



SAFEGUARDING ADULTS
AND CHILDREN POLICY



Safeguarding Adults And Children's Policy

Last updated April 2025

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1. Introduction

Safeguarding is 'everyones business'.

Safeguarding is a term used to define measures in place to protect the health, well-being and human rights of individuals.

These measures allow people, especially children, and adults, to live free from abuse, harm and neglect.

Adults in need of safeguarding help are generally elderly or frail, those living with mental health issues, a physical disability or learning difficulties and either live alone or in care homes with little support from family. P

Professionals should focus on empowerment, protection, prevention, proportionate responses, partnership and accountability to safeguard vulnerable people.

LilyAnne's Wellbeing CIO abides by the duty of care to safeguard and promote the welfare of adults and children who use it services.

We are committed to protecting adult's right to live in safety, free from abuse and neglect.

Safeguarding processes within LilyAnne's Wellbeing will be person-led, outcome focused and enhance an individual involvement, choice and control with seeking to improve quality of life, wellbeing and safety.

The Care Act 2014 Guidance describes safeguarding as the means of protecting an

adult and Child's right to live in safety, free from abuse and neglect.

It further states that it is about people and organisations working together to prevent and stop both the risks and experience of the abuse or neglect, while at the same time making sure that the adult or Child's wellbeing is promoted including where appropriate, having regard for their views, wishes, feelings, and beliefs in deciding any action.

Within this context the guidance recognises that adult and child's sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances. The consideration of mental capacity is crucial at all stages of safeguarding to adults, providing a balance and independence for protection. Mental capacity is the ability to make decisions for yourself whether they are everyday decisions such as what to wear or a more important decision around where to live.

Those who cannot do this are said to 'lack capacity'. Informed consent requires more than the capacity to make decisions, it is the process of communication that leads to an agreement or permission for care, treatment or services, with the right to request information and ask questions.

Abuse and neglect can take a number of forms and it is important that staff should not be constrained in their views of what constitutes abuse or neglect, and in the circumstances of an individual case should always be considered.

It should be noted at this stage that safeguarding procedures do not substitute for:

- Provider's responsibilities other than provide safe and high-quality care and support.

- Commissioners regularly assuring themselves of the safety and effectiveness of commissioned services.
- The Care Quality Commission (CQC) ensuring that regulated providers comply with the fundamental standards of care or by taking enforcement action.
- The core duties of the police to prevent and detect crime and protect life and property.

Abuse or Neglect may be:

- A single act or repeated acts
- Multiple in form
- Deliberate act of neglect or a failure to act/
- An opportunistic act or form of serial abusing where the perpetrator awakes and grooms the individual(s).

The Department of Health Care and Support Statutory Guidance issued under the Care Act 2014 sets out the different types of patterns of abuse and neglect, though stresses that the list is not exhaustive and describes the different circumstances in which they take place.

2. Principles.

LilyAnne's Wellbeing is committed to a safeguarding practice that reflects statutory responsibilities and government guidance and complies with best practice requirements.

The Department of Health and Support Statutory Guidance issued under the Care

Act 2014, describes six principles that underpin all safeguarding work which apply to all sectors and settings including care and support services. Further education colleges, commissioning, regulation and provision of health and care services, social work, healthcare, welfare benefits, housing, wider local authority functions and the criminal justice system.

These principles should inform the ways in which professionals and other staff work with adults and children.

Empowerment	People being supported and encouraged to make their own decisions and informed consent. "I am asked what I want as the outcomes of the safeguarding process, and these directly inform what happens."
Prevention	It is better to take action before harm occurs. "I receive a clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."
Proportionality	The least intrusive response appropriate to the risk presented. "I am sure that the professionals will work in my interest, as I see them, and they will only get involved as much as needed."
Protection	Support and representation for those in greatest need. "I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."
Partnership	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. "I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get then best result for me."
Accountability	Accountability and transparency in delivering safeguarding. "I understand the role of everyone involved in my life and so do they."

3. Purpose

The purpose of this policy is to outline the principles and definitions that underpin safeguarding work and describe the statutory duties set out under the Care Act 2013. This Policy is linked to: Complaints Policy

Data Protection Policy

Disclosure and Barring policy

Equal Opportunities Policy

Procedure for Client Assessment Policy

Professional Practice and Standards Policy

Minimum qualifications policy

4. Scope

This policy sets out the responsibilities of LilyAnne's Wellbeing to protect adults and children from abuse or neglect. The safeguarding duties apply to any adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- Is experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs is unable to protect themselves from either the risk, or the experience of abuse or neglect.

The adult or child experiencing, or at risk of abuse or neglect will hereafter be referred to as the **adult** or the **child**.

For the purposes of this policy a child is a person, aged under 18 years old, an adult is a person aged 18 or over who is at greater risk of suffering abuse or neglect because of physical, mental, sensory, learning or cognitive illnesses or disabilities; and substance misuse or brain injury, and includes:

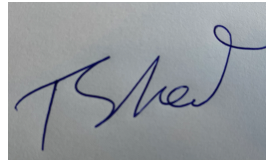
- Those who purchase their care through personal budgets.
- Those whose care is funded by Local Authorities and/or health services.

- Those who fund their own care.
- Adults who are in prison or living in approved premises on licence.
- Those aged between 18 and 25 years and in receipt of children's services.
- Informal carers, family and friends who provide care on an unpaid basis.
- Those leaving care they received as a child and transitioning into adult services.

5. Policy Statement

LilyAnne's Well being works in partnership to safeguard and promote the wellbeing and independence of adults and children living within the Teesside area, who are experiencing, or at risk of abuse or neglect.

Manager of the Organisation:



Address of Organisation:

LilyAnne's Wellbeing
Titan House
141 to 147a York Road
Hartlepool
TS26 9HL

Signed

Trevor Sherwood

Date:

22nd September 2023

6. Legal Framework

This policy has been developed with the contact of the law and guidance that seeks to protect children and adults.

- The Care Act 2014
- Care Act 2015
- The Mental Capacity Act 2005
- The Human Rights Act 1998
- Equality Act 2010
- Mental Health Act 1983 an the new Code of Practice 2015
- Serious Crime Act 2015
- Modern Slavery Act
- Criminal Justice and Courts Act 2015
- Statutory Guidance on Female Genital Mutilation.

7. Who this policy applies to

This policy applies to all people working or volunteering with children and adults within LilyAnne's Wellbeing across all project and service areas that we work. We are committed to the training and development of all staff and volunteers and participate in the training delivered by the Teeswide Safeguarding Boards (TSAB) which provides us with the quality accurate and up to date information and guidance.

Our safeguarding policy and procedures align with the Teeswide inter agency safeguarding adults policy and procedures.

8. Partnership Working

We work closely with a number of partner agencies across statutory, voluntary and private sectors. Our collaborative approach helps us to protect, prevent and identify safeguarding issues for vulnerable and at risk children and adults.

We work closely with

- Drug and alcohol treatment services
- Supported Housing Providers
- Hartlepool Council Homeless Prevention Team
- Police
- Adult Services
- Mental Health Support Providers
- Domestic Abuse Services
- Sexual Health Services
- Sexual Violence Services
- Probation Services
- Money and Advice services
- Local GP Services
- Local Hospital Services

9. Types of abuse and neglect.

Discriminatory: 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.

Domestic: 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, and emotional abuse; 'honour based violence; Female Genital Mutilation (FGM); forced marriage.

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

Modern slavery: This 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.

Neglect and 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.

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

Psychological: Includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

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

Sexual: Includes rape and sexual assault of children or adults, sexual acts to which an adult has not consented, could not consent or was pressured into consenting.

Sexual exploitation: Involves exploitative situations and relationships where people receive 'something' (e.g. accommodation, alcohol, "affection", money) as a result of their performing, or others performing on them, sexual activities.

Self-neglect: Covers a wide range of behaviours; neglecting to care for one's personal hygiene, and health.

10. Key Roles and Responsibilities

All Staff and Volunteers have a duty to report suspected abuse or neglect without any delay and taking care and attention and guidance from service managers and adult safeguarding leads.

You should never:

- Promise to keep abuse a secret
- Alert the abuser as this could make matter worse and make it difficult to help the person.
- Delay in reporting the abuse straight away.

Should you identify or suspect abuse or neglect or someone tells you that this is happening you should immediately speak to your safeguarding lead to make them aware of the situation prior to escalating the concern. Keeping your safeguarding

lead informed of your concerns allows them to appropriately manage the service/ staff/service users safely in conjunction with your concern and to provide support to you whilst you report and record the action taken.

Adult and Child Safeguarding Leads

The adult and child safeguarding leads within the organisation are:

- (i) Trevor Sherwood, Chief Executive (trevor@lilyannes.co.uk)
- (ii) Sammie Hodgman, Trustee Safeguarding Lead (sammie@lilyannes.co.uk)
- (iii) Angela Arnold, Head of Services, (angela@lilyannes.co.uk)
- (iv) Kieron Higgins, Staffing Lead (kieron@lilyannes.co.uk)
- (v) Kate Morfoot, Volunteer Lead (kate@lilyannes.co.uk)

Staff and volunteers working in the project are expected to be aware of the Safeguarding Lead/s on duty when they are at work. The named duty person will be on the white board located within the office.

Safeguarding Leads can be contacted in person, via email to safeguarding@lilyannes.co.uk This email will automatically send concerns to every Safeguarding Lead, at least one of whom will be on duty. or via an internal call to 1002.

11 Reporting of concerns by Safeguarding Leads

- (i) If there is an immediate concern and someone is in immediate danger, police should be contacted on 999.
- (ii) If there is an immediate concern for a LilyAnne's Wellbeing user's safety relating to a mental health crisis the person organising ideas undergoing a crisis is when the

person you are supporting feel at breaking point, and you need urgent help. The person could be feeling extremely anxious and having panic attacks or flashbacks. feeling suicidal, or self-harming.

The TEWV Crisis team should be contacted on 0800 0516 171 – this number is used for reporting crisis-related concerns for both adults and children.

(iii) **All safeguarding concerns should be raised with Teesside Safeguarding** by calling 01429 523390 or by emailing ISPA@hartlepool.gov.uk with the safeguarding form this is a digital form only and is located on the 'LA Shared Drive'. When emailing the completed form safeguarding@lilyannes.co.uk should be copied in. A copy must be added to the client's personal file within Power Diary as a file attachment at the earliest opportunity.

12 **Breaking of confidentiality and sharing information**

LilyAnne's Wellbeing expects all employees, volunteers and trustees to maintain confidentiality – refer to the LilyAnne's Wellbeing Confidentiality Policy. Information is shared in accordance with the General Data Protection Regulations (GDPR) – see the LilyAnne's Wellbeing GDPR policy.

However, personal information should **always be shared with the local authority** by calling 01429 523390 or by emailing ISPA@hartlepool.gov.uk with the safeguarding form this is a digital form only and is located on the 'LA Shared Drive'.

When emailing the completed form safeguarding@lilyannes.co.uk should be copied in. A copy must be added to the client's personal file within CRM as a file attachment

at the earliest opportunity. If a child, young person or adult is deemed to be at risk of harm.

The police should be contacted if someone using LilyAnne's Wellbeing is judged to be in immediate danger, or if a crime has been committed. Immediate danger specifically means that a person is in danger of being harmed imminently, and this could be because of an immediate threat of harming themselves through an act of self-harm.

13 Record keeping

A written record must be kept about any concern regarding an adult with safeguarding needs. This must include:

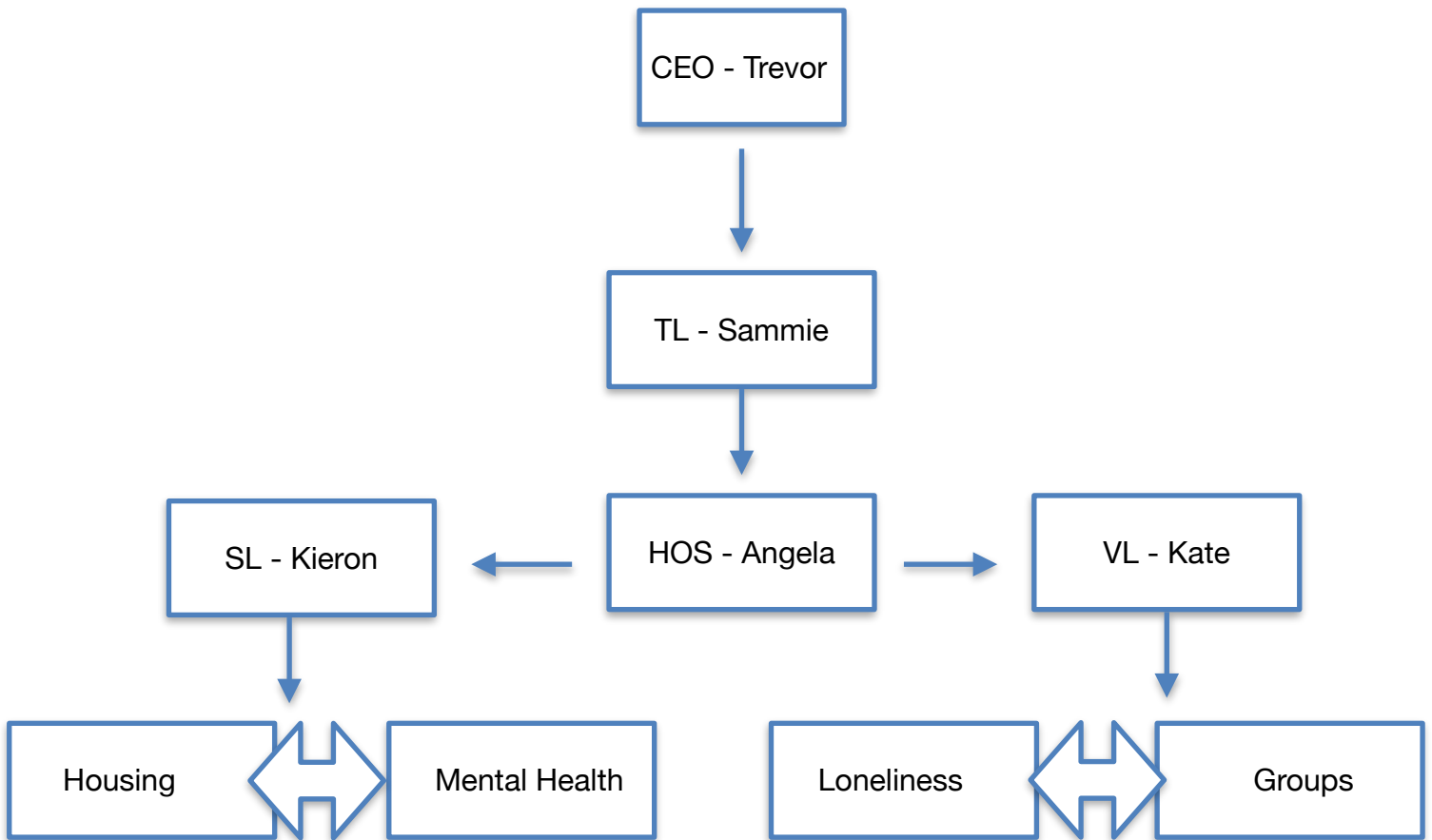
- Details of the user of LilyAnne's Wellbeing about whom there is a safeguarding concern.
- Their name, contact information & date of birth.
- Nature of the concern.
- Actions taken.
- Decisions made and reasons for those decisions.
- A signature of the person recording their concern.
- The date of the incident/concern.
- The date of the record.

Safeguarding records must be securely and confidentially stored in accordance with LilyAnne's Wellbeing GDPR policy.

14. Amendments to the policy

The safeguarding policy will be reviewed annually by the board of trustees. This will include an annual review of any safeguarding learning over the previous 12 months, this can also be reviewed on a case by case safeguarding issue.

This policy was last updated in April 2025.



Appendix 1: Concern Form, Concern forms now available digitally within power diary.



INCIDENT / ACCIDENT / ABUSE / CONCERN FORM

This form is reporting (tick appropriate box):

Incident

Accident

Abuse

Concern

Part A - To be completed by the person making the report:

First Name		Surname	
Date of Event		Time of event	

Date Completed		Time Completed	
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Client Name	
Client Address	
Client Contact Number	

Please tick whether the event is:

An Emergency

Urgent

For Consideration

Near Miss

What was the sequence of events / actual words used and/or observations of the event and what actions have you already take

Background of the event:

Details of the Event:

Details of partners / agencies involved (please provide name of agency / name of contact / contact number:

Were any injuries sustained (tick as appropriate)

No:

N/A:

Yes:

If yes. Please provide
Details of injury sustained

Details of medical Assistance administered

Part B - To be completed by the manager handling the incident

First Name		Surname	
Date of Event		Time of event	
Date Completed		Time Completed	

Details what actions are taken, including other persons or agencies being contacted, including who and when

Part C to be completed by staff member undertaking the above actions:

Self Abuse

Threat to Staff

Mental Health

Domestic Abuse

CSE/Exploitation

Rape/Sex Exploitation

Adult Safeguarding

Victim of Crime

Child Safeguarding

Substance Misuse

Homeless

Intelligence

First Aid Record

Neglect/Omission