



Adult Safeguarding Policy

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Executive Summary

Safeguarding is Everybody's Responsibility.

Employees and people working on behalf of the Service have a legal and moral obligation to recognise and report concerns about abuse or neglect. Living a life that is free from harm and abuse is a fundamental right of every person. This policy aims to ensure that safeguarding is at the heart of every interaction Hereford & Worcester Fire and Rescue Service (HWFRS) personnel have with adults with care and support needs.

HWFRS employees undertake a wide range of public facing roles, which includes education and engagement with all members of our communities including children, young people and adults with complex needs and vulnerabilities. It is important that employees have the necessary skills and training to ensure that they are able to recognise, respond and record concerns.

The aim of this policy is to provide a framework and guidance for all personnel who may come into contact with adults with care and support needs when conducting their daily duties. Where adults are experiencing abuse or neglect, potential abuse or appear to be in an abusive environment it is important all HWFRS employees are able to recognise and act appropriately.

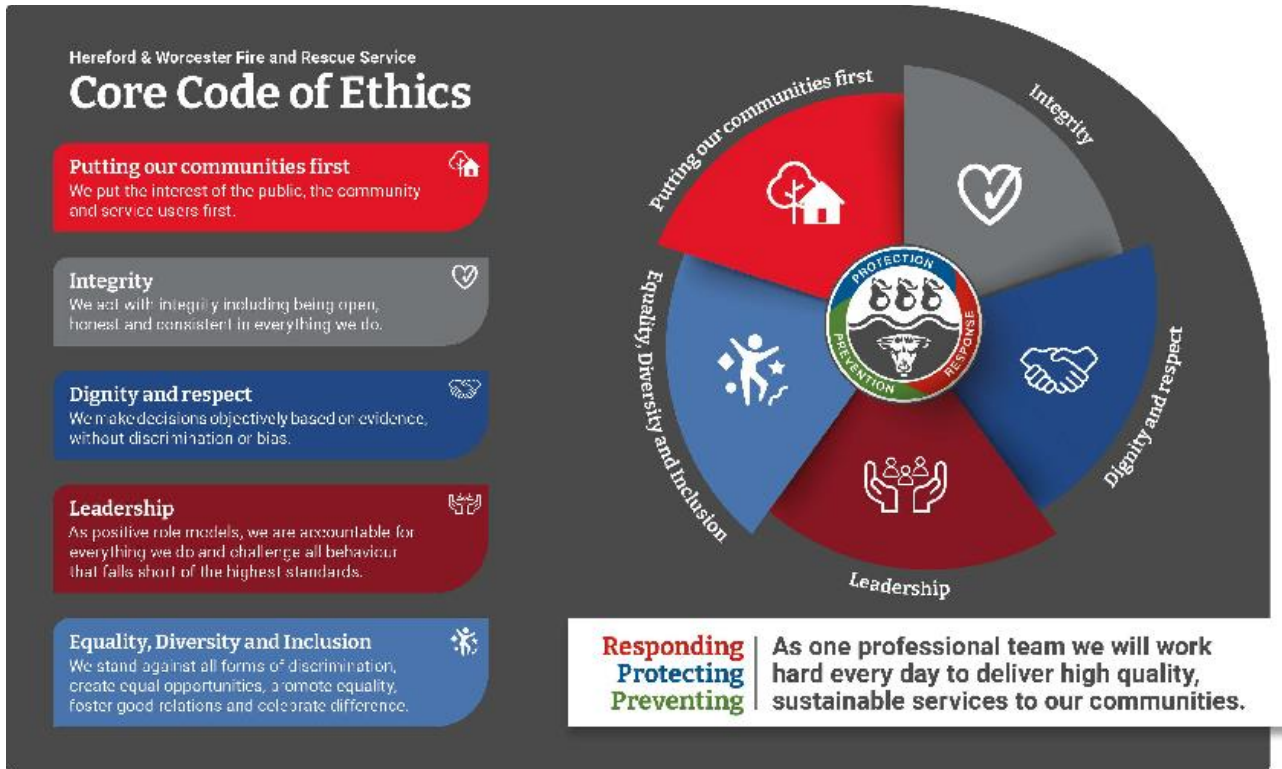
This policy identifies individual responsibility in regard to safeguarding. It also identifies what is meant by abuse and neglect and how to report any concerns so that adults, in need of care and support, can be quickly identified and incidences of abuse can be prevented or readily acted upon.

Safeguarding practices within HWFRS aligns to the NFCC Safeguarding Fire Standard and the National Fire Chiefs Council (NFCC) Safeguarding Guidance for Children, Young People and Adults which aims to ensure that Fire and Rescue Services are doing all that they can to support and promote the safeguarding of those within their communities, employees and volunteers.

Responsibility for ensuring safeguarding is part of the Service's core business lies with the Assistant Chief Officer: Director of Prevention. Safeguarding forms part of the Service's Community Risk Management Plan (CRMP) and is a key element of the Prevention Strategy in putting our communities first by keeping people safe from fire and other risks and protecting the most vulnerable. How we deliver our services to achieve our core purpose is guided by the Core Code of Ethics for Fire and Rescue Services in England.

Core Code of Ethics

The [Core Code of Ethics for Fire and Rescue Services](#) sets out five ethical principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The Service is committed to the ethical principles and professional behaviours contained in the Core Code of Ethics, which sets expectations on governance, behaviour and integrity in the Fire Sector. The principles of the Code are reflected in this policy as well.



Safeguarding Policy Statement

Safeguarding is everyone's responsibility and HWFRS are committed to safeguarding children, young people and adults from abuse and neglect. The Service strives to promote the safety, dignity and wellbeing of staff and people within our communities.

Safeguarding practices within HWFRS align to the Safeguarding Fire Standard which aims to ensure that the Service support and promote the safeguarding of those within the communities, employees and volunteers. [Safeguarding - Fire Standards Board](#)

All HWFRS staff will adhere to the Service's Adult Safeguarding Policy and Children and Young People Safeguarding Policy and associated guidelines.

[Service Policy Instructions - SPIs - All Documents](#)

Alternative Formats

If you require this document in another format please contact the Human Resources and Development Department.

Risk Critical Information

Abuse may take many forms and all staff must be aware of the signs of abuse and always act upon potential safeguarding concerns. **Doing nothing is not an option.**

Responsibilities for all staff who come into contact with adults with care and support needs, as part of their working duties, are outlined in section 6. These duties will include: Operational Incidents, Home Fire Safety Visits (HFSVs), Fire Station visits, open days and other community engagement and partnership working opportunities. These may be planned or unplanned and can be of any duration.

Where there are incidents of immediate harm or any suspicions or allegations of abuse, these must be reported as summarised in Appendix A (HWFRS Safeguarding Reporting Process).

Reference to 'personnel', 'staff' or 'employees' within this document refer to all employees of HWFRS, all volunteers, lay members, temporary staff, casual workers, agency workers and contractors that work on behalf of HWFRS either in a paid or unpaid capacity.

All HWFRS personnel will receive the appropriate Adult Safeguarding Training.

This Policy is supported by Guidance Notes GN01 Safeguarding Adults Guidance.

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1. Legislation and Guidance:

This document pays particular regard to the following legislation and guidance:

1.1 The Care Act 2014: This Act sets out a clear legal framework for how local authorities and other statutory agencies should protect adults with care and support needs who are at risk of abuse or neglect. New duties include the local authority's duty to make enquiries or cause them to be made (known as section 42 Adult Safeguarding Enquiry) and to establish safeguarding boards.

1.2 The Mental Capacity Act 2005: (including Deprivation of Liberties): The Act covering England and Wales provides a statutory framework for people who lack the capacity to make decisions for themselves or who have the capacity and want to make preparations for a time when they may lack capacity in the future. The Act sets out who can make decisions in which situations and how they should go about this.

In addition, in some cases, people lack the capacity to consent to particular treatment or care that is recognised by others as being in their best interests or which will protect them from harm. Where this care might involve depriving vulnerable people of their liberty in either a hospital or a care home, extra safeguards have been introduced in law – Deprivation of Liberty Safeguards - to protect their rights and ensure that the care or treatment they receive is in their best interests.

1.3 Human Rights Act 1998: The Act applies to all public authorities and other bodies performing public functions. These organisations must comply with the Act and the individual's human rights, when providing a service or making decisions that have a decisive impact on an individual's rights. Living a life that is free from harm and abuse is a fundamental right of every person.

The Human Rights Act covers everyone in the United Kingdom, regardless of citizenship or immigration status. Anyone who is in the UK for any reason is protected by the provisions in the Human Rights Act.

1.4 The Fire Services Act 2004: All Fire and Rescue Services have a statutory duty under Section 6 of this Act to promote fire safety which includes working with other agencies and local partners to create safer communities.

1.5 General Data Protection Regulation in May 2018: -The EU's General Data Protection Regulation (GDPR) was introduced to unify all EU member states' approaches to data regulation, ensuring that all data protection laws are applied identically in every country within the EU.

It is the biggest change to Data Protection laws in 20 years and is designed to deal with technological developments and address privacy concerns and challenges that did not exist when the Data Protection Act 1998 was first introduced.

1.6 Multi-agency Policy and Procedures for the West Midlands: Worcestershire and Herefordshire Safeguarding Adults Boards have adopted the 'Adult Safeguarding: Multi-agency policy and procedures for the protection of adults with care and support needs in the West Midlands. This is available to access via the following link:

- 1.7 Domestic Abuse Act 2021:** The Act created a statutory definition of domestic abuse, emphasising that domestic abuse is not just physical violence, but can also be emotional, controlling or coercive and economic abuse.

2. Introduction:

- 2.1** Adult safeguarding duties apply to anyone 18 years or older, who:

- Has needs for care and support, whether or not the local authority is meeting any of those needs. (Care and support is a mixture of practical, financial and emotional support for adults who need help to manage their lives and be independent. It can include care homes, home care, personal assistants, day services and aids or adaptations).
- Is experiencing or is at risk of, abuse or neglect.
- As a result of those care and support needs is unable to protect themselves from either the risk of or the experience of abuse or neglect.

- 2.2** Adult safeguarding means protecting a person's right to live in safety, free from abuse and neglect. (Care Act 2014).

3. Our Philosophy and Principles of Safeguarding:

- 3.1** Many of the services provided by HWFRS involve adults with care and support needs. These include:

- Attendance at open days or community events.
- Attendance at operational incidents.
- Carrying out Home Fire Safety Visits.

- 3.2** HWFRS, like all other organisations involved in adult safeguarding, are committed to preventing abuse and harm. When abuse does take place, it needs to be dealt with swiftly, effectively and in ways which are proportionate to the issues that have been identified.

- 3.3** HWFRS is also committed to the principles that underpin the Care Act 2014, those of promoting wellbeing and putting service users at the centre of all adult safeguarding by making it personal to each individual.

- 3.4** It is the person, not the process, which determines how safeguarding work is taken forward by professionals.

- 3.5** As part of our commitment to safeguarding we will ensure we have all the relevant policies, procedures and training in place.

4. Types of Abuse:

- 4.1 Physical:** Physical abuse can include assault, hitting, slapping, pushing, and misuse of medication, restraint or inappropriate physical sanctions.

- 4.2 Domestic Violence:** Domestic abuse includes psychological abuse, physical abuse, sexual abuse, financial abuse, coercive or controlling behaviour, emotional abuse and so called 'honour' based violence.
- 4.3 Sexual Abuse:** Sexual abuse can include rape, sexual assault, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts or sexual acts to which the adult has not consented or was pressured into consenting.
- 4.4 Psychological Abuse:** Psychological abuse can include emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- 4.5 Financial and Material Abuse:** Psychological abuse can include emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- 4.6 Modern Slavery:** Modern slavery encompasses: slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters using whatever means they have at their disposal to coerce deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- 4.7 Discriminatory Abuse:** This includes discrimination on the grounds of race, faith or religion, age, disability, gender, sexual orientation, gender reassignment and political views, along with racist, sexist, homophobic or ageist comments or jokes, or comments and jokes based on a person's disability or any other form of harassment, slur or similar treatment. Hate crime can be viewed as a form of discriminatory abuse, although will often involve other types of abuse as well. It also includes not responding to dietary needs and not providing appropriate spiritual support. Excluding a person from activities on the basis they are 'not liked' is also discriminatory abuse.
- 4.8 Organisational Abuse:** Organisational abuse includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- 4.9 Self Neglect:** This covers a wide range of behaviour, neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Self-neglect is also defined as the inability (intentionally or unintentionally) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of the individual and sometimes their community.

An assessment should be made on a case by case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support. Both Worcestershire and Herefordshire Safeguarding Boards have developed Self-Neglect Policies which should be followed when required.

[Self-Neglect - Worcestershire Safeguarding Boards
\(safeguardingworcestershire.org.uk\)](http://safeguardingworcestershire.org.uk)

4.10 Neglect and Acts of Omission: Neglect and acts of omission include ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services and the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Neglect also includes a failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the adult lacks the mental capacity to assess risk for themselves. Neglect and poor professional practice may take the form of isolated incidents or pervasive ill treatment and gross misconduct. Neglect can be intentional or unintentional.

Please see Safeguarding Adults Guidance (GN01) for more information about types of abuse and indicators of abuse.

5. Prevention of Extremism, Radicalisation and Terrorism:

5.1 HWFRS supports the Government's Prevent strategy and will ensure staff and volunteers know how to recognise and respond to concerns that an adult may be susceptible to radicalisation. The threat from terrorism and extremism in the UK is real and severe and can involve the exploitation of vulnerable people.

5.2 Terrorism can be motivated by a range of ideologies or other factors. Extreme right-wing groups and single-issue groups, such as animal rights campaigners, can also pose a significant threat.

5.3 We recognise it is essential that workers and volunteers are able to identify adults who may be vulnerable to radicalisation and know what to do when they are identified. This is known as the Prevent Duty.

5.4 Prevent Training is mandatory for key staff roles and completion of this will be monitored via the Competency Training Record (CTR).

Any concerns will be reported via the Safeguarding Reporting Process.

6. Roles and Responsibilities:

6.1 Staff and Volunteers

- This policy applies to all employees of HWFRS, volunteers, temporary staff, casual workers and agency workers that work on behalf of HWFRS. All inductions must include reference to this policy and line managers should ensure personnel have safeguarding training relevant to their role.
- Staff and volunteers will, at all times, show respect and understanding for the rights, safety and welfare of all adults with care and support needs with whom we work and behave in an appropriate way.
- Please find link to Core Code of Ethics and Code of Conduct.

[Core Code of Ethics \(SharePoint.com\)](#)

- All staff and volunteers who work on behalf of HWFRS will act if they have a concern about the adult and will follow the HWFRS Safeguarding Reporting Process.
- The Service will ensure through safeguarding training that staff and volunteers know how to recognise and respond to suspicions/allegations of abuse or neglect regarding an adult with care and support needs.

6.2 Line Managers

- Line Managers must ensure that all personnel for whom they are responsible, are aware of and understand the importance of this policy and the process for reporting any concerns. They must also ensure that the staff they are responsible for, have completed the appropriate Safeguarding Training.
- We will ensure additional targeted safeguarding training is available to the following roles:
 - Safeguarding and Signposting Leads.
 - Prevention Technicians.
 - Prevention Engagement Officers.
 - Group Commanders.
 - Head of Prevention.
 - Prevention Team Leader.
 - Designated Safeguarding Lead.
 - Deputy Designated Safeguarding Lead.
 - Station Commanders.
 - Human Resources Managers.

6.3 Safeguarding and Signposting Leads

Safeguarding and Signposting Leads have been appointed as the day to day contacts for safeguarding. They are responsible for:

- Receiving, monitoring and recording safeguarding concerns.
- Making referrals to Local Authorities.
- Notifying the Champion for Safeguarding of any issues or allegations.
- Liaising with other agencies.
- Keeping written records of concerns and allegations securely.

The Prevention Team manage safeguarding concerns during working hours.

6.4 Group Commanders

Group Commanders are responsible for managing safeguarding concerns out of office hours (See Appendix A).

6.5 Area Commanders and Human Resources

Area Commanders with support from Human Resources are responsible for handling allegations against staff/volunteers (See Appendix B).

6.6 Champion for Safeguarding

- The Champion for Safeguarding is responsible for ensuring everyone adheres to the policies and procedures with regard to safeguarding adults. They report annually to the Strategic Leadership Board (SLB) on any safeguarding issues and/or any allegations which have arisen over the previous twelve months.
- The Champion for Safeguarding is the Director of Prevention and the deputy is the Assistant Director of Prevention.

7. Staff and Volunteer Recruitment:

7.1 All staff and volunteers whose role involves direct work with adults with care and support needs will be recruited using safer recruitment principles. Further details can be found in the Recruitment Policy -

[Recruitment Policy \(Incorporating Safer Recruitment\) v3.00.docx](#)

7.2 Disclosure and Barring Service (DBS) checks must be carried out at the appropriate level for preferred candidates prior to employment and for current employees as per the Criminal Record Checks policy–

[Criminal Records Checks v3.01](#)

It is the Service's legal duty to refer an individual to the DBS if they have been removed from working in regulated activity with children and/or adults because they caused harm to children / adults at risk or posed a risk of causing harm.

8. Confidentiality and Information Sharing:

8.1 In cases of disclosure of abuse or neglect, whether by children, young people, parents, carers or other adults, confidentiality cannot be promised as the Service must take all reasonable steps to ensure the safety of adults at risk. We are obligated to share the information with the Service's Safeguarding and Signposting Leads who may refer concerns to the police or Adult Safeguarding Teams in Herefordshire and Worcestershire.

8.2 In all instances, any information which identifies or could identify a living individual, must only be processed in accordance with the Service's Data Protection Policy. This includes the collecting, using, amending, sharing, archiving or deleting of all personal information.

8.3 Personal information must only be used if there is a lawful basis to do so, it must be kept up to date and secure at all times. Any breaches e.g. if data is lost or stolen, sent to the wrong people or deleted in error/deliberately, must be reported to Fire Control immediately upon discovery.

8.4 All staff have a duty to manage personal information responsibly and in line with Service policy.

[Data Protection v7.09.docx](#)

9. Safeguarding Allegation made against a Staff Member or Volunteer:

What to do if an allegation of abuse is made against a HWFRS member of staff or volunteer:

HWFRS' Safeguarding Allegations made against a staff member or volunteer processes align with the NFCC Managing Allegations Guidance:

[NFCC Managing Allegations Guidance](#)

It is essential that any allegation made against any members of staff, volunteers, or those representing HWFRS is dealt with fairly, quickly, proportionately and consistently.

- 9.1 HWFRS takes any allegations against its personnel seriously and will comply immediately and fully with any police investigations or Section 42 Adult Safeguarding Enquiry under the Care Act 2014.
- 9.2 Any allegations of abuse of an adult with care and support needs, by a member of HWFRS personnel, must be reported immediately to the Duty Group Commander via Fire Control.

The Group Commander will collate relevant details using the SG2 form (See Appendix E) and will pass the information to the Duty Area Commander and Safeguarding Operational Lead to determine appropriate action (using the Managing Allegations Risk Assessment Matrix for guidance. See Appendix C).

Consideration will also be given to whether it is necessary to call an Internal Preliminary Concerns Meeting as referred to in Appendix B.

- 9.3 It can be extremely difficult to report a colleague. However, HWFRS will support and protect anyone who, without malicious intent, reports their concerns about a colleague's actions or the possibility that a person may be being abused by a colleague. Please see the Whistleblowing Policy for further details:

[Whistleblowing Policy](#)

- 9.4 If an allegation is made against an individual at Group Commander level or above then the next management level above them will take responsibility for the reporting line.
- 9.5 HWFRS Adult Safeguarding Policy and reporting process must also be followed by HWFRS personnel dealing with allegations of adult abuse by a member of HWFRS personnel when it is historic.
- 9.6 The person dealing with the allegation should confirm that the individual who is the subject of the allegation, has no further contact with the adult.
- 9.7 Dealing with allegations can be complex due to the competing requirements of balancing dual rights to confidentiality against obligations to disclose information in order to safeguard adults with care and support needs. HWFRS and the services they commission are responsible for ensuring that concerns are shared and escalated outside of their organisation where this is **required** and **appropriate**.

Each case must be dealt with on its own facts and with reference to relevant legislation and Information Sharing Protocols, particularly when deciding to disclose confidential information, in order to demonstrate **justification** and **proportionality**. Legal advice may be sought due to the **legal complexities** involved and to ensure HWFRS is acting in accordance with the law.

Please see Appendix B for the Safeguarding Allegations made against a Staff Member or Volunteer Reporting Process.

Please see Guidance Notes for additional information on Allegations made against a Staff Member or Volunteer Reporting process (See Appendix C).

10. Safeguarding Procedures and Guidance:

It is important that all HWFRS staff and volunteers are aware of the correct reporting procedures if they have a safeguarding concern. Appendix A shows the referral process for safeguarding concerns for adults. A copy of this is available on the Prevention SharePoint and is also available on the MDT.

What to do if an adult in need of care and support tells you they are being abused:

- 10.1** Adults will occasionally disclose abuse to a person they feel they can trust. If an adult does disclose, they are doing so in the hope that you will act to stop the abuse, even if they ask you not to do anything with the information. This could be for many reasons: they may feel that they are betraying someone they are close to and whom they love, they may rely on this person for their daily care and have no knowledge that there is other support available.

What to do if a member of the public raises a concern to HWFRS personnel about an adult with care and supports needs:

- 10.2** Members of the public may disclose concerns about possible abuse or maltreatment adults to HWFRS personnel. It is important that all such allegations or references to abuse or neglect are taken seriously and the relevant details recorded. You should make it clear to the person that is disclosing this information that you have a duty to record and refer any allegations of abuse. You should also encourage them to directly refer any concerns via the appropriate council themselves.
- 10.3** If a member of the public does disclose a concern about an adult they believe is being abused to you, then you must follow the Safeguarding Reporting Process (Appendix A).

11. Complex Adults Risk Management (CARM) Framework:

- 11.1** This guidance seeks to provide front line practitioners with a framework to facilitate effective working with adults who are at risk of significant harm due to their complex needs and *where the risks cannot effectively be managed via other processes or interventions*, such as section 9 Care and Support Assessment or section 42, Safeguarding Enquiry under the Care Act 2014.
- 11.2** The Complex Adults Risk Management (CARM) framework should be used by HWFRS when the adult's engagement with support is intermittent or where it has proved difficult to engage with the adult and the risk is significant, and an individual agency procedure have not been able to resolve the problem(s).

12. Safeguarding Training:

- 12.1** All HWFRS staff will have safeguarding training appropriate to their role and this will be recorded on the Competency and Training Record (CTR). The Safeguarding Competency Training Framework identifies the level of safeguarding training required for each role within HWFRS.
- 12.2** If volunteers are not able to access the CTR then their line manager must ensure that they have access to the e-learning training and that completion of this and refresher courses are recorded.
- 12.3** Staff will have refresher training every 2 years.
- 12.4** The Prevention Team will be responsible for the quality of the training and will ensure that it reflects current legislation and good practice by undertaking an annual review of training content.

13. Safeguarding Supervision:

- 13.1** Professional Supervision is a positive, confidential and enabling process that offers the opportunity to bring an employee or volunteer and a skilled supervisor together to reflect on work practice. It is the process by which an employee or volunteer can review, analyse, explore and evaluate their work through discussion, report and observation with the skilled Supervisor. (NFCC Supervision Guidance)

14. Professional Disagreement

- 14.1** When professionals are working together in the complex business of safeguarding adults with care and support needs there will inevitably be occasions when there are professional differences of opinion. Constructive challenge is an important component in positive partnership working, but where differences of opinion cannot be resolved quickly and easily, practitioners have a duty to take action to address professional disagreements in a way that is appropriate, timely and proportionate:

(Escalation Policy: Resolution of Professional Disagreements – WSAB)

- 14.2** It is important that HWFRS practitioners and managers understand what action they need to take in order to address professional differences of opinion and the systems in place in their organisation to support this action.
- 14.3** The Safeguarding and Signposting Leads will aim to resolve professional concern or disagreement through discussion and/or meeting within 1- 3 days of the disagreement occurring.
- 14.4** If the disagreement remains unresolved the Safeguarding and Signposting Leads will notify the Prevention Team Leader who will then contact the equivalent manager of the agency to resolve the disagreement. If the disagreement remains unresolved then the Head of Prevention will be notified and they will contact the equivalent level manager in the agency.

14.5 If the disagreement is not resolved through HWFRS and the agency then the appropriate Safeguarding Board will be contacted.

15. Joint Working and Commissioning Services:

15.1 This policy will be drawn to the attention of and made available to all organisations working with or commissioned by HWFRS. Where partnership working involves a Service Level Agreement (SLA) for another organisation to provide services on its behalf, the HWFRS personnel responsible for the agreement will ensure that the partner organisation has appropriate safeguarding policies in place.

15.2 If a HWFRS employee becomes aware of abuse or allegations of abuse relating to personnel from a partner organisation or commissioned service, then the HWFRS employee should follow the Safeguarding Reporting Process.

15.3 If a member of a partner organisation or commissioned service becomes aware of abuse or allegations of abuse relating to HWFRS staff or their own staff then they should report this to Fire Control.

16. Death of a Care Leaver Notification:

16.1 From January 2024 local authorities should notify the Secretary of State for Education and Ofsted of the death of a care leaver aged up to their 25th birthday as per the revisions to Working Together to Safeguard Children. Care Leaver Notifications for care leaver deaths will allow the Department for Education to understand and learn more about what happened so they can make better informed policy decisions to prevent future deaths.

16.2 A care leaver is anyone aged up to their 25th birthday who also meets both of the following criteria:

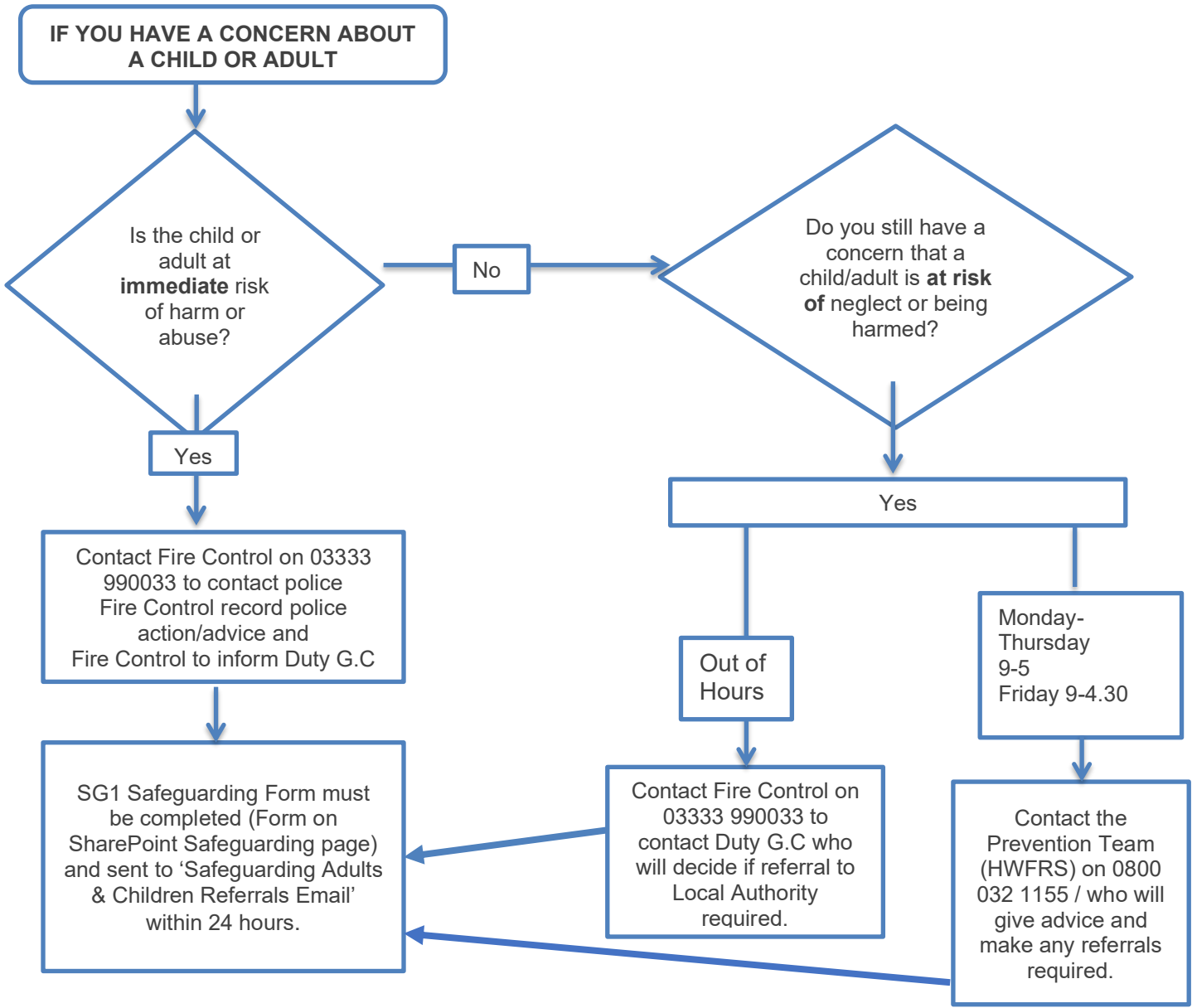
- Is no longer looked after; and
- Has been looked after for at least 13 weeks which began after they reached the age of 14 and ended after they reached the age of 16.

16.3 If HWFRS is aware of the death of a young person who is between the ages of 18 and 24 (up to and including 24 years old) who is known, or suspected to be, a care leaver they must inform Children's Social Care in Worcestershire or Herefordshire.

16.4 The Prevention Team will check, when made aware of a fatality if that young person was a care leaver. They will then notify:

- In Herefordshire, HWFRS will notify Childrens Social Care via MASH in writing, stating the young person's details.
- In Worcestershire, HWFRS will notify Childrens Social Care via the Family Front Door stating the young person's details. Worcestershire Safeguarding Children Partnership Administration team should also be notified

16.5 HWFRS should also consider if the criteria is met for a Safeguarding Adults Review (SAR) referral. If so, make a referral using SAR Referral form.



HWFRS SAFEGUARDING REPORTING PROCESS

DOING NOTHING IS NOT AN OPTION

Local Authority Contact Details:

Worcestershire Adults:
01905 768053 01905 768020- Emergency Duty Team (17.00 – 8.30 am and weekends)

Worcestershire Children:
01905 822666 (8.30 – 17.00/16.30 Fri)
Emergency Duty Team – 01905 768020 (17.00/16.30 Fri – 8.30 am, weekends and public holidays)

Herefordshire Adults:
01432 260715 (weekdays 9am-5pm)
0330 123 9309 (after 5pm, weekends and public holidays)

Herefordshire Children:
01432 260800 (8.30 – 17.00)
Emergency Duty Team 01905 768020 (17.00 – 8.30 am, weekends and public holidays)

Appendix B



a Safeguarding Allegation Made

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A safeguarding allegation is identified or received

If child / young person / adult with care and support needs is at immediate risk, follow Safeguarding Reporting Procedure [Safeguarding \(sharepoint.com\)](https://sharepoint.com)

Contact Fire Control on 03333 990033 to contact Duty Group Commander to report allegation or contact the Police if a crime has been committed

Group Commander to find out more details and write down facts (use form SG2) *(do not investigate)*

Group Commander to pass information to Duty Area Commander and Safeguarding Operational Lead to take appropriate action (using the Managing Allegations Risk Assessment Matrix for guidance)

Children and Young People

Adults

Area Commander to liaise with Local Area Designated Officer (LADO) within 3 hours of allegation being received to seek advice as to whether a Person in Position of Trust (PiPOT) Meeting will be arranged

Area Commander to liaise with Local Authority as per safeguarding reporting process

Internal Preliminary Concerns Meeting chaired by Area Commander to be arranged by Safeguarding Operational Lead to take place within 48 hours of the allegation being reported to review the information and identify next steps (membership details below)

Action does not meet the threshold of harm / risk of harm

Action may meet the threshold of harm / risk of harm

After preliminary investigation decide on validity of allegation

Line Manager to discuss outcome and next steps with employee

Appropriate risk management action be considered e.g. temporary redeployment, suspension and/or invoking disciplinary procedures

Please note: The Local Authority Designated Officer (LADO), is part of the County Council's Children's Services and is there to coordinate information, concerns and allegations, as well as to provide advice.

If an allegation is made against anyone who works (in either a paid or unpaid capacity) with adults with care and support needs, the Service will comply immediately and fully with any police investigations or Section 42 adult safeguarding enquiry under the Care Act 2014.(See local Safeguarding Board Position of Trust Protocols below):

[Position-of-Trust-Protocol-Final-Version-v2.1.pdf \(safeguardingworcestershire.org.uk\)](#)

[Positions-of-Trust-Framework-1.pdf \(herefordshiresafeguardingboards.org.uk\)](#)

Managing Allegations against Staff and Volunteers Guidance

Additional Information:

- Every effort will be made to maintain confidentiality and only those who need to be informed are.
- The nature and circumstances of the allegation and the evidence will determine the outcome, with the advice of the LADO and Local Authority.
- Even if the individual resigns the allegation must still be followed up.
- A record must be kept within HR of any allegations made and how it was followed up and resolved. This must be kept for 10 years after the end of employment of the person the allegation was made against. A copy will be given to the individual.
- If an employment reference is provided for an individual against whom an allegation has been made, then it must clearly state this even if it was found to be false or unproven.
- Following an allegation process there will be a review of Service policies and procedures to help prevent similar events in the future.

Membership of Internal Preliminary Meeting:

- Designated Safeguarding Lead
- Duty Area Commander
- Duty Group Commander
- Human Resources Manager
- Safeguarding Operational Lead
- Individuals Line Manager

The meeting should consider:

- Whether further contact is required with the Police, Children's Social Care, the LADO, Adult Social Care or Safeguarding Adults Team.
- If the child or adult at risk of harm or abuse is safe from any further risk of harm or abuse.
- Reviewing the actions already taken.
- Deciding the internal investigation strategy to be undertaken. The Police and/or Social Care should be consulted when they are involved in any ongoing investigation, enquiry and/or pending criminal proceedings.
- Deciding how to present the allegations to the relevant staff member concerned and how to manage the investigatory process including considering whether suspension is appropriate
- The Line Manager being asked to provide appropriate support to the individual while the case is on-going and keep them regularly informed.
- The information to be shared with the senior management team.
- Decide the frequency and format of review meetings which need to be set up to manage the on-going investigation and the subsequent actions required.
- Sharing relevant information with partner agencies which could include professional bodies

ROLES AND RESPONSIBILITIES The following table summarises roles and responsibilities in the procedure.

Role	Responsibilities
The Employee subject to an allegation	<ul style="list-style-type: none"> It should be noted that the employee has a responsibility to immediately notify their line manager that an allegation has been made against them. The employee has a responsibility to engage in the subsequent investigation.
The person receiving the allegation	<ul style="list-style-type: none"> Record the information (where possible using the child's or adults' own words), including the time, date and place of incident, persons present and what was said. Take immediate action to safeguard a child or adult with care and support needs. Steps should be taken to ensure that the staff member the allegation has been made against does not have contact with them. Follow Managing Allegations process.
Duty Group Commander	<ul style="list-style-type: none"> Inform Duty Area Commander of allegation and provide relevant information. Ensure SG2 is completed within 24 hours of allegation being received and shared with Duty Area Commander and Safeguarding Operational Lead.
Duty Area Commander in liaison with HR Manager	<ul style="list-style-type: none"> Contact the Local Area Designated Officer (LADO) or Local Authority to inform them about allegations and seek advice and guidance on next steps. Consider if it is necessary to remove the individual from the workplace or alter their planned work. Designate an appropriate manager to provide support to the individual while the investigation is on-going and keep them regularly informed. Share information on the allegation with the Designated Safeguarding Lead and Duty Principal Officer.
Safeguarding Operational Lead	<ul style="list-style-type: none"> Arrange internal preliminary meeting to discuss the allegation and to agree how it will be investigated and managed. Arrange (PIPOT) Person in Position of Trust meetings to represent HWFRS and to ensure there is a record of the discussion, decision, and the reasons for this conclusion. Ensure that learning is shared with the Safeguarding Steering Group. Have oversight ensuring that investigations are co-ordinated effectively.
HR Manager	<ul style="list-style-type: none"> Give advice to the lead officer as required. Make a referral to the DBS where necessary in liaison with the lead officer.

Managing Allegations – Risk Assessment and Factors to consider Template

Questions	No cause for concern	Some cause for concern requiring investigation	Cause for concern
1. Has the person behaved in a way that has harmed children or may have harmed children which means their ability to provide a service to children must be reviewed?	No harm or potential harm	Some harm or potential harm	Serious harm or potential harm
2. Has the person behaved in a way that has harmed or may have harmed an Adult with care and support needs?	No	Some harm or potential harm	Serious harm or potential harm
3. Otherwise behaved towards an adult(s) at risk or in a way that indicates they are unsuitable to work with children or adults?	No	Cause of concern regarding welfare or safety of others	Yes
4. Possibly committed a criminal offence against or related to children or adults at risk?	No	Not to a Child or an Adult with care and support needs but the offence is serious	Yes
5. May be subject to abuse themselves which means their ability to provide a service to adults must be reviewed?	No	Yes	Yes
6. Behaved in a way which questions their ability to provide a service to children and adults which must be reviewed(e.g. conviction for grievous bodily harm who is not an Adult with care and support)? needs.	No	Yes	Yes
7. Are there other identified risk (e.g. patterns of behavior or concerns)?	No	Yes	Yes
RESULT	ALL GREEN	MORE THAN TWO AMBERS	ONE OR MORE REDS
ACTION	No immediate safeguarding concern	Safeguarding process to be followed and immediate referral to LADO / Local Authority Adult Safeguarding Team	Safeguarding process to be followed and immediate referral to LADO / Local Authority Adult Safeguarding Team



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Safeguarding Form SG1

What is Safeguarding?

There are a lot of definitions of what 'safeguarding' means but simply put Safeguarding is . . .
"Protecting people's health, well-being and human rights, and enabling them to live free from harm, abuse and neglect."

Safeguarding is EVERYONE'S responsibility

Once completed this form should be treated as Private & Confidential

When a safeguarding issue is identified, once any immediate risk of harm or neglect has been addressed, this form must be completed **IMMEDIATELY** and sent to SafeguardingAdults&ChildrenReferrals@hwfire.org.uk .

Outside of office hours, weekends and Bank Holidays please contact Fire Control and send form to FBcontrol@hwfire.org.uk , copying in SafeguardingAdults&ChildrenReferrals@hwfire.org.uk

It is essential to include as much detail as possible to ensure that when the referral is made to the relevant safeguarding team, HWFRS are providing a relevant and factual account of concerns raised.

Your contact details

Name	
Role	
Station & Watch/Department	
Contact Number	
Email	
Date & Time of Concerns	
Incident Number (If applicable)	

Details of adult / child* that this referral is about (* Delete as applicable)

	Person 1	Person 2
Gender		
Name		
Address (Including postcode)		
Current Address (if different from above)		
Telephone Number		
Date of Birth & Age		
Childs school (if applicable)		
NHS Number		
GP practice		
Name of adults/child's* Social Worker (if applicable)		

Details of why the concern has been raised

What type of care and support	
-------------------------------	--

<p>needs/significant medical history does the adult/child* have?</p> <p>Care and support is the term used to describe the help an individual/family needs in order that they can live in the best way they can, despite any illness or disability they might have.</p>	
<p>Describe the abuse or neglect the adult/child* is experiencing or at risk of experiencing.</p> <p>What is it that you have seen, heard or been told and by whom?</p> <p>Please provide as much detail as possible.</p>	
<p>Why do you believe the adult/child* is unable to protect themselves from abuse or neglect?</p> <p>If disclosure, use adult/child's* own words where possible.</p>	

Consent/Capacity

<p>The adult/parent has consented to the reporting of this safeguarding concern.</p>	<p>YES / NO</p>
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If no, why was consent not gained?	
Is the Adult/Parent/Carer* aware of the referral?	YES / NO
If 'yes', what was their response? (Remember it may not be appropriate for the parent/carer to know about the concern).	

Protection

What have you done to make the adult/child* safe?	
Are they still at risk?	YES / NO
Does the alleged abuse appear to be a crime?	YES / NO
Have the Police been informed?	YES / NO
Detail any identified risks to others as a result of your concerns.	
Is there a risk to staff visiting the adult/child*? If YES, please provide details.	YES / NO

Outcomes

Have you spoken with the adult/child* and what is their desired outcome? Please discuss and document what this person would like to happen as a result of the safeguarding concern being raised?	
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Type of Abuse

Consideration needs to be given to whether the concerns raised constitute domestic abuse.

Type of Abuse *Mandatory* Select ALL that apply e.g. Physical Abuse, Domestic Abuse, etc. Please mark the box with X	Physical		Sexual	
	Psychological and Emotional		Neglect and Omission	
	Financial and Material		Discriminatory	
	Organisational		Domestic Abuse	
	Modern Slavery		Sexual Exploitation	
	Self-Neglect		Not Applicable	

Is domestic abuse a factor within this concern?	YES / NO
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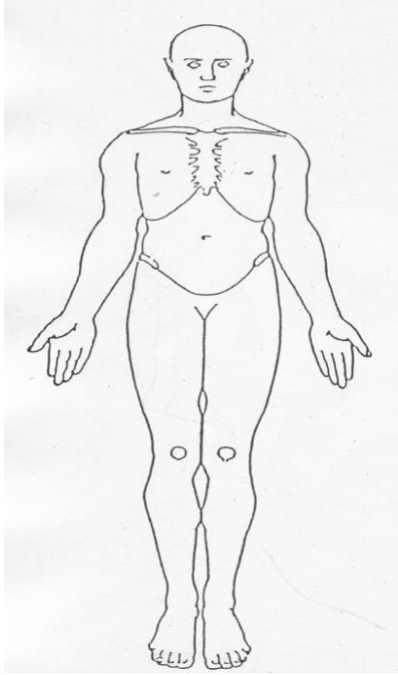
If Yes please select all sub-categories that apply Please mark the box with X	Coercive Control	Sexual Abuse	Stalking
	Psychological and/or emotional abuse	Financial Abuse	Online or Digital Abuse
	Physical Abuse	Harassment	N/A

Other agencies already involved (If known)

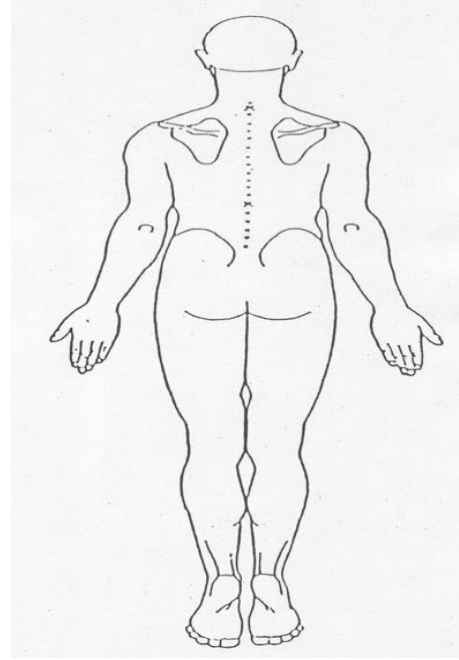
Name	Agency	Email	Contact Number

Body Map

If injuries are evident or disclosed please indicate and mark the location of these on the Body Map below.



Description:



Description:

Relationships

Details of any adults/children* that the adult cares for that may need support.

Details of any friend or family member that the adult would like to be contacted to act as an advocate.

Further information

Please supply any other information relevant to this referral.

NOTE: If this concern is referred to the local authority, the initial referrer's details will be removed. However, these will be shared in the future should this information be requested as part of a legal investigation.

Actions by Prevention / Duty Group Commander

Name of Prevention staff member / Duty Group Commander dealing with referral.	
Date and time received.	
Has decision to refer to adults/children's services been made? If 'no' summarise reason for decision.	
Details of contact made with adults/children's* services to include date and time:	
Name, contact number and email of adults/children's* services professional to with whom contact was made.	
Record of conversation with adults /children's* services.	
Any other referrals made?	
Date and Time completed.	

Duty Group Commander to inform SafeguardingAdults&ChildrenReferrals@hwfire.org.uk of decision made and action taken.

Appendix E

SG2 – Safeguarding Allegation Made Against a Staff Member or Volunteer

Referrer contact details

Name	
Role	
Service Number	
Station and Watch/Department	
Contact Number	
Email	
Date of referral	
Date and Time of alleged incident/s	
Name of individual raising initial concern	

Details of staff member allegation is being made against

Name	
Role/s	
Service Number	
Station and Watch/Department	
DOB	
Home Address	
Contact Number	
Does the named staff member know a referral is being made?	
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

If no, why not

Details of Allegation being made

Is the alleged victim a child or adult?

Child

Adult

Details of Alleged Victim

Name	
DOB	
Gender	
Parent / Carer contact number (if a child)	
Contact Number	
Relationship to the alleged Person in Position of Trust	
What have you done to make the adult/child* safe?	
Are they still at risk?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Details of the allegation

Please provide a description of concerns raised providing as much detail as possible. It is essential to include as much detail as possible to ensure that when the referral is made to the relevant agencies, HWFRS are providing a relevant and factual account of concerns raised

Are there adult or children's safeguarding procedures currently in place?

Yes

No

Have the Police been informed?

Yes

No

If yes what is the Police Crime Reference Number

Since the allegation has been made, who have you spoken to and what was the outcome? (i.e. safeguarding team / police / Social care / any other agencies / LADO)

Are there other witness/es to the Allegation?

Yes

No

If yes, please provide details below:

Name	Role	Service No	Station

Please provide any other information you feel would help support the referral?

When a safeguarding issue is identified, once any immediate risk of harm or neglect has been addressed, this form must be completed **IMMEDIATELY** and sent to SafeguardingAdults&ChildrenReferrals@hwfire.org.uk