



South East Dorset Community Accessible Transport

Safeguarding Policy and procedures concerning Children, Young People and Adults at Risk.

Everybody has a responsibility for the safety of children, young people and adults at risk in accordance with relevant legislation, South East Dorset Community Accessible Transport as an organisation which has contacts with vulnerable adults across its services, has both a moral and legal obligation to ensure proper procedures are in place for their safeguarding. The purpose of this policy and procedures is to help protect the vulnerable adults, children or young people that we come into contact with and to ensure that staff are aware of issues that can cause them harm and how to respond to concerns relating to the possibility of a vulnerable adult, child or young person suffering harm.

South East Dorset Community Accessible Transport is committed to ensure the safeguarding of people who use our services so that they are not harmed and that working practices minimise the risk of exposure to such harm. SEDCAT believes that it is important to not only protect the vulnerable from harm but to actively promote the welfare of children, young people and adults at risk – not just to protect, but to safeguard. We have a responsibility to take action if we know, or suspect that a child or adult at risk is suffering or at risk of suffering harm.

Definitions

A child/young person is defined as anyone under 18

A vulnerable adult is any person aged 18 or over who is, or may be, unable to take care of him or herself against significant harm or exploitation. This may be because he or she has a mental health problem, a disability, a sensory impairment, is old or frail, or has some form of illness. Because of his or her vulnerability, the individual may be in receipt of a service in his or her own home, in the community or be resident in a residential care home, nursing home or other institutional setting.

An adult at risk may therefore be a person who:

- Is frail due to age, ill health, physical disability or cognitive impairment.
- Has a learning disability.
- Has a physical disability and/ or a sensory impairment.
- Has mental health needs including dementia or a personality disorder.
- Has a long-term illness/ condition.
- Misuses substances or alcohol.
- Is a victim of domestic violence or abuse
- Is a carer such as a paid or unpaid family member/ friend who provides personal assistance and care to adults and is subject to harm.
- Is unable to demonstrate the capacity to make a decision and is in need of care and support.
- Is aged 18+ and is continuing within the Special Education system. (This list is not exhaustive).

Working with adults The Protection of Freedoms Act 2012 amended the definition of regulated activity relating to adults from 10 September 2012.

- The new definition no longer refers to the word “vulnerable” for regulated activity relating to adults

- The specified establishment (a care home) has been removed – the focus is on the activities needed by the adult, not where the activity takes place
- The frequency test has been removed – an individual only needs to engage in the activities listed below once to be carrying out regulated activity relating to adults. The definition focuses on those activities which, should they be needed by any adult, mean that an adult is considered vulnerable at the point of receiving them.

SEDCAT contact with Children and Young People and Adults at risk.

SEDCAT provides bus services that are deemed socially necessary and would otherwise not be provided; principally for elderly and disabled persons (DRT) services, or 'Dial-a-Ride' and 'social car' services. These services are usually used by passengers with a disability who cannot use convention bus services. There will be times when only one passenger is aboard; the first passenger on or off the bus and in the case of 'social car' service it is very likely that the passenger will be the only person in the car with the driver. Sustained, long term or unsupervised contact with adults at risk is high.

At the current time SEDCAT does not carry out any direct service delivery work specifically with children or young people, therefore sustained, long term or unsupervised contact with children or young adults is unlikely. Children using the BAT BUS, Shopmobility or Community Cars service must be accompanied by an adult. However SEDCAT staff, volunteers and Trustees may come into contact with children and young adults through:

- Requests to transport a child/young person with an adult.
- Through SEDCAT isolated villages Saturday service when children/young people may use the service unaccompanied by an adult. (New pilot)
- Any other new projects addressing rural isolation where unaccompanied children may be able to use the service. (Community bus service where local buses do not operate)
- Contact with voluntary groups/community groups who work with children and young adults.
- Fundraising events
- Individuals seeking voluntary work
- Relatives of SEDCAT members either at their home, accompanying them or shopping location.
- Requests to transport a child/young person with an adult.

The risk of SEDCAT staff and volunteers being a danger to children or young people is low but SEDCAT will take all actions to minimize that risk further but also to take its responsibilities of reporting suspicions of harm which it may become aware of. If we become aware of or have suspicions about harm to children or young adults through contact with the person concerned, or information from a third party, we have a responsibility to respond to these accordingly.

Isolated villages bus services need to be pre-booked in advance and contact details to be recorded for all children or young people using the services.

Minibus drivers on Isolated Villages service to have full DBS Children and Adults Enhanced disclosure.

Children/young people using the Isolated Villages must have written consent from a parent or guardian before using the services.

It is possible that in the course of developing new services that SEDCAT may undertake further services which specifically involve children or young persons and further risk assessment must take place prior to any new service and the Safeguarding policy reviewed by the Board.

Definition of Harm

For the purpose of South East Dorset Community Accessible Transport's Safeguarding Adults Policy & Procedures, the term harm is defined as:

'A violation of an individual's human and civil rights by any other person or persons, which results in significant harm (DH, 2000)'

A full table setting out the types of harm is set out on page 27 of the Bournemouth, Dorset and Poole Adult Social Services; Multi-Agency Safeguarding Adults Policy and Procedures

Harm may be:

A single act or repeated acts.

- An act of neglect or a failure to act.
- Multiple acts, for example, an adult at risk may be neglected and also being financially harmed.

Harm is about the misuse of power and control that one person has over another. Where there is dependency, there is a possibility of harm or neglect unless adequate safeguards are put in place. Intent is not an issue at the point of deciding whether an act or a failure to act is harm; it is the impact of the act on the person and the harm or risk of harm to that individual.

Harm towards an a child, young person or adult at Risk can be caused by anyone and this may include an employee, trustee/ or volunteer working for South East Dorset Community Accessible Transport, another member of South East Dorset Community Accessible Transport, a member of the public or a member of the person's family.

Harm can take place anywhere in settings such as the person's own home, day or residential centres, supported housing, educational establishments, and the workplace or in nursing homes, clinics or hospitals.

A number of harmful acts are crimes and informing the Police must be a key consideration. In determining what justifies intervention and what sort of intervention is required.

No Secrets uses the concept of 'significant harm' taken from the Law Commission, 'Who Decides? (1997)'. Harm should be taken to include:

- Ill treatment (including sexual harm and forms of ill treatment which are not physical).
- The impairment of, or an avoidable deterioration in physical or mental health and/ or
- The impairment of physical, intellectual, emotional, social or behavioural development.

The importance of this definition is that in deciding what action to take, consideration must be given, not only to the immediate impact on and risk to the person but also to the risk of future, longer-term harm.

Staff, volunteers and Trustees have a duty to identify adults at risk of harm or those children, young people or adults currently subject to harm and report it.

Harm can be viewed in terms of the following categories:

Physical. May involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, unlawful or inappropriate restraint or otherwise causing physical harm to a child or adult at risk.

Financial or Material harm. This is the unauthorized taking (theft) or misuse of any money, income assets, personal belongings or property or any resources of an individual without their informed consent.

Sexual Harm. Sexual abuse involves forcing or enticing a child, young person or adult at risk to take part in sexual activities, including prostitution, whether or not the child or adult at risk is aware of what is happening or lacks the

mental capacity to give consent. The activities may involve physical contact, including penetrative or non-penetrative acts. Sexual abuse includes non –contact activities such as involving children or adult at risk in looking at or in the production of pornographic materials, watching sexual activities or encouraging children or adult at risk’s to behave in sexually inappropriate ways.

Sexual Harm and Child Sexual Exploitation Indicators

- Bruises, marks on body/scratching, bites on inner thighs/external genitalia.
- Awkwardness in walking/sitting
- Pain or itching in genital area/sign of blood/discharge on clothing,
- Self-harm/suicide attempts
- Obsession with washing.
- Enuresis/encopresis
- Children frequently staying out late or overnight with no explanation
- Going places that you know they can’t afford
- Suddenly acquiring expensive gifts
- Repeated truanting
- Unexplained attention from adults i.e., telephone calls, email etc.
- Strangers hanging around outside the home
- Repeated unexplained absences from school
- Families where one child is unusually quiet/withdrawn/not attending school with their siblings
- Becoming secretive, defensive or aggressive when asked about their personal life.
- Wearing inappropriate clothing that is too adult or revealing for their age.
- Sexually proactive behaviour or knowledge that is incompatible with age & understanding.
- Drawings & or written work that is sexually explicit.

Psychological/Emotional harm. Has a harmful effect on an individual’s emotional well-being causing mental distress, undermining their self -esteem and quality of life and may involve; conveying to an individual that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

Imposing age or developmentally inappropriate expectations. These may include interactions that are beyond the child’s or adult’s developmental capability as well as overprotection and limitation of exploration and learning, or preventing the child or adult at risk participating in normal social interaction.

Seeing or hearing the ill treatment of another

Serious bullying, causing children or adults at risk frequently to feel frightened or in danger, or the exploitation or corruption of children or adults at risk.

- **Discriminatory Harm.** This form of harm involves harmful or derisive attitudes or behaviour based on a person’s race, ethnic origin, culture, gender, sexuality, disability, faith or belief, mental health status or age.
- **Neglect.** Neglect is the persistent failure to meet a child’s or adult at risk’s basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. Neglect may involve a parent/carer failing to provide adequate food and shelter, protect a child or adult at risk from physical and emotional harm or danger, ensure adequate supervision (including the use of inadequate care-givers), and ensure access to appropriate medical care or treatment.

A full table setting out the types of harm is set out on page 20 of the Bournemouth, Dorset and Poole Adult Social Services; Multi-Agency Safeguarding Policy and Procedures (2011).

Preventing Opportunities for Harm

SEDCAT will:-

- Ensure we practice safe recruitment in checking the suitability of appropriate staff and volunteers to work with children and adults at risk.
- Maintain personal and sensitive information according to our own confidentiality policy and the Data Protection Act.
- Ensure that any Organisation that we contract or partner with to deliver services to children, young people or adults at risk has appropriate safeguarding policies and procedures.
- Develop then implement procedures for identifying and reporting cases or suspected cases of harm.
- Make our Safeguarding Policy available
- Designate an appropriately trained and informed individual to be the person with whom safeguarding concerns are discussed initially. The Nominated Officer at SEDCAT is Sue Leighton, SEDCAT Manager.
- Where a member staff, volunteer or trustee is suspected of causing harm to an adult at risk, the following action should be taken:

How to Report Suspected Harm

The first priority of those working for SEDCAT (trustees, staff, volunteers, contractors, etc.) should be to ensure the safety and protection of any child or adult at risk using SEDCAT services. Therefore if there is any concern it is an individual's responsibility to act in a timely manner, if necessary immediately where there is an urgent need for medical treatment or immediate risk of harm.

Where a worker, volunteer or Trustee suspects a child or adult at risk has or is being harmed they will follow the process below:

- 1 Person has concerns about a child or adult at risk's welfare. If the child or adult at risk disclosed information you should:
 - Stay calm, treat them seriously, offer them support and listen to them but not press for more details.
 - Explain that you cannot guarantee confidentiality and that you have a duty to report to a manager.
 - Write down what they tell you using their own words as soon as possible.
 - Keep any evidence safe.
 - Do not attempt to discuss this with the person alleged to have caused the harm.
- 2 If the person believes the child or adult at risk is in immediate danger – call the police and/or an ambulance on 999. If not go to 3.
- 3 Person discusses with the Nominated Officer or Chief Executive/Chair (e.g. if they are unavailable or the allegation concerns the Nominated Officer) as soon as possible and within the same working day and a decision is taken whether to take further action (if the person is unable to discuss with any of the above they should decide whether to take further action because there is a risk of immediate, significant harm). If yes go to 4.
- 4 Person records concerns using as much information as possible such as what was said, what was observed, when, where and who else was there, date, time and place of disclosure/concerns.
- 5 Nominated officer makes appropriate referral to the Local Authority Designated Officer (LADO) within 24 hours of disclosure or concern raised.
- 6 Followed up in writing within 48 hours with copy kept securely by the Nominated Officer.
- 7 Serious Incidents are required to be reported to The Charity Commission. Further guidance regarding the definition of a serious incident can be found at <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

Children, young people or adults not using SEDCAT service

If a staff member or volunteer of SEDCAT becomes concerned about a child, young person or adult at risk using a service of an independent organisation then they should talk to the organisation about their concerns or let the SEDCAT Nominated Officer know about their concerns. Similarly if a colleague working in another organisation shares a concern then staff/volunteers of SEDCAT should encourage that colleague to use their own organisation's Safeguarding procedure.

The member of staff/volunteer should record their concerns and what they said to the Organisation and this should be kept by the Nominated Officer. If the Organisation does not take satisfactory action then the Nominated Officer may decide to contact the organisation again or make a direct referral to the Police or the Safeguarding Team at the local Borough Council.

Values and principles underpinning this policy

All children, young people and adults at risk have the right to a friendly, secure, caring and safe environment whilst with SEDCAT.

The needs of the child/adult at risk are paramount and should underpin all safeguarding work, working to the policy and procedures agreed by the Bournemouth and Poole Local Safeguarding Children Board and the Bournemouth and Poole Safeguarding Adults Board.

The primary duty of staff, volunteers and Trustees, whatever their nominated role and organisations contracted by SEDCAT is to protect children, young people and adults at risk from significant harm.

Responsibility for safeguarding children, young people and adults at risk must be shared as they can only be protected effectively when all the relevant agencies and individuals accept responsibility and co-operate with one another

SEDCAT has a responsibility to promote non-abusive relationships and create anti-abusive environments.

SEDCAT has a responsibility to inform organisations we work with and children and young people and adults at risk, and their parents and/or carers as appropriate, of its duty to follow up any safeguarding concerns and report suspected cases of harm when disclosed or observed.

Confidentiality – all people using the services will know that information about them is managed appropriately and there is a clear understanding of confidentiality and its limits among staff.

Consent – all people using the services have the right to be supported to make their own decisions and to give or withhold their consent to an activity or service. Consent is a clear indication of a willingness to participate in an activity or to accept a service. It may be signalled verbally, by gesture, by willing participation or in writing. No one can give, or withhold, consent on behalf of another adult unless special provision for particular purposes has been made for this, usually by law.

Dignity and respect – all children, young people and adults at risk will be accorded the same respect and dignity as any other adult, by recognising their uniqueness and personal needs.

Equality and diversity – all children, young adults and adults at risk will be treated equally and their background and culture will be valued and respected.

Fulfilment – all adults at risk will be invited to engage in activities and offered services that enable them to fulfil their ability at risk will have as much control as possible over their lives whilst being safeguarded against unreasonable risks.

Privacy – all people using the services will be free from unnecessary intrusion into their affairs; and there will be a balance between the individual's own safety and the safety of others.

Safety – all children, young people and adults at risk will feel safe, and live without fear of violence, neglect or abuse in any form. Support – all children, young people and adults at risk will be supported to report any form of abuse.

Code of Conduct for Staff, Volunteers and Trustees working for South East Dorset Community Transport and reporting of incidents where Adults are at Risk of Harm.

- No SEDCAT member of staff or volunteer or Trustee will be alone with a child, young person or adult at risk without alerting others to the reason, (or in the case of volunteer car drivers, without SEDCAT being aware) in the first instance their line manager (in the case of Trustees the Chief Executive or Chair), or if not immediately available another appropriate manager or member of staff.
- Members of staff, volunteers and Trustees must not use inappropriate language or behaviour.
- Staff, volunteers and trustees must treat children, Young people and adults at Risk with respect, dignity and sensitivity at all times.
- Staff, volunteers and trustees must ensure that the safety and dignity of those children, young people or adults at risk in their care is maintained at all times.
- Staff, volunteers and trustees have a duty to report any observed or suspected incidents of Harm towards a child, young person or adult at Risk to the appropriate person / organisation (this includes the police where a crime may have been committed)
- All allegations of abuse, however minor are reported to the Nominated Office
- To ensure that all staff and volunteers are aware of safeguarding policy and procedures.

Safer practice in Direct Work

Parent, carer or next of kin consent (where appropriate) and contact details to be recorded for all children or adults at risk using SEDCAT services if unaccompanied.

Safeguarding also means reducing the risk of injury. We will carry out appropriate risk assessments before undertaking events/activities that will be used by or attended by children, young people or adults at risk. This will include balancing the danger of injury against the benefits for users/ participants.

When undertaking events/activities we will arrange for appropriate first aid cover and other health and safety measures.

Safer Recruitment and Supervision of staff/volunteers/Trustees

Staff/volunteers will complete a Disclosure and Barring Service application, or a check will be made against the Update Service, if they are working specifically with children or adults at risk. If the staff/volunteer is likely to be unsupervised at any time they should apply for an Enhanced Disclosure. A standard disclosure is only appropriate if the post holder is guaranteed not to have unsupervised access to children or adults at risk. Two references will be required for every paid or unpaid post.

Minibus drivers carrying out a service where children/young people are unaccompanied by an adult must have a DBS check for adults and children; an enhanced disclosure and barring check.

After the initial check, further checks need to be made every 3 years and in the case of drivers for the bus service or social cars; the driver must be agreeable to registration with the online DBS service and allow SEDCAT access to the record.

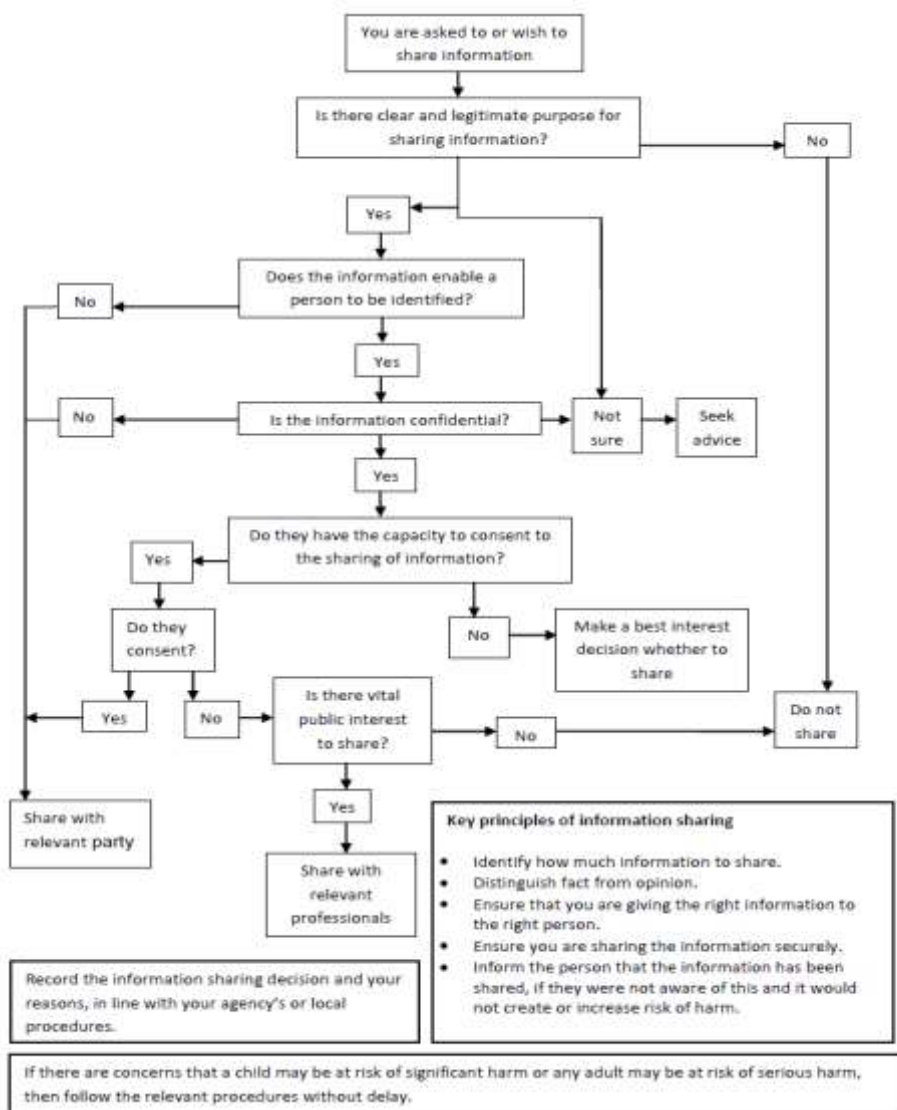
If SEDCAT is delivering a service specifically to children, young people or adults at risk through another organisation or partnership then it will ask for proof that the organisation has an appropriate policy and procedures in place.

Confidentiality

Confidentiality is crucial to all our work and relationships and South East Dorset Community Accessible Transport confidentiality policy should be adhered to except that the welfare of children and adults at Risk is paramount and takes precedence over it. Do not keep concerns relating to potential abuse of children, young people or adults at risk to yourself.

Confidentiality may not be maintained if the withholding of information will prejudice the welfare of the child, young person or adult at risk..

The following flow chart sets out the process for identifying whether information on an individual should be passed on to a third party.



Contact information

For concerns about an immediate risk of harm to a child, young person or adult at risk, ring the Police on 999.

SEDCAT Nominated Officer: Sue Leighton, Chief Officer SEDCAT
Castlepoint Shopmobility, Castlepoint Shopping Centre, Castle Lane East, BH8 9XA

01202 598295/534027

If you suspect that someone is being abused or neglected then contact Bournemouth Borough Council on 01202 454979/458770 for adults at risk and 01202 458102 for children. For out of hours reporting phone 01202 657279.

Other Organisations that could help

Bournemouth and Poole Safeguarding Adults Board.

www.bournemouth.gov.uk/socialcare/adultsocialcare/adviceandinformation/aboutthesafeguardingadultsboard.aspx, 01202458949

Bournemouth and Poole Local Safeguarding Children Board www.bournemouth-poole-iscb.org.uk 01202 458873

What to do if you're worried a child is being abused –

Summary.www.education.gov.uk/publications/eorderingdownload/6841-dfes-childabusesumm.pdf

The Safe Network (www.safenetwork.org.uk); provides information and resources to the voluntary and community sector to help keep children safe. It is managed by NSPCC, Children England and Child Accident Prevention Trust.

Date for Review January 2017

Board of Trustees SEDCAT