



Guidance Document and Procedures for Safeguarding Children and Adults at Risk

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1. Scope

Our duty

We have a duty to:

- safeguard any children and adults at risk that we work with and employ internally, or come across during our work in the community;
- raise awareness across WDH of the responsibility around safeguarding children and adults at risk;
- protect our interests and our employees; and
- make sure that our employees are guided in their work with children and adults at risk and appropriate policies, procedures and processes are in place for employees to follow.

Definition of a child

As in the Children Acts 1989 and 2004, a child is anyone who has not yet reached their 18th birthday. 'Children' therefore means 'children and young people' throughout. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital, in prison or in a young offender's institution, does not change his or her status or entitlement to services of protection under the Children Act 1989.

Definition of an adult at risk

An adult at risk is a person aged 18 years or over who has needs for care and support (whether or not the local authority is meeting any of those care and support needs), 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. (It should be noted that disability or age alone does not signify that an adult is at risk).

Definition of abuse (Department of Health, 2000)

The violation of an individual's human and civil rights by any other person or persons.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to or exploitation of, the person subjected to it.

Abuse can be something that is done to a person or it can be something that is omitted from being done (for example, neglect of care needs, medication and so on).

Categories of abuse

- **Physical abuse:** including assault, hitting, pushing, misuse of medication, restraint.
- **Neglect:** including ignoring medical, emotional or physical care needs. Discrimination – including forms of harassment because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Sexual abuse:** including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo.
- **Psychological abuse:** including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling.
- **Financial or material abuse:** including theft, fraud, and misappropriation of property or benefits.
- **Organisational (formerly institutional):** including neglect and poor care practice as a result of the structure, policies, processes and practices within an organisation.
- **Discriminatory:** on the grounds of race, faith or religion, age, disability, gender, sexual orientation and political views.

The Care Act

The Care Act 2014 acknowledges the wider aspects of adult safeguarding and makes links with self-neglect, human trafficking/modern slavery and domestic abuse. Safeguarding will include some cases of the above. It is important to note that it will only be if the criteria as set out in the Care Act 2014 at section 42.1 are met (that is must have needs for care and support) before the issue is considered as a safeguarding concern.

Self-neglect

Self-neglect is a behavioural condition in which an individual neglects to attend to their basic needs such as personal hygiene, or tending appropriately to any medical conditions, or keeping their environment safe to carry out what is seen as usual activities of daily living. Self-neglect is an issue that affects people from all backgrounds.

Hoarding

Hoarding does not automatically fall under adult safeguarding but it could be considered as safeguarding in the wider sense under the umbrella of prevention. Most people associate hoarding with the acquisition of items with an associated inability to discard things that have little or no value (in the opinions of others) to the point where it interferes with use of living space or activities of daily living.

It is important to recognise when assessing both self-neglect and hoarding that they can be influenced by personal, social and cultural values. Finding the right balance between respecting the adult's autonomy and meeting the duty to protect their wellbeing is fundamental when exploring adult safeguarding or any other kind of supporting intervention.

Things to consider.

- Capacity and consent.
- Indications of mental health issues.
- The level of risk to the adult's physical health.
- The level of risk to their overall wellbeing.
- Effects on other people's health and wellbeing.
- Serious risk of fire.
- Serious environmental risk, for example, destruction or partial destruction of accommodation.

For a full and comprehensive guide to dealing with self-neglect and hoarding, please refer to the Joint Multi-Agency Safeguarding Adults Policy and Procedures. This can be found at <http://www.wakefield.gov.uk>

The aim of this guidance document is to:

- ensure the welfare of the child or adult at risk is considered paramount;
- make sure we develop clear priorities and procedures for safeguarding and promote the welfare of children and adults at risk;
- make sure that recruitment and Human Resources (HR) management procedures take account of the need to safeguard and promote the welfare of children, young people and adults at risk - including arrangements for appropriate Disclosure Barring Service (DBS) checks on new employees and volunteers;
- provide an awareness of the need to implement procedures for dealing with allegations of abuse against employees and volunteers;
- advise of the arrangements to work effectively with other organisations to safeguard and promote the welfare of children and adults at risk, including arrangements for sharing information and working with partners and contractors;
- promote a culture of listening to, and engaging in dialogue with, children and adults at risk – seeking views in a way that is appropriate to their age and understanding and taking account of those views in individual decisions and in the establishment or development of services; and
- provide an awareness of the whistle blowing procedures and a culture that enables issues about safeguarding and promoting the welfare of children and adults at risk to be addressed.

2. Multi-agency working

We are actively involved in a number of multi-agency groups where information is shared between partners to develop co-ordinated support around safeguarding.

MARAC (Multi-Agency Risk Assessment Conference)

Where information is shared on the highest risk domestic abuse cases to develop a co-ordinated action plan of support. The primary focus of the MARAC is to safeguard the adult victim, although close links are also made with other forums to safeguard children and manage the behaviour of perpetrators. At the heart of the MARAC is the working assumption that no single agency can see the complete picture of the life of a domestic violence victim but may all have insights that are crucial to their safety.

MAACSE (Multi-Agency Child Sexual Exploitation) Panel

To develop action plans of support and intervention to safeguard young people from the risk of child sexual exploitation (CSE). Whilst emphasis is centred on the young person, multi-agency discussion can also share intelligence relating to patterns of CSE in the district, as well as for vulnerable locations or alleged perpetrators.

Multi-Agency Safeguarding Hub (MASH)

Multi-agency response where professionals or members of the public have expressed concern relating to a child or young person.

Representatives within the MASH gather information from a range of partner agencies and use this information to better inform their decision making in relation to the type of service the child and / or young person should be offered.

3. Introduction

This guidance applies to all our employees.

In particular it is designed for employees who are practically involved in working with adults at risk and children or young people and who therefore have a responsibility to safeguard them.

4. Employee guidelines for safeguarding adults and children at risk

We have the responsibility for identifying, investigating and responding to allegations of abuse.

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

We have procedures for reporting allegations of abuse to adults at risk and children, this guide compliments these procedures which can be found at Appendix 1 and Appendix 2 within the guide. Flowcharts linked to the procedures can be found at Appendix 3.

5. Safeguarding principles for adults at risk

Any employee who comes into contact with an adult at risk is required to have regard to these key principles.

- Empowerment – presumption of person led decisions and informed consent.
- Prevention – it is better to take action before harm occurs.
- Proportionality – proportionate and the least intrusive response appropriate to the risk presented.
- Protection – support and representation for those in greatest need.
- Partnership – local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting abuse.
- Accountability – accountability and transparency in delivering safeguarding.

If an adult at risk has mental capacity to make their own decisions, then it is essential that their views are sought, taken account of and acted upon at every stage.

Employees may be faced with difficult decisions, particularly where abuse is suspected and the person states they do not wish for any further action to be taken. If this happens then further advice must be sought from the Adult Protection Manager at Wakefield Council. This can be done by contacting our Care and Health Manager. If any consideration is being given to overriding the person's views, further advice must always be sought.

An adult at risk must always be assumed to have mental capacity unless it is established that they lack capacity under the Mental Capacity Act 2005.

If an employee is in doubt as to whether an adult at risk has mental capacity, a referral should be made to Social Care Direct on 0345 8 503 503.

An adult at risk is not to be treated as unable to make a decision unless all practicable steps to help them to do so have been taken without success.

An adult at risk is not to be treated as unable to make a decision merely because he or she makes an unwise decision.

Raising a safeguarding concern for an adult at risk

This section of the guide should be read in conjunction with our Safeguarding Adults at Risk reporting procedure which can be found at Appendix 2 of the guide.

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

It is important that adult protection 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.

Gathering relevant information

To accurately make a decision about whether to proceed with the Safeguarding Adults reporting procedure, some initial information gathering may be required. This is to ensure that sufficient information for the concern is available and to establish the level of involvement that the person wishes to have if a concern is raised.

For Adults at Risk there are a number of things that employees should consider before conducting the information gathering.

- Where would the adult prefer to talk to you?
- Is there any issue concerning safety for the adult relating to where you meet?
- Is it possible to talk to them on their own or will they require additional support?
- Do you have accessible information to provide to them? What might be needed?
- Can you signpost them to additional support if necessary?

In some instances, it may be deemed appropriate to immediately contact the police. Where this is judged to be the case, employees should inform their line manager.

Things to consider

Checklist

- Do the police need to be contacted urgently? Have you informed your line manager?
- Have you visited the adult that the alert is being raised for? If possible talk to them in their own home, environment or a preferred location.
- For adults, have you considered how you will identify the level of involvement they would like to have in the safeguarding process?
- Is there anyone else that you can talk to with the persons consent, for example, GP, district nursing, social worker, family or friends?
- Have you reviewed the persons file and past history – talk to colleagues in other agencies for information they may have about the person or the alleged perpetrator (for example, family services, police, mental health).

Have you alerted your line manager?

When considering how best to support an adult at risk, by the end of the information gathering it is critical that employees know:

- if the adult is currently at risk of harm;
- whether the adult wishes a concern to be raised and whether they have the mental capacity to make that decision; and
- how the adult wants to be kept informed of progress.

Any records kept during the investigation could be used in legal processes, and Freedom of Information requests, therefore it is essential that accurate and factual records are kept and filed appropriately. Managers are to ensure that they are stored safely and securely in line with the data protection legislation.

Following the gathering of appropriate information, the decision is taken by an employee to pursue the allegation through to raising a concern with the local authority. Employees must discuss the concern with their line manager who will then follow the actions set out in our Safeguarding Adults at Risk reporting procedure (Appendix 2).

At this point employees should also ensure that where necessary the appropriate vulnerability flag is placed on the IBS system.

All safeguarding concerns must be raised with Social Care Direct on 0345 8 503 503¹. The local authority must undertake an Initial Enquiry to determine the appropriate response. The concerns may be resolved during the Initial Enquiry, or it may be necessary to undertake further enquiries or actions to safeguard the adult or adults at risk.

An Initial Enquiry involves:

- gathering information;
- ascertaining the views and wishes of the adult;
- establishing the need for representation / independent advocate;
- checking whether a response within this procedure is appropriate and proportionate to the concerns raised;
- protecting from the abuse and neglect, in accordance with the wishes of the adult;
- making decisions about further actions that should be taken with regard to the person or organisation responsible for the abuse or neglect; and
- enabling the adult to achieve resolution and recovery.

Central to this approach is the need to work with the adult at risk and/or their representative to agree their desired outcome, to confirm the cause for concern and agree actions to be taken.

The duty on the local authority to make enquiries, or cause them to be made, applies where there is reasonable cause to believe that the three stage test has been satisfied:

- person has care and support needs;
- person is experiencing, or at risk of abuse; and
- as a result of care and support needs, is not able to protect themselves.

An enquiry could range from a conversation with the adult, risk management action right through to a much more formal multi-agency course of action, involving strategy, enquiry and case conference.

Once enquiries are completed, the local authority should then determine with the adult what, if any, further action is necessary and acceptable.

¹ WDH is part of the Inter-agency Information Sharing Protocol for Wakefield and Kirklees.

Raising safeguarding alert for a vulnerable child

The procedure for raising an alert for a child is shown in Appendix 1.

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 Family Services during a safeguarding investigation regardless of whether we have raised the alert or not.

6. Good practice guidelines for employees working with adults at risk and children

All employees working with children or adults at risk must recognise that they are vulnerable to accusations of abuse. Allegations made could be false, malicious or misplaced, and may be either deliberate or innocent of such intent. It is necessary for employees to be mindful of the need to minimise the opportunities for such allegations.

We will investigate any allegations against employees using the disciplinary framework.

The following are common sense examples of how to create a positive culture and climate.

- Always work in an open environment avoiding private or unobserved situations and encourage open communication (it is recognised that in some instances one to one situations will occur with employees for example Residential Scheme Managers and Community Support Workers working within independent living schemes).
- Avoid, or minimise the opportunity for, one to one situations, inclusive of carrying young people in vehicles on a one to one basis. Treat all children or vulnerable adults equally with respect and dignity.
- Always check any PowerPoint presentations for content with a line manager before allowing children or vulnerable adults to view.
- Always put the welfare of the child or vulnerable adult first.
- Do not over-criticise children or adults at risk or use language that may cause them to lose self-esteem or confidence.
- Whilst it is important to reassure a child or adult at risk who may be nervous and will be particularly reliant on your guidance, you should avoid being over familiar. Never permit 'horseplay' which may cause embarrassment and fear.
- Confidentiality and trust should be maintained as far as possible. The safety of the child or adult at risk is the overriding concern. Therefore, the degree of confidentiality will be governed by the need to protect the child or adult at risk, and they should be informed at the earliest stage should a disclosure of information be passed on.

Employees should **never**:

- engage in sexually provocative or rough physical games;
- use themselves or allow a child or adult at risk to use inappropriate language unchallenged including racist, sexist or homophobic comments;
- have inappropriate images of a sexual or inappropriate nature displayed either by use of electronic equipment or paper based;
- make sexually suggestive comments in front of, or in the vicinity of a child or adult at risk, even in fun;
- take or borrow money from a child or adult at risk regardless of the intention to pay the money back;
- let allegations made by a child or adult at risk go without being addressed and recorded;
- deter a child or adult at risk from making allegations through fear of not being believed;
- jump to conclusions without checking facts;
- befriend a child or adult at risk on social networking sites;
- socialise with a child or adult at risk outside of work, always retain professional boundaries;
- share personal mobile phone numbers with a child or adult at risk;
- access a person's property without permission unless in an emergency situation; and
- enter a property and undertake WDH business if the only persons present are defined as a child and are therefore under the age of 18.

When a defined child occupies a property as a tenant and lives alone, employees should always seek advice from their line manager before effecting a visit.

7. Work experience / health and safety considerations

This guidance note is intended to provide general advice on the management of health and safety and other considerations in relation to **any person** on work experience, particularly students, who may be offered a placement by WDH.

The organisation has a duty to ensure the health, safety and wellbeing of its employees; young persons and adults at risk. To fulfil our statutory duties relating to young persons, please refer to Appendix 4 for the Young Persons Regulations 1997 for people aged between 16 and 18 on work experience placements.

Work experience offers students of today the opportunity to prepare for the challenges of tomorrow. We are keen to promote work experience opportunities for young people living in the area and are committed to working with local schools to facilitate students to become familiar with the skills and attitudes needed by modern business and the demands of working life.

As a placement provider the organisation has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work, of all its employees. Under the Health and Safety (Training for Employment) Regulations 1990 any person participating in work experience are regarded as the placement providers' employees for the purposes of health and safety.

Legal duties

General health and safety legislation requires us to:

- a. assess the risks to which employees are exposed at work;
- b. introduce and maintain appropriate measures to eliminate or control the risks; and
- c. provide adequate information, instruction, training and supervision.

Under the Management of Health and Safety at Work Regulations 1999 as amended by the Health and Safety (Young Persons) Regulations 1997 placement providers have particular duties to:

- a. assess the risks to their young workers (that is under 18 years of age), including students on work experience, **before** they start work;
- b. to make sure that the risk assessment takes into account specific factors such as their immaturity, inexperience and lack of awareness;
- c. introduce measures to eliminate or reduce the risks; and
- d. **before** the individual takes up the placement, let the parents or guardians of any individual below the minimum school leaving age know the key findings of the risk assessment and the control measures. This notification does not have to be in writing and the provider can seek help from others in getting this information to the parents or guardians (for example, through the work experience organiser).

Any person, including students, on work experience placements also have a duty to:

- a. take reasonable care of their own health and safety and that of other people who may be affected by their actions; and
- b. to co-operate with the placement provider in complying with the providers' legal duties.

Risk assessment

In carrying out risk assessments for work experience, managers must not only consider the factors laid out as above but must also consider the following.

- a. The fitting-out and layout of the workplace and workstation.
- b. The nature, degree and duration of exposure to physical, biological and chemical agents.
- c. The form, range and use of work equipment and the way in which it is to be handled.
- d. The organisation and supervision of work activities.
- e. The extent of the health and safety training provided, or to be provided, particularly to young people concerned.

The extent of the risk will determine whether you should restrict the work of the person concerned. You may consider that young people should not be employed on certain activities. Further guidance on this matter is available from the Health and Safety Manager.

Training and supervision

It is essential that any person on work experience be given a briefing on health and safety and other considerations before they start work by the manager responsible for them whilst undertaking the work experience placement. Consideration should be given to providing written information to the person before they start work. Induction training on the first day should include confirmation that the written information has been understood.

Young persons must be supervised at all times when on work experience, this in effect means that they should not carry out any works unless they are under supervision. Employees who may be involved in the supervision of work experience people will require briefing on the extent of their responsibilities by the manager in conjunction with the Social Inclusion Team.

We are keen to make sure a safe working environment is maintained, and in this regard, further information is available within this guidance outlining the risk assessments and conditions of compliance for work experience placements.

Further guidance on the procedures to follow is available from the Social Inclusion Manager.

8. Monitoring and reviewing

The Care and Health Manager will record all concerns to Social Care Direct from our employees. All employees must ensure these are reported to the Care and Health Manager at the point of making a concern under safeguarding. The concern figures will be reported on a quarterly basis.

Appendix 1: Safeguarding Children - Reporting Procedure

Introduction

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

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: <http://westyorkscb.proceduresonline.com/chapters/contents.html>

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 to their line manager; this could be by completing a 'cause for concern' card and passing the concern to their line manager. If the line manager is the suspected abuser, a more senior person should be notified; and
- ensure that information is accurately recorded, stored and shared in line with data protection legislation and in line with the West Yorkshire Safeguarding Children Procedures.

Role of the manager

- On notification from the alerted person of a concern of abuse, refer to the West Yorkshire Safeguarding Children Procedures.
- Offer the alerted person protection if necessary, such as counselling service, other duties or transfer work location.
- Arrange time and space for the alerted person to prepare a report on what they have witnessed or been told on the same day. Then both the manager and the alerted person should sign and date the report and identify a safe place to store the information. The report can be stored in a secure electronic personal folder or a secure file if in paper form.
- Record management notes from the initial discussion with the alerted person, ensuring that the support needs of the alerted person are discussed and if appropriate offer counselling services. Sign and date the notes and identify a safe place to store the information as described above.

- 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.

However, managers should.

- Report all concerns of abuse or suspected abuse to Social Care Direct on 0345 8 503 503, making it clear that the report is for a Child Protection Referral.
- 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 the police if it appears that a crime may have been committed and take any action necessary to ensure the immediate safety of the alleged victim.
- Inform the Adult Protection Team immediately at Family Services if any evidence emerges to suggest that an adult may also be at risk.
- Inform the Care and Health Manager who is responsible for the monitoring and recording the number of child protection cases within WDH. This can be done by sending details to safeguarding@wdh.co.uk

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 as a whole, can and do receive the care, protection and support that they require. Further details can be found at: <http://www.wakefield.gov.uk>
- Contact our Care and Health Manager on 01977 788717 or Wakefield Council's Child Protection Manager on 0345 8 503 503 for further advice.

Appendix 2: Safeguarding Adults at Risk - Reporting Procedure

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 <http://www.wakefield.gov.uk>

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; this could be by completing a cause for concern card and passing the concern to their line manager. 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 be recorded as an 'event' on Capita Support under the tenants profile and also be reported to a Team Leader. Once reported to a Team Leader, the alerted person should raise the Safeguard with Social Care Direct and also email our safeguard email box safeguarding@wdh.co.uk; and
- ensure that information is accurately recorded and safely stored in a secure electronic personal folder and shared in line with data protection legislation and in line with the Joint Multi-Agency Safeguarding Adults Policy and Procedure.

Any person raising the safeguarding concern can find alternative immediate actions on page 61 of the Joint Multi-Agency Safeguarding Adults Policy and Procedures. This can be found at <http://www.wakefield.gov.uk>

Role of the manager

- On notification from the alerted person of an allegation of abuse, refer to the Joint Multi-Agency Safeguarding Adults Policy and Procedures.
- Arrange time and space for the alerted person to prepare a report of what they have witnessed or been told on the same day. Then sign and date the report and identify a safe place to store the information. The report can be stored in a secure electronic personal folder or a secure file if in paper form.
- Record management notes from the initial discussion with the alerted person, ensuring that the support needs of the alerted person have been discussed and if appropriate counselling services are offered. Sign and date the notes and identify a safe place to store the information as described above.
- 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 consent form (attached) to allow the disclosure of personal data as required by current data protection legislation

However, managers may feel it is relevant to:

- advise the person of the circumstances under which there is a professional duty to share information. 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 other service users will be at risk from the alleged perpetrator. Contact the Adult Protection Manager at Family Services on 01924 302149 if there are concerns relating to disclosure without consent;
- where consent is agreed from the suspected victim, or where a manager decides that there is a professional duty to share information, taking into account all information provided from the victim, the manager should report all incidents of abuse or suspected abuse to Social Care Direct on 0345 8 503 503 making it clear that the report is for an Adult Protection Referral. Where consent is agreed the consent disclosure form attached should be completed and retained on the persons file;
- 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 to the relevant service access point under the Hate Crime Incident Reporting Policy;
- inform the Child Protection Team immediately if any evidence emerges to suggest that a child may be at risk;
- ensure that information is accurately recorded, stored and shared in line with data protection legislation and in line with the Multi Agency Adult Protection Policy.

Managers are required to store adult protection information in a central and secure place this can be either electronic or in paper format; and

- inform the Care and Health Manager who is responsible for the monitoring and recording the number of child protection cases within WDH. This can be done by sending details to safeguarding@wdh.co.uk

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 as a whole, can and do receive the care, protection and support they may require. Further details can be found at: <http://www.wakefield.gov.uk>
- Contact our Care and Health Manager on 01977 728717 or Wakefield Council's Child Protection Manager on 0345 8 503 503 for further advice.

Consent Form



Disclosure of Personal Data Under Data Protection Legislation

I (Name) _____

of (Address) _____

Phone number _____

give permission for WDH to disclose information to:

(Name) _____

(Address) _____

Phone number _____

Who is my _____

(Friend, relative or personal representative)

What information do you want us to disclose? This is so that the person can deal on your behalf with any issues relating to WDH that you have asked them to.

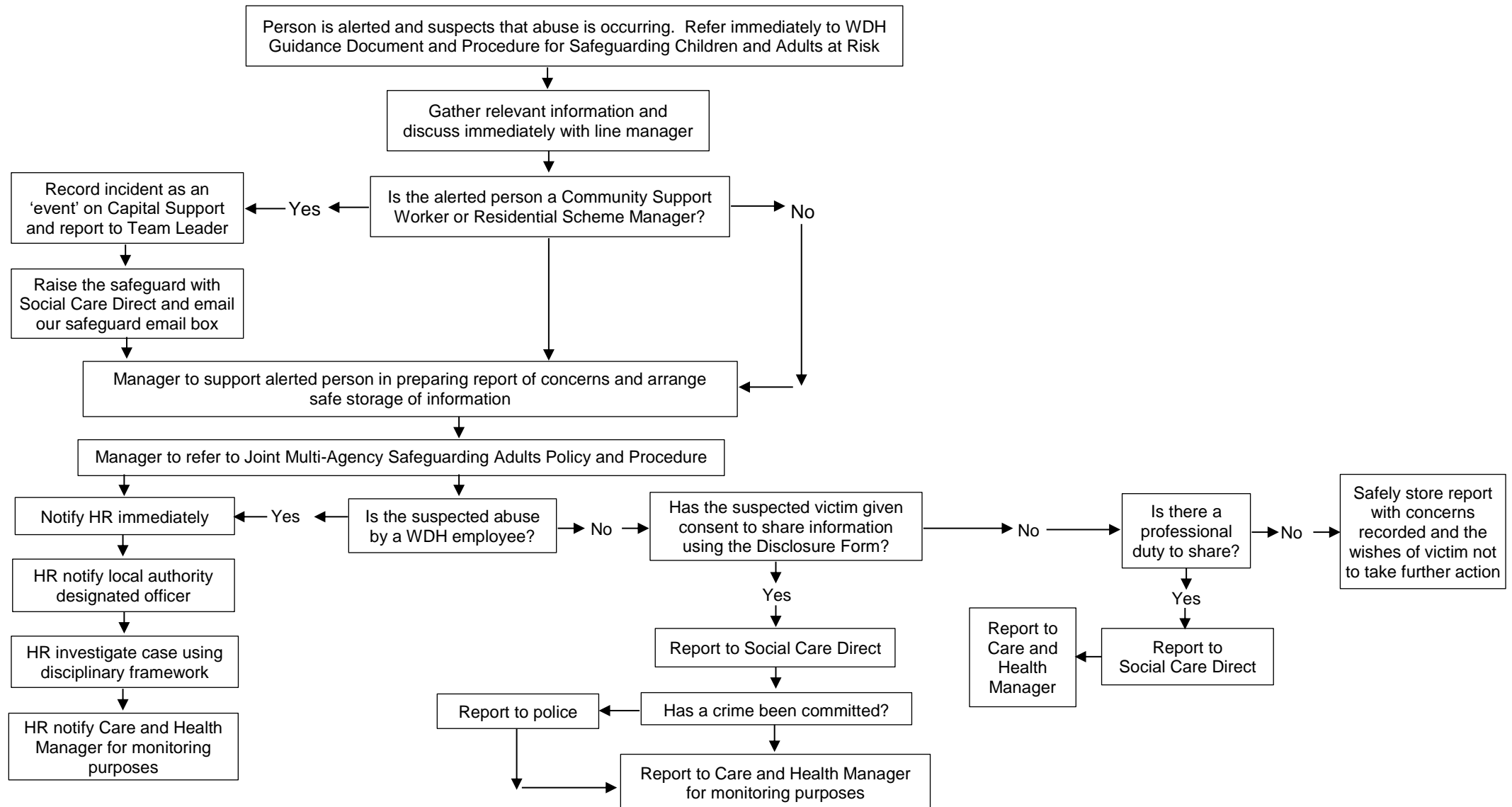
The consent will remain in force unless you give notice to WDH to cancel the declaration.

Signed: _____

Print Name: _____

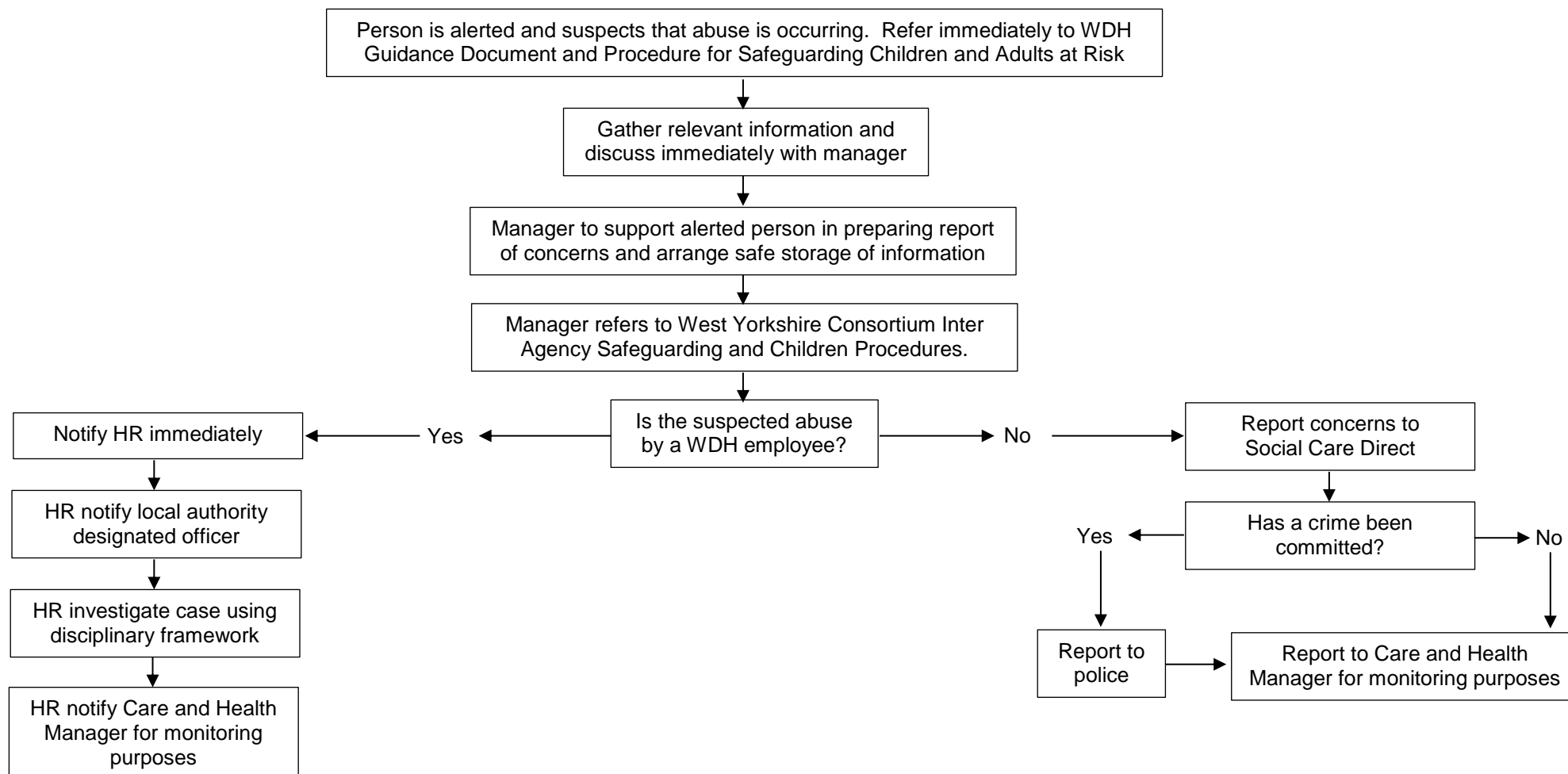
Date: _____

Safeguarding Adults at Risk - Reporting Concerns of Abuse





Safeguarding Vulnerable Children - Reporting Concerns of Abuse



Appendix 4: Young Persons Regulations 1997

The above regulations apply to employees between the ages of 16 and 18 and to people on work experience placements.

The regulations introduce new requirements into the Management of Safety at Work Regulations which already require the assessment of risk to take account of the needs of young and inexperienced workers.

Action required

Managers are asked to bring the information contained in this circular to the attention of all employees.

Managers who have young workers in their teams or who may receive young people on work experience are required to assess the particular risks to young workers. All risk assessments need to take account of young people's inexperience, lack of awareness of existing and potential risk and immaturity.

Where risks to young workers are identified this information should be passed to the employees concerned. In the case of work experience placements, there is a requirement to pass information on regarding specific risks to parents. It is anticipated that this will be done through placement organisers.

The Regulations apply to employees between the ages of 16 and 18 years and to young persons on work experience.

Introduction

The Health and Safety (Young Persons) Regulations, 1997 came into force on 3 March 1997. The legislation introduced new requirements of the Management of Health and Safety Regulation 1992 which at present requires employers to assess risks to all employees, including young workers and to do what is reasonably practicable to control those risks. Therefore, the factors, which particularly affect young people, should already have been considered by our managers.

Our managers must ensure that they have considered the particular risks to young people because of possible lack of awareness of existing or potential risks, immaturity and inexperience. All risk assessments should be copied to the Health and Safety section for checking and enable them to be placed on our Intranet Health and Safety pages.

Our managers offering placements to young people on work experience must provide them with at least the same health, safety and welfare protection that they give our own employees. There are some age-related restrictions which prohibit young workers, including children on work experience, from working with particular machinery or undertaking particular tasks.

What are managers of young people required to do?

Before the young person starts work or work experience managers should:

- assess the risks to young people, under 18 years old; which should include:
 - the fitting-out and layout of the workplace and workstation;
 - the nature, degree and duration of exposure to physical, biological and chemical agents;
 - the form, rate and use of work equipment and the way in which it is handled;
 - the organisation of processes and activities;
 - the extent of the health and safety instruction provided, or to be provided, to the young people concerned;
 - the risks from agents, processes and work are listed in Appendix A; and
 - the physical capabilities of the young person to do the task.
- take account of their inexperience, lack of awareness of existing or potential risks, and immaturity;
- address the specific factors raised in the assessment to the risk;
- where work experience placements are planned, provide information to parents of young people under the minimum school leaving age about the risks and the control measures introduced;
- take account of the assessment of the risk in determining whether the young persons should be prohibited from certain work activities, except where they are over the minimum school leaving age and it is necessary for their training; and
- where the risks are reduced so far as is reasonably practicable and where proper supervision is provided by a competent person.

Further guidance on young persons at work can be obtained from the WDH Health and Safety pages:

<http://intranet/Documents/D15799/Young%20Persons%20Regulations%201997.pdf>

Information for parents

You are required by the Management Regulations to tell all your workers, including young workers, about the risk to their health and safety identified by the assessment and the measures put in place to control them.

In all cases you must also let parents of young people under the minimum school leaving age know the key findings of the risk assessment and the control measures taken. There is no requirement to provide this information in writing, although this would be good practice and is recommended. In the case of work experience you should involve the organisers such as schools, technical colleges, local education centres, education business partnerships and other work experience agencies in getting information to parents or guardians of any child seeking a placement. The Health and Safety Executive are working with the Department for Children, Schools and Families on the development of health and safety guidance for organiser of work experience.

For this information to serve any useful purpose it must be provided before employment or work experience starts.

Work objectively beyond physical or psychological capacity

List of agents, processes and work	What is the risk?	How to avoid the risk
Physical capacity	Accidents, injuries and/or musculoskeletal disorders which can occur in jobs that require repetitive or forceful movements, particularly in association with awkward posture or insufficient recovery time.	The risk assessments should take account of physique, general health, age and experience.
Work the pace of which is determined by machinery and which involves payment by results	Young workers may be more at risk as their muscle strength may not be fully developed, and they may be less skilled in handling techniques or pacing the work according to capacity. They may also be more subject to peer pressure to take on tasks that are too much for them or to work more quickly.	The risk assessment should take account of age and experience. Training, instruction and effective supervision should be provided.
Psychological Capacity	<p>Although there will be large individual differences in the psychological capacity of young people, based on difference in training, experience, skills, personality and attitudes, in the vast majority of jobs there is no difference in the kind of mental and social skills used by young people and adults.</p> <p>However, there are some areas of work that could be beyond a young person's mental and emotional coping capacity, such as dealing with violent and aggressive behaviour and decision making in stressful situations.</p>	

Work involving harmful exposure to agents which are toxic, carcinogenic, or can in other ways cause harm

List of agents, processes and work	What is the risk?	How to avoid the risk
Biological agents	<p>Young workers are not more susceptible to infections from biological agents than adults. Like any other worker, they may be at greater risk if they suffer from any disease or from the effects of medication or pregnancy.</p>	<p>Precautions against the risk of infection at work and of acquiring an allergy are applicable to all employees regardless of their age or state of health. Control measures, which are often as simple as maintaining high standards of hygiene like hand washing and use of gloves are derived from the risk assessment that employers are required to make under COSHH Regulations. Vaccination is offered as a supplement to procedural or physical controls.</p> <p>Instructions relating to the reduction of risk are contained in the Infection Control Policy.</p>
Chemical agents, very toxic, toxic, harmful corrosive and irritant substances	<p>Young people are not at any greater risk from exposure to such substances that anyone else. However, young people may not appreciate the dangers to their health any may not understand or follow instructions properly because of their immaturity.</p>	<p>These substances fall within the scope of COSHH. Employers should assess the health risks to young people, arising from any work with any of the substances, and where appropriate, prevent or control the risks.</p> <p>Particular attention should be paid to COSHH requirements on the provision of information, instruction and training and to the provision of adequate supervision within a safe system of work.</p>

List of agents, processes and work	What is the risk?	How to avoid the risk
	Some substances can cause allergic reactions in people. This may give them dermatitis or asthma. These substances do not affect young people any differently from adults.	Instruction relating to the safe use of all departmentally approved products is given in the Control of Substances Hazardous to Health – Health and Safety Circular Number 12.
Asbestos	Young people are not at greater risk from exposure to asbestos than anyone else, but asbestos is a very hazardous material. Young people may not appreciate the dangers to their health and safety or they may not understand or follow instructions properly.	It is unlikely that exposure to asbestos will occur in normal work routines. However, if buildings are damaged, such as following a fire, asbestos may be identified. Specific instructions will be given to any affected workers should this occur.
Non-ionising electromagnetic radiation	Optical radiation: There is no evidence that young workers face greater risk of skin and eye damage than other workers.	Outdoor workers should be advised to reduce their exposure to the sun in summer months as much as is reasonably practicable.
Work with fierce or poisonous animals	Some animals kept in zoos are fierce or poisonous, as may some exotic animals kept as pets. Farm animals may occasionally show aggression, such as bulls or animals with young. Young workers may be more at risk because of their inexperience and lack of appreciation of the risks.	The opportunity for contact with fierce, poisonous or aggressive animals within the work of CSSD is limited. However, employees may visit households where exotic animals etc. are kept as pets or may accompany groups of service users on visits to zoos, farms etc. Additional supervision is required until managers are satisfied that they young person is competent and understands the potential dangers.

List of agents, processes and work	What is the risk?	How to avoid the risk
Work involving the handling of equipment for the production, storage or application of compressed, liquefied or dissolved gases		
Flammable liquids	Accidental spills can cause fires or explosions. Flammable liquids should only be used for their intended purpose; using them for other purposes may lead to fires or explosions.	It may be necessary to explain the basics of flammability and what to do if the liquid is spilled. It may also be necessary to point out the dangers of using liquids for cleaning machinery or starting bonfires. The policy on COSHH – Health and Safety Circular Number 12, gives details of the flammability of all departmentally approved products.
Flammable gases	Leaking gas from pipes, appliance and cylinders can cause fire or explosions.	It may be necessary to explain the basics of flammability; people need to know how to detect leaking gas and what to do in the event of a gas leak.

List of agents, processes and work	What is the risk?	How to avoid the risk
Gas cylinders	<p>There is no evidence that young workers face greater physical risks from a release of stored energy than other workers. Leaking gas from cylinders may cause fire or explosions.</p> <p>Physical damage of cylinders may cause leaks which may lead to fires or explosions. Heavy cylinders may cause physical injury if not properly handled.</p> <p>Application of heat to gas cylinders may cause them to burst, possibly resulting in a 'shrapnel' type explosion.</p> <p>Alternatively, the contents may be vented through a pressure release valve resulting in fire or explosion.</p>	<p>It may be necessary to explain the basics of flammability; people need to know how to detect leaking gas and what to do in the event of a gas leak.</p> <p>Gas cylinders need to be properly handled; both to avoid the danger of fire and explosion, and the risk of physical injury to the worker, such as crushed toes.</p> <p>Gas cylinders need to be stored safely and used away from direct sources of heat.</p> <p>In HASC the use of gas cylinders will normally be restricted to 'Calor Gas' type appliances issued to families in need.</p>
Work involving the risk of structural collapse	<p>There are a number of activities which may give rise to a risk of structural collapse, including new construction, refurbishment and alterations when structures may be either deliberately or accidentally weakened. Demolition or dismantling is also a high-risk activity.</p>	<p>Managers should plan for all such work and it should be carried out under the control of a competent person. Young persons should only do such work if properly trained or if they are under the supervision of a trained person.</p>
Work involving high voltage electrical hazards	<p>The risk is one of electric shock, burns or electrocution. There is no evidence that young workers face greater risks from electricity than other workers.</p>	<p>As with adults, young people should not undertake any work involving electricity unless they have necessary technical knowledge and / or experience to prevent danger or injury or are under the appropriate level of supervision having regard to the nature of the work.</p>

List of agents, processes and work	What is the risk?	How to avoid the risk
Extreme cold and heat	<p>Exposure to extreme heat carries risks for workers of all ages. These include collapse due to heat exhaustion or potentially fatal heat stroke. Protective clothing may prevent the body from losing heat normally. Young workers control body temperatures the same way as older workers.</p> <p>Their response to work in hot conditions will depend upon physical fitness, physique and past experience of hot conditions.</p> <p>Extreme cold also carries risks for workers of all ages. These are principally hypothermia and local cold injury (frostnip / frostbite). People of all ages vary in their ability to tolerate cold conditions.</p>	<p>Any intended exposure to extreme heat must be carefully assessed and the risks can be minimised by measures such as introducing suitable work patterns, prior medical assessment and proper supervision of the work.</p> <p>Work in extreme cold must also be carefully assessed. The provision of appropriate protective clothing and control of work periods will help minimise the risk.</p>
Noise	<p>There is no evidence that young workers face greater risk of damaging hearing from exposure to noise than other workers.</p>	<p>Compliance with the Noise at Work Regulations should protect the hearing of young people.</p> <p>Very few HASC activities result in a risk of injury from noise. The exception may be those units that have workshops with machinery for, such as woodworking.</p>

List of agents, processes and work	What is the risk?	How to avoid the risk
Hand-arm vibration	There is no evidence that young workers face a greater risk of developing hand-arm vibration syndrome (vibration white finger) following exposure to hand arm vibration than other workers. However, there is an increased risk in the onset of non-occupational Raynaud's disease during adolescence which can give symptoms similar to vibration white finger.	Managers need to consider a programme to control the significant risks identified, including identification of hazardous equipment / tasks; limiting exposure by reducing either the time and / or the level; providing competent supervision.
Whole-body vibration	Regular exposure to shocks, low frequency whole-body vibration, such as driving or riding in an off road vehicle on uneven surfaces, or excessive movement may be associated with back pain and other spinal disorders. Younger workers may be at greater risk of damage to the spine as the strength of the muscles is still developing and the bones do not fully mature until around the age of 25.	Managers will need to consider a programme to control the significant risks identified in the risk assessment including the identification of hazardous equipment / tasks; limiting exposure by reducing either the time and / or the level; producing information and training on how to minimise the risk.

Existing age-related restrictions

Background

In general, restrictions on young people at work take the form of prohibitions, that is young people are not allowed to do the particular activity. Often the prohibitions apply only to specific activities in certain sectors of employment. Sometimes they may be allowed to do the work if certain conditions (typically relating to training or supervision apply).

These restrictions also apply to pupils under the minimum school leaving age on work experience schemes.

General legislation

The Children and Young Persons Act, 1933 limits employment to those aged 13 or above.

The Employment of Women, Young Persons and Children Act, 1920 prohibits the employment of children under the minimum school leaving age in any industrial undertakings.

Specific legislation

The following information related to those activities which may be undertaken in health and social care establishments.

Lead

The Pottery (Health and Welfare) Special Regulations, 1950 prohibit the employment of young people under 18 in specified processes and young people under 16 in specific processes, particularly those involving the use and handling of materials with more than 5% lead content.


Power presses

The Power Presses Regulations, 1965 prohibit any person under 18 from setting, adjusting or trying out tools of a power press or installing or adjusting safety devices on power presses.

Woodworking machines

The Woodworking Machines Regulations 1974 prohibits any person from working at any woodworking machines unless sufficiently trained or working under adequate supervision by a person who is knowledgeable and experienced. In addition, no person under 18 may operate, in factories or on construction sites, certain woodworking machines including circular saws (not portable), planing machines used for surfacing (unless mechanically fed) and vertical spindle moulding machines (including high speed routers) unless they have first successfully completed an approved course of training.

Health and Safety Risk Assessment/Checklist

		<h1>Hazard Identification and Risk Assessment Sheet</h1>					
ACTIVITY ANYTHING		LOCATION Site Name or address		PREPARED BY:		DATE:	
PERSONS AT RISK Apprentices, Work Experience.							
No.	HAZARD	CAUSES	SEVERITY (1 - 4)	RISK OF EXPOSURE (1 - 4)	INITIAL RISK RATING	ACTION TO CONTROL HAZARD	Final Risk Rating Low: 0-5 Med: 6-10 High: 11-16
1	Slips trips and falls	Untidy work area Falling objects Climbing on chairs Worn carpets	2	1	2	<p>Ensure that the immediate work area is free from debris. Other materials and debris should be removed at the earliest opportunity. Defects in the immediate work area must be brought to the attention of the Manager.</p> <p>Footwear with good sole's should be worn whilst at work. Stored items must be stored securely to prevent items from presenting a risk to others. Worn carpets must be brought to the attention of managers or facilities.</p> <p>Steps should be used when working or accessing heights, chairs must not be used for this purpose.</p>	2
2	Hazardous chemicals products	Working with hazardous substances. When using solvents such as adhesives-paints and varnishes fumes from gas appliances due to possible lack or blocked ventilation, working in confined spaces	2	1	2	<p>Supervisor must ensure that the person using the hazardous product is briefed on the safe use of product after consulting the COSHH Assessment. Personal protective equipment (PPE) must be worn as determined by the assessment. Defects in the PPE must be brought to the attention of the Supervisor / Manager to enable a replacement to be provided. Only authorised and assessed products should be used.</p> <p>Only use solvents which have had a WDH risk assessment completed. Always wear the correct PPE that the manufacturers recommend. Always ensure that there is adequate natural ventilation by means of opening doors and windows. Avoid unnecessary evaporation of solvents by using the minimum amount for the job being done, and always replace the lid on the container whilst not in use.</p>	2

No.	HAZARD	CAUSES	SEVERITY (1 - 4)	RISK OF EXPOSURE (1 - 4)	INITIAL RISK RATING	ACTION TO CONTROL HAZARD	Final Risk Rating Low: 0-5 Med: 6-10 High: 11-16
3	VDU work	Working with computers Repetitive strain injury Poor lighting, glare Back pain Eye strain	2	2	4	Supervisor to ensure that apprentices are only permitted to use the display screen equipment (DSE) once they have been briefed on the safe working arrangements. An assessment of the workplace must be made within three weeks of the person's appointment. Supervisor will ensure that the apprentice is briefed on the need to take breaks away from the screen and to set up their work station before it is used. Supervisors should ensure that regular checks are made to ensure that breaks are taken away from the DSE and that the workstation is suitable for the individuals' needs. Proved equipment as required by the assessment. Supervisor will brief the apprentice on the hazards associated with working with electrical equipment, and the existing control measures in place to reduce electrical related accidents.	2
4	Entanglement/Contact with machinery equipment.	Unauthorised use Missing guards' horseplay Trapping Access to dangerous machinery parts	3	1	3	Supervisor to ensure that strict control over machinery use is observed. Loose clothing should be secured. Guards must be in place and only adjusted by a competent person. Supervisor will brief the apprentice on the types of equipment they can and cannot use. Supervision controls are of great importance. Horseplay will not be tolerated at any time in the workplace. Apprentices will not be permitted to use guillotines or change cartridges in photocopying machines.	3
5	Manual Handling Injury	Lifting and carrying, pulling pushing and climbing	3	1	3	Incorrect lifting technique when carrying items into or around properties or from the vehicle. Lack of safety footwear. A safe method of lifting must be used when lifting heavy objects. Consideration to individual capacity must be made. Supervisor will ensure that the loads to be lifted will be done so in accordance with good lifting practices. Loads should be shared where possible, and mechanical lifting aids used as appropriate. Young persons shall be prohibited from any lifting activity that might cause them an injury.	3
6	Electric Shock	Defective electrical equipment Unauthorised electrical equipment	4	2	8	From unsafe electrical practices. Allowing water to fall on live power. Hitting live cable whilst excavating or digging. Nailing through cables whilst refitting floor boards. Faulty or incorrect types of equipment. Lack of adequate training. Unsafe isolation procedure. Supervisor will ensure that all the electrical equipment has been PAT tested within the last twelve months. Personal electrical equipment must not be brought in to the workplace for use. The Supervisor shall ensure that the apprentice is familiar with the hazards associated with electrical equipment.	4

No.	HAZARD	CAUSES	SEVERITY (1 - 4)	RISK OF EXPOSURE (1 - 4)	INITIAL RISK RATING	ACTION TO CONTROL HAZARD	Final Risk Rating Low: 0-5 Med: 6-10 High: 11-16
7	Noise	Using noisy equipment Entering a property protected by alarm.				Supervisor to ensure apprentices are provided with suitable ear protection if working with or near noisy equipment or environments.	
8	Vibration	Using power tools which generate vibration	2	1	2	Supervisors to ensure apprentices are provide with gloves suitable for using powered equipment and that maximum usage times of measured equipment is not exceeded.	2
9	Fire	Flammable liquids Combustible materials Waste materials Excessive temperatures	3	2	6	All apprentice clerical workers will be given instruction on the fire-fighting arrangements at their local work area. Supervisor will also advise the apprentice of the type of fire extinguishers used, fire evacuation arrangements including the assembly points. Do not overload plug sockets. Paper must be removed regularly as part of the cleaning regime and good housekeeping standards maintained. Stored items must be stored in a way that reduces the likelihood of fire spreading. Supervisors should remind apprentices that Smoking is not permitted in office areas.	3
10	Stress related factors	Psychological and Physiological factors Workload Workplace Bullying	3	2	6	Supervisor to advise on the support mechanisms in existence to deal with stress related issues. This would include discussing the policies on Well Being. Supervisor to ensure that regular supervision sessions are undertaken to highlight potential problems in these areas. Apprentices should only be permitted to work un supervised on low risk activities. Under no circumstances must an apprentice be left alone on complex high risk tasks, and or on machinery. All Apprentices must receive Induction Training that includes health and safety training as soon as is possible to ensure that the Apprentices are made aware of their obligations under health and safety legislation.	3
11	Falls from height	When undertaking work which requires working from a ladder, scaffold or other working platform. Absence of safety rail or defective piece of access equipment	3	1	3	Apprentices will not be allowed to work at heights until they have attended training on working at heights. Suitable working platforms will be provided, that is scaffold. No work from ladders will take place apprentices will only use a ladder as access equipment.	3
12	Needle Stick Injuries	Carelessly discarded needles	2	1	2	Check IBS for suspected needle hazard property.	2

No.	HAZARD	CAUSES	SEVERITY (1 - 4)	RISK OF EXPOSURE (1 - 4)	INITIAL RISK RATING	ACTION TO CONTROL HAZARD	Final Risk Rating Low: 0-5 Med: 6-10 High: 11-16
13	Dust Inhalation	From inhaling dust particles whilst using Planers, Circular Saws, Jig Saws or Sanders	2	1	2	Work in dusty environments will be avoided however if any work activity does generate dust or fumes then apprentices will be provided and instructed in the wearing of appropriate PPE this being a FFP3 disposable face mask.	2
14	Personal Safety Violence	Home visits	3	1	3	From irate members of the public or tenants. Supervisor to ensure that apprentice aware of procedures when on visits away from the normal work base. If not returning to normal work base, contact to be made with supervisor to advise of situation. Apprentice under no circumstances makes home visits alone. And must always be accompanied by another WDH employee.	3
15	Safeguarding Children	Abuse, physical or verbal from irate members of the public or tenants or employees	3	3	9	Manager must assess the risks to children working in their areas taking into account all the risks identified above including specific risks to safeguarding them whilst working for WDH. Further information and guidance can be found on the Child Protection Policy on our intranet site. Further guidance specific to safeguarding children will be available once agreed by the Safeguarding Children Group.	3

Do the above measures adequately control the hazard and reduce the risk? Yes ☒ No ☐ if 'No', reassess

Date of Assessment Review Specific Self-Assessment Required YES ☒ NO ☐

Note: If this Risk Assessment identifies you are at risk from exposure to vibration, noise, dust, chemicals and manual handling disorders you are required to attend Health Surveillance in line with Company Policy.

Contact details

Care and Health Manager – Navigation House, Castleford – 01977 788717

Human Resources Manager – Merefield House, Castleford – 01977 788600