



## Service Instruction 0713

### Safeguarding Adults and Children

## Document Control

### Description and Purpose

This document is intended to give guidance on the background and general procedure for the safeguarding of adults.

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07/07/11	18.03.16	Karen Metcalf	Karen Metcalf	Sue Coker
		Kevin Johnson	Guy Keen	Sue Coker
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### Amendment History

Version	Date	Reasons for Change	Amended by
1.1	26/10/11	Change of Role names	Emma Dodd
1.2	20/11/12	E-Reporting Form Introduction	Mark Jones
1.3	14/05/13	Amends to contacts within Appendix 1	WM Mark Jones
1.4	05/09/13	Amends to contacts within Appendix 1 and merge SI 0628 Serious Case Review Requests LSCB and SGAB, Personal Information Requests	WM Mark Jones
1.5	13/02/15	Contact detail amends	Karen Metcalf
1.6	08/05/17	Safeguarding Review: Amalgamation of SI0712, SI0713 & SI0714	Kevin Johnson

### Risk Assessment (if applicable)

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	X	25.01.11	Ustar Miah	E&D Portal/EIA forms/Prevention & Protection
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### Civil Contingencies Impact Assessment (if applicable)

Date	Assessed by	Document location

### Related Documents

Doc. Type	Ref. No.	Title	Document location
Procedure		MFRS Disciplinary Procedure	Portal Document Library
Policy	STRPOL06	MFRS Data Protection Policy	Portal Document Library
Policy	PERPOL 09	Safeguarding Policy	Portal Document Library
Strategy		Prevent Strategy - HM Government	<a href="http://www.homeoffice.gov.uk/www.official-documents.gov.uk">www.homeoffice.gov.uk/www.official-documents.gov.uk</a>

### Contact

Department	Email	Telephone ext.
CRM	<a href="mailto:kevin.johnson@merseyfire.gov.uk">kevin.johnson@merseyfire.gov.uk</a>	0151 296 4424

### Target audience

All MFRS	X	Ops Crews	Fire Protection	Fire Prevention
Principal officers		Senior officers	Non uniformed	Designated Officers

**Relevant legislation (if any)**

**Care Act 2014** <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted/data.htm>

**Children Act 2004** <http://www.legislation.gov.uk/ukpga/1989/41/contents.htm>

**Children and Families Act 2014** <http://www.legislation.gov.uk/ukpga/2014/6/contents/enacted>

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# **SAFEGUARDING CHILDREN AND ADULTS AT RISK**

## **1. BACKGROUND**

This document sets out Merseyside Fire and Rescue Authority's (MF&RA) commitment to ensuring that it has appropriate procedures in place to deal with the safeguarding of adults and children at risk.

This service instruction will ensure that where MF&RA staff come into contact or engage with adults or children at risk, they will guarantee that the principle of 'no decision about me, without me' is adopted and that the adult, their families and carers are working together with agencies to find the right solutions to keep the person safe, whilst supporting them in making informed choices.

The Children Act (2004) Section 11 places a statutory obligation on agencies to safeguard and promote the welfare of children and young people whilst carrying out their normal functions. The Care Act 2014 places the same statutory duty on the local authority and public sector to safeguard adults at risk.

Making Safeguarding Personal (MSP) is a key aspect of the Care Act 2014 and as such MF&RA will respond to safeguarding concerns in a way that will enhance an individual's involvement, their choice and control and MF&RA will look to improve their quality of life, wellbeing and safety.

MF&RA recognise that the protection of and safety of adults, young people and children is 'everyone's responsibility' and as such the contents of this Service Instruction relate specifically to the roles and responsibilities of MF&RA staff in the protection of adults and children at risk from abuse or neglect.

Safeguarding is everybody's business and therefore all MF&RA staff, either in a paid or voluntary capacity have a role to play in safeguarding adults and children and preventing the abuse of those who may be vulnerable. Staff who have contact with vulnerable adults and children, in any capacity, **must** act on any suspected or potential safeguarding concerns immediately using the reporting process at Appendix 1.

This document has amalgamated all previous safeguarding procedures into a single Service Instruction.

## **2. KEY OBJECTIVES**

The key objective of this service instruction is to ensure that the relevant MF&RA staff have the training to recognise safeguarding issues and sufficient knowledge of procedures to refer appropriately to Local Authorities. This Service Instruction will ensure that MF&RA:

- Safeguards children in accordance with the principles of the Working Together to Safeguard Children 2015;
- Safeguards adults at risk of abuse in accordance with the principles of the Care Act 2014;
- Provides guidance, information and training to MF&RA staff; and
- Work in partnership with Local Safeguarding Adult and Children's Boards.

### 3. KEY DEFINITIONS

#### 2.1 Safeguarding Adults at Risk

An adult at risk is a person aged 18 or over who is in need of care and support regardless of whether they are receiving them and because those needs are unable to protect themselves against abuse or neglect.

#### 2.2 Safeguarding Children at Risk

A child at risk for the purposes of child protection is “anyone who has not reached their 18<sup>th</sup> birthday (Children Act 2004). Child protection procedures also apply to an unborn baby.

### 4. TYPES OF ADULT ABUSE AND NEGLECT

#### 4.1 Physical Abuse

Includes hitting, slapping, pushing, kicking, and misuse of medication, restraint or inappropriate sanctions.

#### 4.2 Sexual Abuse

Includes rape and sexual assault, sexual acts to which the person has not consented, could not consent or was pressured into consenting.

#### 4.3 Financial or Material Abuse

Includes theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

#### 4.4 Neglect & Acts of Omission

Includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

#### 4.5 Organisational Abuse

Includes poor care practice with an institution or specific care setting, like a hospital or care home. This may range from isolated incidents to continuing ill-treatment.

#### 4.6 Sexual Exploitation

Involves exploitative situations and relationships where people receive ‘something’ (e.g. accommodation, alcohol, affection, money) as a result of them performing, or others performing on them sexual activities.

#### 4.7 Discriminatory Abuse

Includes abuse based on a person’s race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.

#### 4.8 Domestic Abuse

An incident or pattern of incidents of controlling coercive or threatening behaviour, violence or abuse by someone who is, or has been an intimate partner or family member regardless of gender or sexuality. It can include: psychological, physical, sexual, financial, emotional abuse; ‘honour’ based violence, Female Genital Mutilation; enforced marriage.

#### 4.9 Modern Slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

#### 4.10 Self-Neglect

Covers a wide range of behaviour; neglecting to care for one's personal hygiene, health or surrounding and includes behaviours such as hoarding.

This is not an exhaustive list; there can be other types of abuse which may include:

**Radicalisation** is comparable to other forms of exploitation such as grooming and Child Sexual Exploitation. The aim of radicalisation is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. This may be direct through a relationship, or through social media.

**Prevent** is part of the Government's counter-terrorism strategy CONTEST and aims to provide support and re-direction to vulnerable adults at risk of being groomed into terrorist activity before any crimes are committed. **The Counter-Terrorism and Security Act 2015** required specified authorities, in the exercise of their function to have due regard to the need to prevent people being drawn into terrorism. The support available for individuals at risk of being radicalised is called **Channel**.

## 5. TYPES OF CHILD ABUSE AND NEGLECT

#### 5.1 Physical Abuse

Physical abuse is deliberately hurting a child causing injuries such as bruises, broken bones, burns or cuts.

#### 5.2 Sexual Abuse

A child is sexually abused when they are forced or persuaded to take part in sexual activities. This doesn't have to be physical contact, and it can happen online.

#### 5.3 Domestic Abuse

Witnessing domestic abuse is child abuse, and teenagers can suffer domestic abuse in their relationships.

#### 5.4 Neglect

Neglect is the ongoing failure to meet a child's basic needs. It's dangerous and children can suffer serious and long-term harm.

#### 5.5 Online Abuse

Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or using mobile phones.

#### 5.6 Emotional Abuse

Children who are emotionally abused suffer emotional maltreatment or neglect. It's sometimes called psychological abuse and can cause children serious harm.

#### 5.7 Child Sexual Exploitation

Child sexual exploitation is a type of sexual abuse in which children are sexually exploited for money, power or status.

### 5.8 Female Genital Mutilation

Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons.

### 5.9 Bully and Cyber Bullying

Bullying can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally.

### 5.10 Child Trafficking

Child trafficking is a type of abuse where children are recruited, moved or transported and then exploited, forced to work or sold.

### 5.11 Grooming

Children and young people can be groomed online or in the real world, by a stranger or by someone they know - for example a family member, friend or professional.

### 5.12 Harmful Sexual Behaviour

Children and young people who develop harmful sexual behaviour harm themselves and others.

## 6. REPORTING A SAFEGUARDING CONCERN

Safeguarding is everybody's business and as such, MF&RA staff have a duty of care to our service users, colleagues and members of the community. A safeguarding concern is defined as the first contact between a person concerned about the abuse or neglect of an adult or child and the Local Authority. Staff should consider the following when encountering a potential safeguarding situation:

- Assess the situation (is there an immediate risk of harm?);
- Ensure the safety and wellbeing of the individual (do they have food and drink? Are they warm and safe?);
- Establish what the individual's views and wishes are about the safeguarding issue and procedures (Making Safeguarding Personal);
- Remain calm and try not to show shock or be judgemental;
- Always try to obtain consent to share information where possible;
- Inform the person that you are required to share the information, explaining what information will be shared and why;
- Make a written record of what the person has told you, using their words, what you have seen and your actions, be factual, do not assume.

If staff are made aware of, or identify a potential safeguarding concern, the following process should be initiated **whilst on scene**:

- A classified message sent via Fire Control stating a Safeguarding concern and full details of incident;
- Where possible, obtain the person's name and date of birth (this assists the identification of individuals when referring to Social Care);
- You must advise whether in your opinion, there is an **immediate** significant risk of harm to the individual or other people involved (e.g. partner, children etc.);
- Fire Control will inform the relevant Group Manager.

If there is an **immediate significant risk of harm** identified, the Group Manager informed of the incident will, where appropriate, liaise with an available Station Manager to make further enquiries with the relevant Local Authority Social Care Team.

At the earliest opportunity, and in any event the same day, a Safeguarding Referral form should be completed and submitted via the portal.

The form can be found by following the link <http://intranetportal/sites/cs/safeguarding/default.aspx> and clicking on Safeguarding Reporting Form in the top right hand corner.

If there is **no** immediate significant risk of harm identified, the safeguarding form will be processed the next working day by one of the Safeguarding Officers listed on the portal page <http://intranetportal/sites/cs/safeguarding/default.aspx> (**available Monday – Friday 09:00 – 17:00 only**), for out of hours procedure, please see appendix 1.

If there are any concerns over immediate significant risk of harm then advice must be sought from the duty social worker to inform further actions (Fire Control maintain the list of contact telephone numbers).

Merseyside Fire and Rescue Authorities Designated and Strategic Safeguarding Officers can be found at <http://intranetportal/sites/cs/safeguarding/default.aspx>.

## **7. SAFEGUARDING TRAINING**

All MF&RA staff will receive a level of Safeguarding awareness or training appropriate to their role and responsibility within the organisation (for further information and identification of relevant staff, please refer to the MF&RA Safeguarding Workforce Development Competency Framework).

### **6.1 STAFF GROUP A: SAFEGUARDING ADULTS AND CHILDREN ALERTER**

Members of this group have a responsibility to contribute to Safeguarding, but do not have specific MF&RA responsibility or statutory duty to intervene. (On line training).

### **6.2 STAFF GROUP B: SAFEGUARDING PRINCIPLES AND PRACTICE**

Members of this group have organisational responsibility for Safeguarding and have to be able to act on concerns and contribute appropriately. This group will also have the competency to potentially work within a multi-agency context. (One Day External Training).

### **6.3 STAFF GROUP C: SAFEGUARDING ADULTS MANAGERS RESPONSE**

Members of this group are responsible for ensuring the management and delivery of Safeguarding is effective and efficient. In addition they will have oversight of the development of systems, policies and procedures within MF&RA to facilitate partnerships with key agencies to ensure consistency in approach and quality of service delivery

### **6.4 STAFF GROUP D: SAFEGUARDING ADULTS ENQUIRES, INCIDENT MANAGING CHAIRING & CONVENING STRATEGIC SAFEGUARDING MEETINGS**

Members of this group are responsible for ensuring MF&RA is, at all levels, fully committed to Safeguarding and has appropriate systems and resources to support work in a multi-agency context.

## 8. CONFIDENTIAL REPORTING OR WHISTLE BLOWING

The purpose of the Public Interest Disclosure Act 1988 is to protect employees from victimisation if they raise concerns in the interest of the public, in good faith and in a specified way. The act directs workers to raise the matter internally in the first place for more information please refer to Service Policy LEGPOL03 (Whistleblowing/Confidential Reporting).

## 9. LOCAL CONTACT DETAILS FOR DESIGNATED OFFICERS

Contact numbers for Safeguarding Advice and Out of Hours Emergency Duty Teams can be found on the portal at <http://intranetportal/sites/cs/safeguarding/default.aspx>

Safeguarding Position	Role holding the Position
Designated Safeguarding Officer	Deputy Chief Fire Officer
Strategic Safeguarding Lead Officer	Director of Community Risk Management
Strategic Safeguarding Manager	Safeguarding Manager
Safeguarding Officers	Officers nominated by the Safeguarding Manager

## 10. SAFEGUARDING ADULT REVIEWS

**Section 44 of the Care Act 2014** requires Local Safeguarding Boards to arrange a Safeguarding Adult Review (SAR), when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is a concern that partner agencies could have worked more effectively to protect the person at risk. It places a duty on all Safeguarding Adult Board members to contribute in the undertaking of the review, sharing information and applying any lessons learnt. The purpose of the safeguarding adult review is not to hold any individual or organisation to account. There are other processes that exist for accountability and they include criminal proceedings, disciplinary procedures employment law and systems of service and professional regulations, such as Care Quality Commission (CQC), Nursing and Midwifery Council, Health and Care Professionals Council and the General Medical Council.

## 11. SAFEGUARDING CHILDREN REVIEWS

Safeguarding Children Reviews (SCR) are conducted by the Local Safeguarding Children Boards (LSCB) when a child has died and abuse or neglect is known or suspected to be a factor in the death of the child.

Additionally, the LSCB may decide to hold a SCR if a child has been seriously harmed in the following situations:

- A child sustains a potentially life threatening injury or serious and permanent impairment of physical and mental health development through abuse or neglect;

- A child has been seriously harmed as a result of being subjected to sexual abuse;
- A parent has been murdered and a domestic homicide review is being initiated under the Domestic Violence Act 2004; or
- A child has been seriously harmed following a violent assault perpetrated by another child or adult.

## 12. SAFEGUARDING ENQUIRIES - REQUESTS FOR INFORMATION

This section refers to any enquiries made or instigated by the relevant Local Authority after receiving a safeguarding concern. MF&RA are required by law to carry out safeguarding enquiries for these individuals

If MF&RA staff receives a request for information in relation to a Safeguarding Review from an external partner, this should be directed to the Corporate Information Sharing Officer (Strategy and Performance) who will process the data required.

Any requests to Corporate Information Sharing Officer (CISO) will be dealt with as follows:

1. MF&RA Safeguarding Officer will request information from the CISO on behalf of the appropriate Safeguarding Board;
2. The CISO will conduct a search under Data Protection Legislation, Subject Access Request and log the request accordingly. The results will be provided to the Safeguarding Officer to send via secure email to the requesting Safeguarding Board. Because of the urgency of this type of request the information should be provided as soon as possible.

For further information or advice, please contact one of the Corporate Information Sharing Officers, Strategy and Performance on the portal at:

<http://intranetportal-test.merseyfire.gov.uk/sites/kim/InformationGovernance/default.aspx>.

## Appendix 1

### **Safeguarding Concern Process Map**

