



# Safeguarding Children and Adults at Risk Procedures

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**Responsible Officer:** Community Safety Manager

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## Safeguarding adults at risk – reporting procedure

A concern can be raised by anyone and all concerns must be taken seriously.

**It is important that safeguarding is triggered when someone is believed to be at risk of harm or abuse and not only at the point where there is demonstrable evidence of harm.**

No single agency can act in isolation to ensure the welfare and protection of adults at risk. This procedural guidance is designed to assist employees who wish to report allegations of abuse and protect adults at risk from exploitation or mistreatment.

Every incident of abuse or suspected abuse must be recorded and treated with urgency.

For a full and comprehensive guide to dealing with allegations of abuse, providing full definitions of an adult at risk please refer to the Joint Multi-Agency Safeguarding Adults Policy and Procedures. This can be found at <https://www.wakefield.gov.uk/health-care-and-advice/adults-and-older-people-services/safeguarding/safeguarding>

### Role of the alerted person

The alerted person is any employee who knows, suspects or has been told that abuse has been or is occurring towards some person who it appears maybe an adult at risk.

#### The alerted person is required to:

- Gather relevant available information, taking care not to increase the risk to the adult at risk or to notify the potential abuser, which may jeopardise any future investigation. The alerted person should make a personal record of the information for their records. Under no circumstances should the alerted person conduct their own investigations or approach the potential abuser to question them.
- Report the matter immediately to their line manager by telephone or email. If the line manager is the suspected abuser, the next manager in the hierarchy should be notified immediately.
- If the alerted person is a residential scheme manager or community support worker within an independent living scheme a record of the incident of abuse or suspected abuse should also be recorded as an 'event' on Capita Support under the tenant's profile and be reported to a team leader.

Any person raising the safeguarding concern can find alternative immediate actions on page 61 of the Joint Multi-Agency Safeguarding Adults Policy and Procedures.

## Role of the manager

On notification from the alerted person of an allegation of abuse or an adult at risk of harm, arrange a time and venue to meet with the alerted person to discuss what they have witnessed or been told on the same day.

- If the alleged perpetrator is an employee or volunteer working for us, notify the HR team immediately. HR will decide whether to immediately suspend the alleged perpetrator pending an investigation. HR will conduct the investigation in line with the Code of Conduct Policy, Disciplinary Guidance and the Safeguarding Adults Protocol.
- Respect will be given to a request for confidentiality from a member of the public, or from the reporting victim. Subject to the exclusions set out below, consent should be received from the victim before any information is disclosed by asking the victim to complete a Disclosure Consent form, accessible on the Safeguarding HUB, to allow the disclosure of personal data as required by current data protection legislation. Completed consent forms should be emailed to [safeguarding@wdh.co.uk](mailto:safeguarding@wdh.co.uk)
- However, managers may feel it is relevant to advise the person of the circumstances under which there is a professional duty to share information and it may be required that information is shared without consent of the person. Instances where this may be necessary will include where a crime may have been committed, the alleged perpetrator is an employee or volunteer we employ, and / or other service users will be at risk from the alleged perpetrator. Contact Wakefield Council (Social Care Direct - Adults) on 0345 8 503 503 if there are concerns relating to disclosure without consent.
- All safeguarding concerns raised by the alerted person must be recorded on the 'Safeguarding Concern' (Microsoft form) on the Safeguarding Hub by the manager. If after consultation with Social Care Direct a formal referral is not required or where a manager decides there is not a professional duty to share information, then the manager will answer 'no' to question 15 (Do you wish to refer to Social Services?).
- Where consent is agreed from the suspected victim, or where a manager decides that there is a professional duty to share information considering all information provided from the victim, then a formal referral will be made to Social Care Direct by answering 'yes' to question 15 (Do you wish to refer to Social Services?).
- Inform the police if it appears that a crime may have been committed, for example, if someone alleges they have been sexually assaulted, injured through physical assault or theft. Take any action necessary to ensure the immediate safety of the alleged victim.
- If the incident involves victimisation on the grounds of race or ethnicity, ensure that a report is also provided under the WDH Hate Incident Policy.
- Inform Social Care Direct (Children) on 0345 8 503 503 immediately if any evidence emerges to suggest that a child may be at risk.
- Once a report is raised with Social Care Direct the manager / alerted person should receive feedback from Social Care Direct on what action was taken in respect of the concern raised.
- On receipt of this feedback the manager / alerted person should complete the 'Safeguarding Concern – Feedback from Social Care Direct' (Microsoft form) on

**This is a controlled document. Please refer to the Employee Hub for the latest version.**

the Safeguarding Hub. Prompts to remind managers regarding this feedback will be sent at periodic intervals.

- On completion of the Safeguarding Concern form the employee who first raised the concern will receive an email / Teams alert asking them if they require wellbeing support. The manager will receive notification of the response and will have further discussion with the employee if support is requested to establish if appropriate counselling or other Employee Assistance (EAP) services are required.
- The manager will record a summary of this discussion by completing the 'Safeguarding Concern – Wellbeing Support' (Microsoft form) on the Safeguarding Hub. Prompts to remind managers regarding this feedback will be sent at periodic intervals.

### **Checklist for managers / employees**

- Consider Disclosure Consent form and email to [safeguarding@wdh.co.uk](mailto:safeguarding@wdh.co.uk) if completed.
- Contact Social Care Direct (Adults) for further advice and consultation if required.
- Record all details on the 'Safeguarding Concern' form.
- Make referral to Social Care Direct by indicating 'yes' to question 15.
- Seek feedback from Social Care Direct if a referral is made.
- Provide wellbeing support to the alerted person if required

### **For more information and guidance please refer to the following documents.**

- We are a signatory on the Interagency Information Sharing Protocol for Calderdale, Kirklees and Wakefield, this is in place to facilitate and govern the effective and efficient sharing of information. Such information sharing is necessary to ensure that individuals, and the population, can and do receive the care, protection and support they may require. Further details can be found at <https://www.wakefield.gov.uk/health-care-and-advice/adults-and-older-people-services/safeguarding/safeguarding>
- Contact our Community Safety manager on 01977 724433 or Wakefield Council's Adult Protection manager on 0345 8 503 503 for further advice.

## **Safeguarding children at risk – reporting procedure**

Unlike adults at risk, it is not necessary to gain consent of the child or the child's parents when raising a concern under safeguarding, however if the parent is not the suspected abuser and it does not put the child at further risk the parent should be advised that a concern is being raised.

We have a legal duty to share information and concerns with Wakefield Council's Family Services during a safeguarding investigation regardless of whether we have raised the alert or not.

This procedure summary is designed to assist employees who wish to report concerns of abuse and protect all children from exploitation or mistreatment.

**This is a controlled document. Please refer to the Employee Hub for the latest version.**

Every incident of abuse or suspected abuse should be recorded and treated with the necessary degree of urgency.

For a full and comprehensive guide to dealing with concerns of abuse containing definitions of vulnerable children please refer to the West Yorkshire Consortium Inter Agency Safeguarding and Children Procedures. Further information can be found at <https://westyorkscb.proceduresonline.com/>

## **Role of the alerted person**

The alerted person is any employee who knows, suspects or has been told that abuse has been, or is, occurring towards a child.

### **The alerted person is required to:**

- Gather relevant available information, taking care not to increase the risk to the child or to notify the potential abuser, which may jeopardise any future investigation. Under no circumstances should the alerted person conduct their own investigations.
- Report the matter immediately to their line manager by telephone or email. If the line manager is the suspected abuser, the next manager in the hierarchy should be notified immediately.
- Contact the police on 999 if it is believed that a child is in immediate danger.

## **Role of the manager**

- On notification from the alerted person of an allegation of abuse or child / young person at risk of harm, arrange a time and venue to meet with the alerted person to discuss what they have witnessed or been told on the same day.
- If the alleged perpetrator is an employee or volunteer working for us, notify the HR manager immediately. HR will decide whether to immediately suspend the alleged perpetrator pending an investigation. HR will conduct the investigation in line with the Code of Conduct Policy, Disciplinary Guidance, the Safeguarding Children Procedures and the Harassment Policy.
- HR manager to inform the local authority's designated officer.

### **Manager's should:**

- Report all concerns of abuse or suspected abuse to Wakefield Council (Social Care Direct – Children) by telephone on 0345 8 503 503 immediately or the police on 999 for emergency situations.
- Inform the parent or carer if this action does not put the child at more risk and advise a concern will be made. Do not inform the parent or carer if they are a suspected abuser.
- Inform Social Care Direct – Adults on 0345 8 503 503 if any evidence emerges to suggest that an adult may also be at risk.
- All safeguarding concerns raised by the alerted person must be recorded on the 'Safeguarding Concern' (Microsoft form) on the Safeguarding Hub by the manager. If after consultation with Social Care Direct a formal referral is not

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required then the manager will answer 'no' to question 15 (Do you wish to refer to Social Services?).

- If after speaking with Social Care Direct a formal referral is required, then the manager will do so by answering 'yes' to question 15 (Do you wish to refer to Social Services?)
- Once a report is raised with Social Care Direct the manager / alerted person should receive feedback from Social Care Direct on what action was taken in respect of the concern raised.
- On receipt of this feedback the manager / alerted person should complete the 'Safeguarding Concern – Feedback from Social Care Direct' (Microsoft form) on the Safeguarding Hub. Prompts to remind managers regarding this feedback will be sent at periodic intervals.
- On completion of the Safeguarding Concern form the employee who first raised the concern will receive an email / Teams alert asking them if they require wellbeing support. The manager will receive notification of the response and will have further discussion with the employee if support is requested to establish if appropriate counselling or other Employee Assistance (EAP) services are required.
- The manager will record a summary of this discussion by completing the 'Safeguarding Concern – Wellbeing Support' (Microsoft form) on the Safeguarding Hub. Prompts to remind managers regarding this feedback will be sent at periodic intervals.

**For more information and guidance please refer to the following documents:**

- We are signatory on the Inter-Agency Information Sharing Protocol for Calderdale, Kirklees and Wakefield-Wide. This is in place to facilitate and govern the efficiency and effectiveness of sharing information. Such information sharing is necessary to ensure that individuals, and the population, can and do receive the care, protection and support that they require. Further details can be found at <https://www.wakefield.gov.uk/health-care-and-advice/adults-and-older-people-services/safeguarding/safeguarding>
- Contact our Community Safety manager on 01977 724433 or Wakefield Council's Child Protection manager on 0345 8 503 503 for further advice.

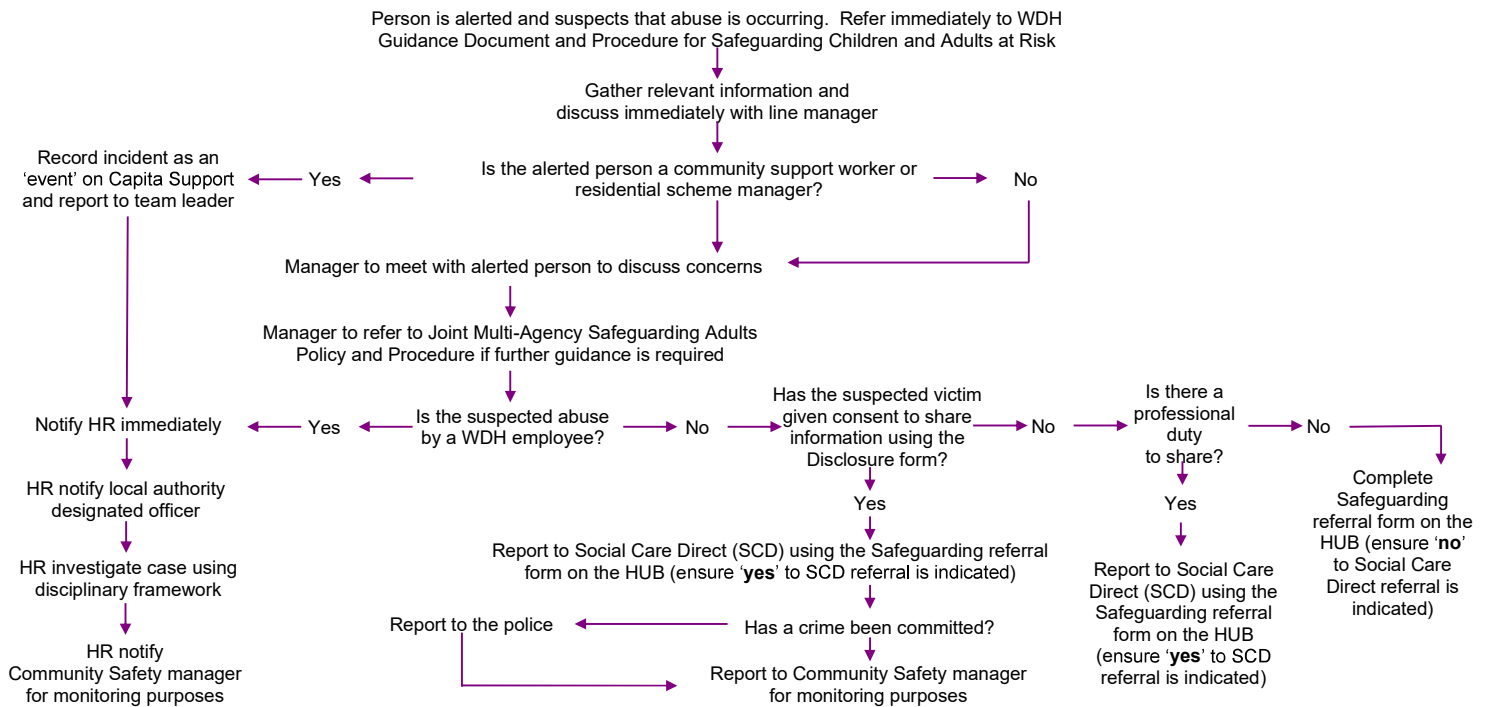
### **Checklist for managers / employees**

- Contact Social Care Direct (Children) immediately if it is suspected that a child / young person is at risk of abuse and / or harm.
- Contact the police on 999 if there is immediate danger.
- Record all details on the 'Safeguarding Concern' form.
- Make referral to Social Care Direct by indicating 'yes' to question 15.
- Seek feedback from Social Care Direct if a referral is made.
- Provide wellbeing support to the alerted person if required



## Appendix A: Flowcharts

### Safeguarding adults at risk - reporting concerns of abuse / harm







## Safeguarding children at risk - reporting concerns of abuse / harm

