures within the organisation. These include:

- Whistleblowing Policy
- Grievance and Disciplinary Policies
- Health and Safety Policy, including Lone Working Policy.
- Equal Opportunities Policy
- Data Protection Policy
- Confidentiality Policy
- Staff Recruitment
- Staff induction and Staff training

Safe recruitment

Trust House Lancashire ensures safe recruitment through the following processes:

- Providing the following safeguarding statement in recruitment adverts or application details – 'recruitment is done in line with safe recruitment practices.'
- Job or role descriptions for all roles involving contact with children and / or vulnerable adults will contain reference to safeguarding responsibilities.
- There are person specifications for roles which contain a statement on core competency regarding child/ vulnerable adult protection/ safeguarding.
- Shortlisting is based on formal application and interview process.

- Interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification.
- DBS checks will be conducted for all staff who encounter children or vulnerable adults. It is a criminal offence for individuals barred by the ISA to work or apply to work with children or vulnerable adults in a wide range of posts.

Trust House Lancashire maintains and reviews a 3-year rolling program of re-checking DBS status for staff and volunteers, and an annual program of checks for those individuals with a portable DBS in place.

Sharing information

Sharing of information between agencies is essential for effective identification, assessment, risk management and service provision. Concerns about sharing information cannot stand in the way of the need to safeguard and promote the welfare of children, young people, and adults at risk of abuse or neglect.

Personal information held by Trust House Lancashire is subject to a legal duty of confidentiality and will not be disclosed without the consent of the individual unless there is a safeguarding concern.

Trust House Lancashire recognise that information sharing between agencies is vital to safeguard children and adults at risk of abuse, neglect, and exploitation.

Trust House Lancashire will only share confidential information where it is lawful and ethical to do so.

Communications, Training and Support

Trust House Lancashire commits resources for induction, training of staff, effective communications, and support mechanisms in relation to Safeguarding of Children and Vulnerable Adults including.

- Discussion of the Safeguarding Policy and confirmation of understanding
- Discussion of other relevant policies
- Ensure familiarity with reporting processes and the roles of safeguarding leads.
- Initial training on safeguarding including safe working practices, safe recruitment and understanding child protection.

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:

E-Learning on the Lancashire Children and Young People's Trust Training Website, Lancashire Safeguarding Children's Board, Taught Short Courses and Lancashire County Council E-learning portal for safeguarding vulnerable adults.

E-learning should be completed during your first 3 months of commencing employment or volunteering with Trust House and certificates copied to line managers.

Annual policy and procedure refresh training will be provided to staff and volunteers at least every 2 years or more frequently in the event of any changes to processes or practice.

Communication and Discussion of Safeguarding Issues

Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice:

Safeguarding will be a regular agenda item across:

- Team meetings
- One to one meetings (formal or informal),
- Clinical supervision
- Board Meetings

Where appropriate Trust House will be involved in; Child / Adult Protection Meetings and CAF processes and Trust House will provide clear and effective reporting procedures which encourage appropriate reporting of concerns.

Recording

Trust House Lancashire have a recording form in place, to ensure that all Safeguarding Leads are aware of safeguarding concerns. The recording form is in

Private shares / safeguarding / safeguarding recording form

See appendix 1.1 and 1.2 for the procedure and copy of the recording form.

Support

Trust House Lancashire recognises 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:

- Debriefing support for staff so that they can reflect on the issues they have dealt with.
- Seeking further support through in-house clinical supervision
- A one-week follow-up meeting with their Line Manager or Volunteer Co-ordinator to support well-being.

Professional boundaries

Professional boundaries define the limits of a relationship between a 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.

Trust House Lancashire expects staff to protect the professional integrity of themselves and the service.

The following professional boundaries must be adhered to:

- **Giving and receiving gifts from clients:** Trust House Lancashire **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'. Individual donations can be made by clients to the charity Trust House Lancashire.
- **Personal relationships.** Personal relationships between a member of staff and a client who is a current service user is not allowed. This includes relationships through social networking sites such as Facebook. Additionally, a personal relationship with a person who has been a service user **is not** allowed.

Trust House Lancashire staff should not.

- Pass on service users personal contact details unless while carrying out their work and in line with our Confidentiality and Data Protection Policy.
- Share their own personal contact details with service users.
- Borrow from or lend money to a service user.

If Staff have any conflict-of-interest issues, then these should be raised with their Line Manager or the Volunteer Coordinator who will advise appropriately.

If professional boundaries and/or policies are breached this could result in disciplinary procedures.

LADO – Local Authority Designated Officer

The Local Authority Designated Officer (LADO) service provides management and oversight of individual cases of allegations of abuse made against those who work with children.

The LADO **must** be contacted when you have received any allegation or concern about any person who works with children who may have:

- Behaved in a way that has harmed, or may have harmed a child
- Possibly committed a criminal offence against, or related to, a child; or
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- Behaved or may have behaved in a way that indicates they may not be suitable to work with children

These procedures may also be used where concerns arise about:

- The person's behaviour with regard to his/her own children
- The behaviour in the private or community life of a partner, member of the family or other household member
- A person's behaviour in their personal life, which may impact upon the safety of children to whom they owe a duty of care.

Main Contact

Tim Booth

Local Authority Designated Officer
Safeguarding, Inspection and Audit
Lancashire County Council
Tel. 01772 536694

www.lancashire.gov.uk

LADO Directory – national-lado-network.co.uk

Donna.Green@Lancashire.gov.uk <Donna.Green@Lancashire.gov.uk>;
Shane.Penn@lancashire.gov.uk <Shane.Penn@lancashire.gov.uk>;

For **ALL NEW OR URGENT** LADO enquiries please email our generic inbox

Lado.admin@lancashire.gov.uk

This inbox is checked regularly throughout the day, you can also phone in enquiries via 01772 536694. **Please note that the LADO service is available office hours only: Monday – Friday 8:45am – 5:00pm.**

Outside of these hours if there are immediate concerns, please contact our Emergency Duty Team on: 03001236722.

Link to Management of Allegations Procedures -

https://panlancshirescb.proceduresonline.com/chapters/p_allegations.html

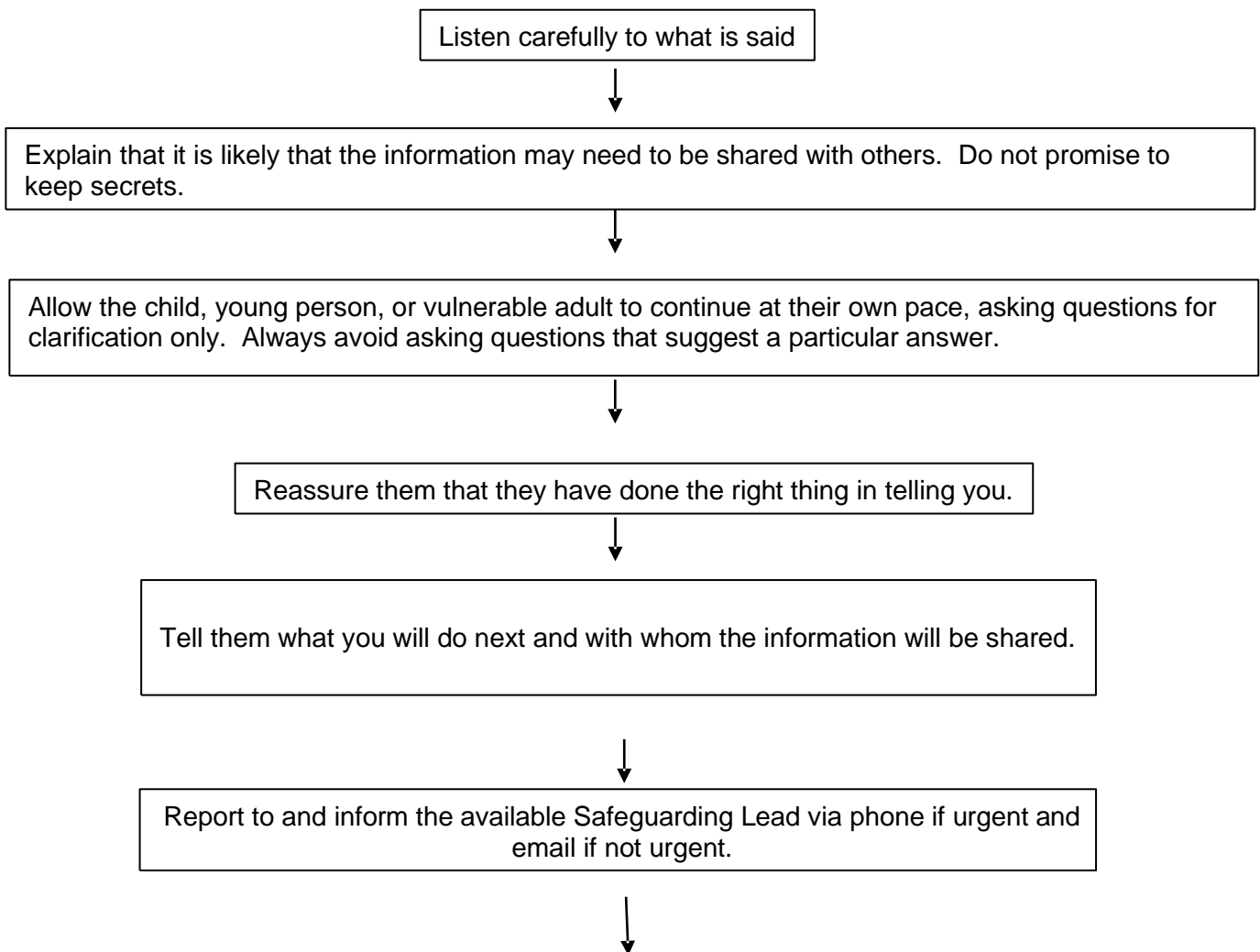
Reporting

The process outlined below details the stages involved in raising and reporting safeguarding / protection concerns at Trust House Lancashire

Please bear in mind that not all safeguarding concerns are made by a disclosure. A client may appear to present differently such as behaviour, presentation, ownership of items such as new phones/clothes and/or unusual discussions about themselves or somebody around them.

All Staff are required to understand that these changes can also be a safeguarding issue and by recording these instances we may see a sequence of events that feed into a larger safeguarding concern.

All Staff must ensure that records are correct, factual and written in a professional manner as these documents can be used in a court of law.



Record on Lamplight, all of the details that you are aware of and what was said using the child's, young persons, or vulnerable adult's own words, as soon as possible.

You should include:

- The nature of the allegation
- A description of any visible injuries
- Your observations e.g., a description of the individual's behaviour and their physical and emotional state
- Exactly what was said and what you said. Record the children, young person's or vulnerable adult's account as close as possible
- Any action you took because of your concerns including names, addresses and telephone numbers.

Recording on Lamplight

- Choose Clients record and click on Case View – client record
- Choose work tab
- When and where tab – choose Safeguarding concern - click Yes
- Summary of safeguarding concern – fill in details of concern to include the above
- Choose details – in summary add counselling session e.g. session 5 of 10 – safeguarding concern. Click save.

Complete Recording Form and send to the designated safeguarding lead that you have spoken to.

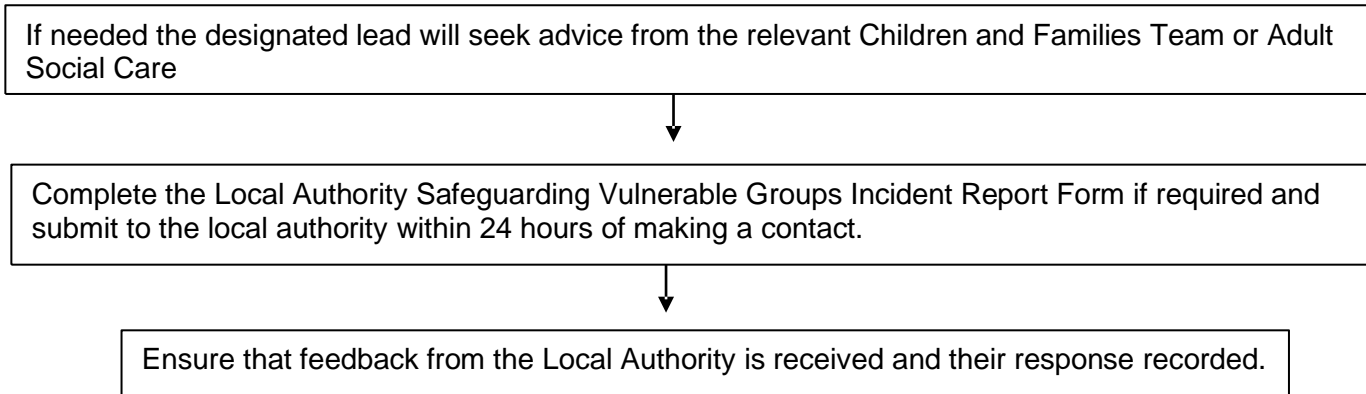
- Staff member sends recording form to safeguarding lead they spoke with.
- Safeguarding lead, checks this over and checks staff member is ok.
- Safeguarding lead sends form to the safeguarding team.
- Line Manager checks in with them at the earliest opportunity and signs off/advises any further training or support needed for staff member. (This may become part of staff supervision, where training is identified to support the staff member further

Safeguarding lead to share recording form with lead safeguarding team so all are aware.



The designated Safeguarding Lead will decide on whether the concern should be reported to relevant services i.e. Police or social services.





Allegations Management

Trust House Lancashire will report concerns or allegations against any of its staff either within the organisation or by a professional from another organisation.

The process for raising and dealing with allegations is as follows:

All staff of Trust House Lancashire are required to report any concerns in the first instance to their Line Manager unless the concern is against their Line Manager. In this case concerns should be reported to the CEO who will report these directly to the Board of Trustees. A written record of the concern will be completed by the individual raising the concern and this will be provided to the relevant Safeguarding Lead.

The relevant Safeguarding Lead will contact the local authority for advice.

Lancashire	Children and Vulnerable Adults CSE Teams Lancashire Engage Team	0300 1236720 Call 0845 1253545 and ask for the division in Lancashire that you need. 01254353525
Blackburn Darwen with	Children’s Social Care Out of Hours CSE Team Engage Adult’s Team	01254 666400 01254 587547 01254 353525 01254 585949
Blackpool	Children’s Team Adult’s Team	01253 477299 01253 477592

Follow the advice provided.

Monitoring

Trust House Lancashire will monitor the following Safeguarding aspects:

- Safe recruitment practices
- DBS checks undertaken.
- References applied for new staff and volunteers.
- Records made and kept of supervision sessions.
- Training – register/ record of staff training on child/ vulnerable adult protection.
- Monitoring whether concerns are being reported and actioned.
- Checking that policies are up to date and relevant.
- Reviewing the current reporting procedure in place.

Managing information

Information will be gathered, recorded, and stored in accordance with the following policies: Data Protection Policy and the Confidentiality Policy.

All staff must be aware that they have a professional duty to share information with other agencies to safeguard children and vulnerable adults. The public interest in safeguarding children and vulnerable adults overrides confidentiality interests of Trust House Lancashire. However, information will be shared on a need-to-know basis only, as judged by the Service Manager.

All staff must be aware that they cannot promise service users or their families and carers that they will keep secrets.

Communicating and Reviewing the Policy

This policy will be reviewed by Trust House Lancashire annually and when there are changes in legislation.

Appendix 1.1 Safeguarding Recording Form

Staff member to complete	Client Ref Number	
Staff member to complete	Staff Member Date/Time of Disclosure	
Staff member to complete	Brief outline of safeguarding issue	
Staff member to complete	Referral to other services	Yes / No Service referral Information/Contact Name etc?
Staff member to complete	Safeguarding Lead referred to.	
Safe guarding lead to action and complete	Information sent to line manager and safeguarding team	Include line manger name and date sent
Line manager to action and complete	Line manager completed safety check with staff member	Include date actioned

Instructions for use

- Staff member completes lamplight and recording form.
- Please ensure that if protective action has been taken (e.g., Police, ambulance, social care etc), please ensure this is logged on Lamplight under the Work / Protection Incident Report.
- Staff member sends recording form to safeguarding lead they spoke with.
- Safeguarding lead, checks this over and checks staff member is ok.
- Safeguarding lead sends form to the safeguarding team.
- Line Manager checks in with them at the earliest opportunity and signs off/advises any further training or support needed for staff member. (This may become part of staff supervision, where training is identified to support the staff member further).
- Save completed form to LL on the clients case record.

Private shares/safeguarding/safeguarding recording form/completed recording forms.

Use the date and client reference as the file name.

Last review: 11/01/2024

Due for review: 1st August 2024