**Service**
**Policy /**
**Instruction**

HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

# Adult Safeguarding Policy

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| Part Name | Safeguarding | Part Number | 23.1 |

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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, and they should 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 regards to safeguarding. It also identifies what is meant by abuse and neglect and how to report any concerns so 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 Services 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 the community first by keeping people safe from fire and other risks and protecting the most vulnerable in our communities. 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.

### 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 on potential safeguarding concerns**. Doing nothing is not an option.**

Responsibilities for all staff and their managers, 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 and 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 and casual workers and 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.

# Contents

# Adult Safeguarding Policy

## 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 capacity to make decisions for themselves, or who have 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 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 & support needs in the West Midlands'. This is available to access via the following link https://www.safeguardingworcestershire.org.uk/wsab/policies-procedures-a/

**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.
- 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, and 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 Policy FINAL V2.2 - Revised March 2023

Self-neglect & Hoarding - Herefordshire Safeguarding Boards and Partnerships

**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

**Safeguarding is Everybody's Responsibility.**

### 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:

Must ensure 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)

### 6.4 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: Prevention and the deputy is the Assistant Director: 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) v2.00.docx (sharepoint.com)

**7.2** Disclosure and Barring Service (DBS) checks must be carried out at the appropriate level upon recruitment for relevant staff. Further detail can be found in the DBS policy –

Criminal Record Checks V2.00.docx (sharepoint.com)

## 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. We are obligated to share the information with the Safeguarding and Signposting Leads who may refer concerns to the police or Adult Safeguarding Teams in Herefordshire and Worcestershire and Area Commander if it is an allegation against a staff member.

**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 - Home (sharepoint.com)

## 9. Allegations

**What to do if an allegation of abuse is made against HWFRS personnel**

**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 Duty Group Commander may also contact the police, Adult Safeguarding Teams and Head of Human Resources and Development.

**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 v4.03 - 2022-08-22 .docx (sharepoint.com)

**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 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 Safeguarding Reporting Process where an allegation is made against HWFRS, a staff member or volunteer.

## 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.

Please see Appendix D for guidance if an Adult discloses abuse

**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).

For more information on the CARM and details of how to make a referral please follow the links below:

CARM-Final-V2.1-Aug-2022-.pdf (safeguardingworcestershire.org.uk)

CARM Final Herefordshire June 2022 - Herefordshire Safeguarding Boards and Partnerships

## 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.

Links to Worcestershire and Herefordshire's Policies for Professional disagreement.

Escalation-Policy-Resolution-of-Professional-Concerns.pdf (safeguardingworcestershire.org.uk)

Resolving-Professional-Disagreements-1.pdf (herefordshiresafeguardingboards.org.uk)

## 15. Joint Working and Commissioning Services

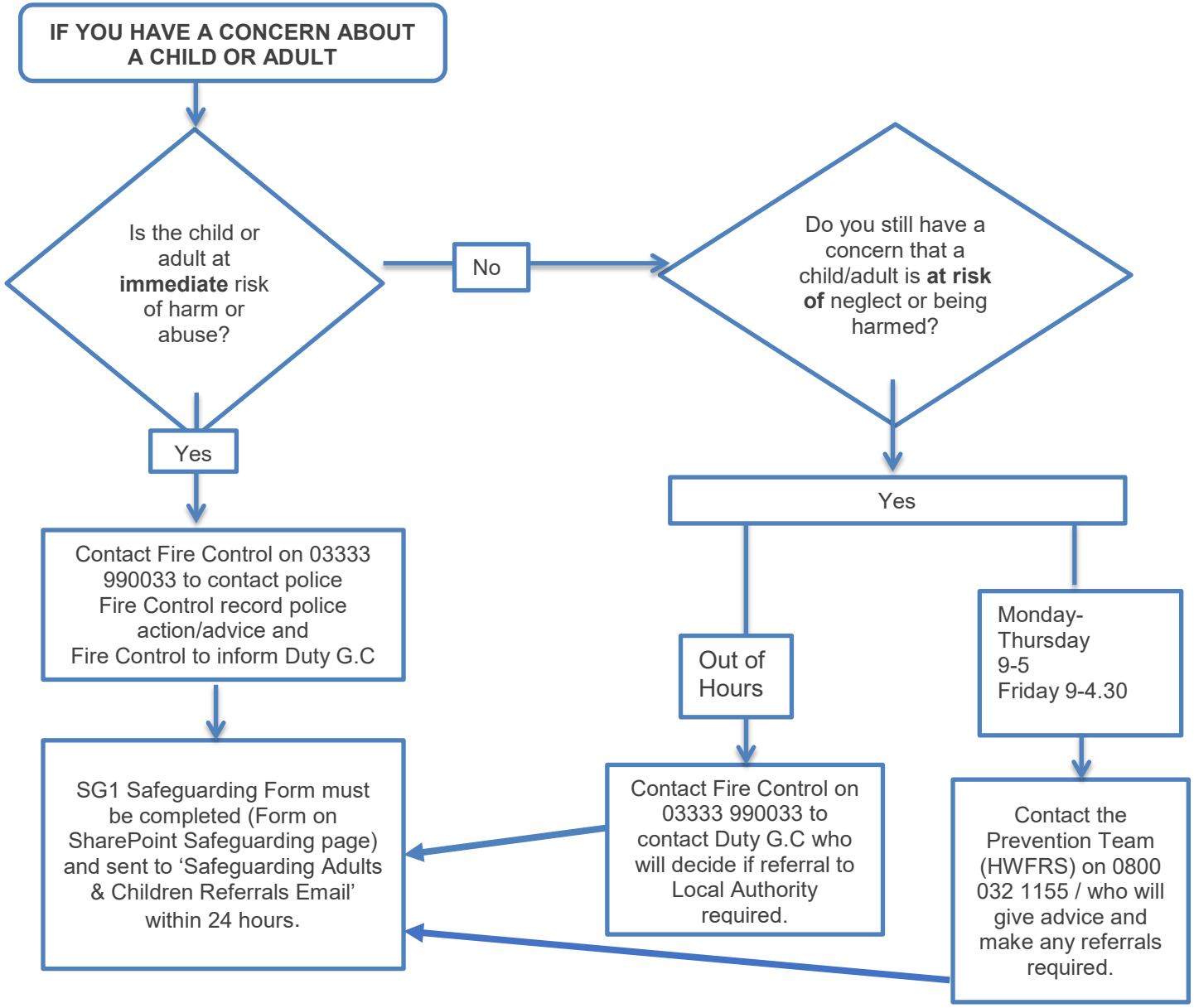
**15.1** This policy will be drawn to the attention of and made available to all agencies and organisations in joint working situations. Where partnership working involves a Service Level Agreement (SLA) for another organisation to provide services on its behalf, the HWFRS personnel responsible for the 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, then the HWFRS employee should follow the Safeguarding Reporting Process.

**15.3** If a member of a partner organisation becomes aware of abuse or allegations of abuse relating to HWFRS staff then they should follow their Safeguarding Procedures and ensure that HWFRS are made aware of the allegation via Fire Control.

# HWFRS SAFEGUARDING REPORTING PROCESS

**DOING NOTHING IS NOT AN OPTION**




Local Authority Contact Details:

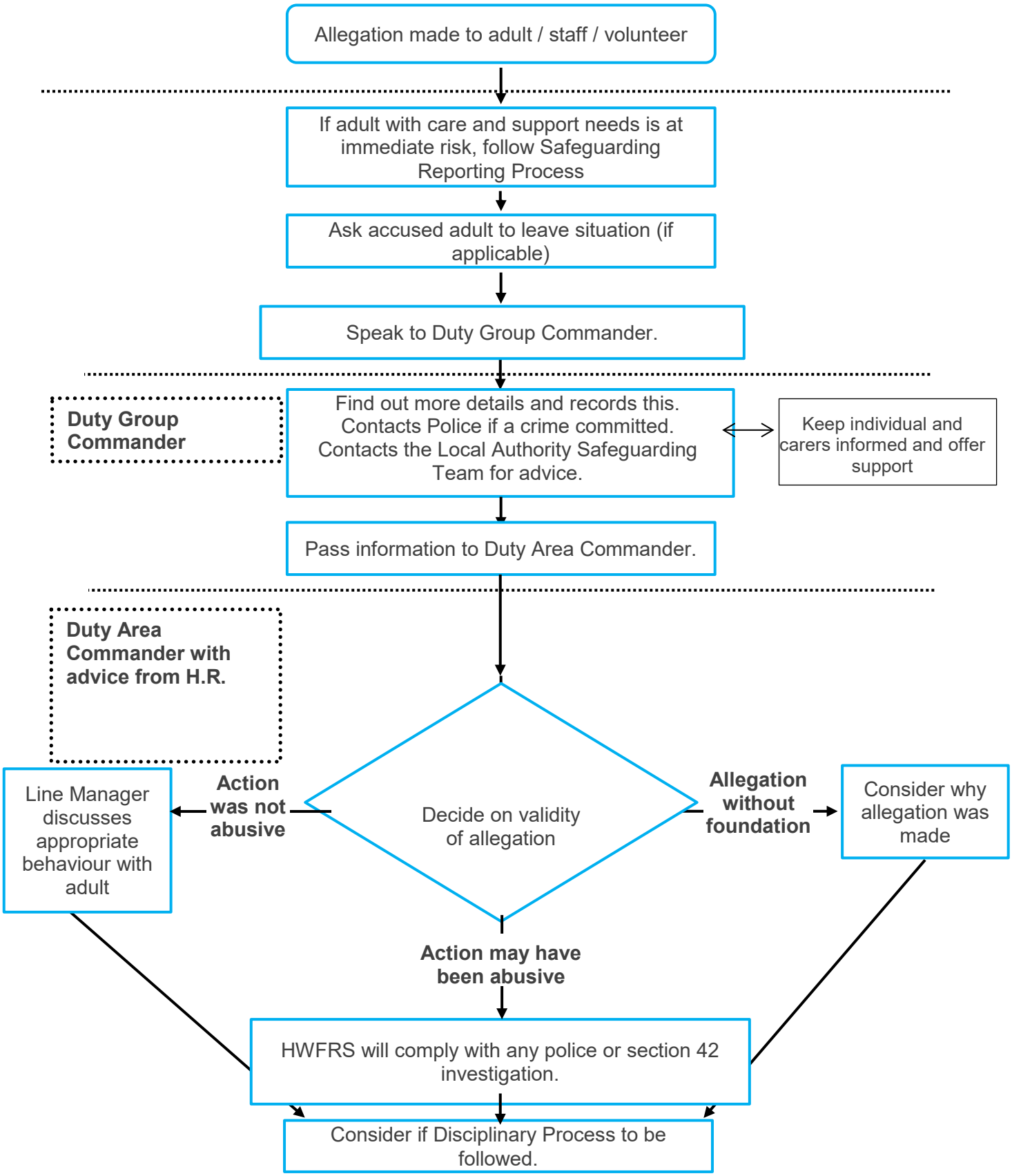
**Worcestershire Adults:**
01905 768053 01905 768020- Emergency Duty Team (17.00 – 8.30 am and weekends)

**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
## Safeguarding Reporting Process Following Allegation of Abuse Against a Staff Member or Volunteer



Appendix C


# 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 needs / significant medical history does the adult/child* have?<br><br>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. | |
| Describe the abuse or neglect the adult/child* is experiencing or at risk of<br>experiencing.<br><br>What is it that you have seen, heard or been told and by whom?<br><br>Please provide as much detail as possible. | |
| Why do you believe the adult/child* is unable to protect themselves from | |

| | |
|---|---|
| abuse or neglect?<br><br>If disclosure, use adult/child's* own words where possible. | |

**Consent/Capacity**

| | |
|---|---|
| The adult/parent has consented to the reporting of this safeguarding concern. | YES / NO |
| 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<br>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*?<br><br>If YES, please provide details. | YES / NO |

**Outcomes**

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

**Type of Abuse**

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

| **Type of Abuse** | Physical | | Sexual | |
|---|---|---|---|---|

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

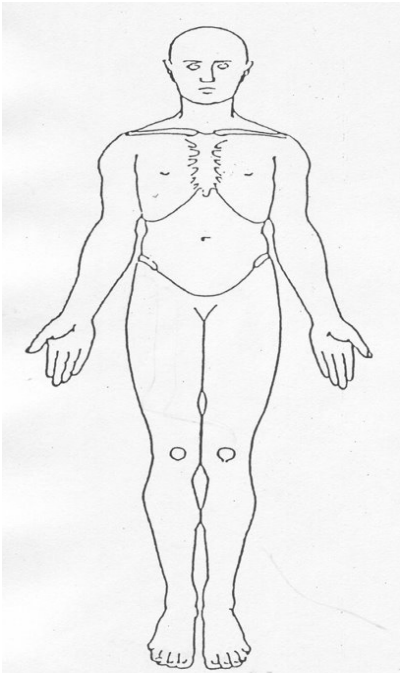
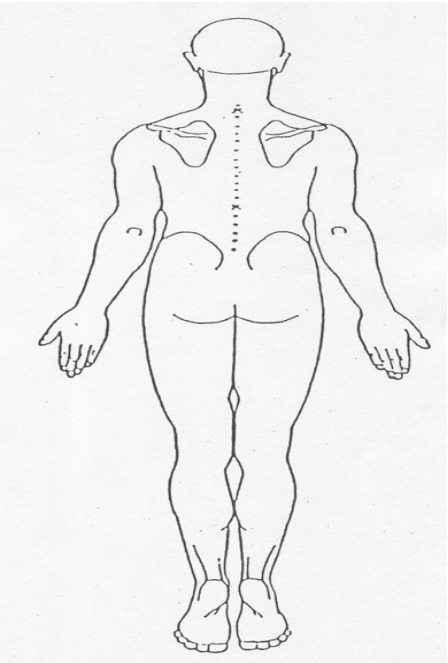
| Is domestic abuse a factor within this concern? | YES / NO |
|---|---|

| 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.

| | |
|---|---|
|  <br>**Description:** |  <br>**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 Community Risk / Duty Group Commander

| | |
|---|---|
| Name of CR staff / Duty Group Commander dealing with referral. | |
| Date & time received. | |

| | |
|---|---|
| Has decision to refer to adults/children's services been made?<br>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 D

## Responding to a Disclosure of abuse.

- **Do not** promise to keep what you have been told secret as you have a duty, under these procedures, to disclose the information. Reporting concerns is not a betrayal of trust.

- It is difficult for adults to disclose abuse. It is not unusual that an adult wants to maintain their relationship with their abuser but want the abuse to stop, especially when that person is a parent or carer. Equally, an adult may have been threatened or coerced into keeping quiet about abuse. They may be frightened of the consequences of disclosure.

- **It takes great courage to disclose abuse** and your response can be crucial. If an adult discloses abuse to you in the course of your work it is important to react appropriately.

**You should:**

- Remain calm and receptive.
- Listen without interrupting; only ask questions of clarification if you are unclear what the adult is saying.
- Make it clear you take the adult seriously and you believe what they are saying.
- Acknowledge their courage in coming forward and telling you about the abuse.
- Explain what actions you must take in a way the adult can understand.
- Write down what the adult says, using the adult's exact words if possible. Write down any questions you asked or what you have said to them.
- Write down what you observe, e.g. flinching, signs they are scared of a family member.
- Make a note of the date, time, place and people who were present at the discussion.

**You should not:**

- Allow your shock or distaste to show
- Probe for more information/ask leading questions
- Make assumptions or speculate
- Make negative comments about the alleged abuser
- Make promises you cannot keep; or
- Agree to keep the information secret.