

## NORTHDALE HORTICULTURE POLICIES AND PROCEDURES

### SAFEGUARDING VULNERABLE PEOPLE

#### Introduction

Northdale Horticulture is a registered charity providing valued occupations and work based activities for adults and children with learning disabilities and/or physical disabilities in the Hambleton and Richmondshire districts of North Yorkshire. The service provided cover the under noted activities.

- Arts and Crafts
- Garden Nursery
- The Hub
- Landscape Gardening
- Woodwork
- Drama
- Catering
- Growing Together
- Site Maintenance
- Able Day Service

#### Policy Statement

Northdale Horticulture is committed to implementing Policies and Procedures that reduce the likelihood of abuse taking place within the services it offers and that all those involved will be treated with dignity and respect.

#### Definitions

Vulnerable Adults. Safeguarding Adults procedures relate to the multi-agency responses made to a person aged 18 years or over who is considered to be a "Vulnerable Adult". The broad definition of a '**vulnerable adult**' referred to in the 1997 Consultation Paper "*Who decides?*", issued by the Lord Chancellor's Department, which states that it is a person: "*who is or may be in need of community care services by reason of mental or other disability, age or illness and is or maybe unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation*" ("No secrets" 2000).

Vulnerable Children. The term "Vulnerable Children" mean persons under the age of 18:

- Who are unlikely to achieve or maintain, or have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision for them of social care services
- Whose health or development is likely to be significantly impaired, or further impaired, without the provision for them of social care services
- Who have a physical or mental impairment
- Who are in the care of a public authority
- Who are provided with accommodation by a public authority in order to secure their well-being.

*(Welsh Affairs - Fifth Report, published by the House of Commons on 17 June 2008)*

**Vulnerable People.** For the purposes of this Policy and Procedure the Vulnerable Adults and Children who make use of the services provided by Northdale Horticulture are collectively known as “Vulnerable People” or “Service Users” and are hereafter referred to as such.

**North Yorkshire.** Unless otherwise stated the term ‘North Yorkshire’ refers to North Yorkshire Council.

## **Procedure**

These procedures are divided into the following sections:

- Preventing and minimising abuse
- Recognising the signs and symptoms of abuse
- The Designated Senior Person (DSP) for safeguarding Vulnerable People
- Responding to people who have experienced or are experiencing abuse
- Managing allegations made against a member of Staff or Volunteer
- Recording and managing confidential information
- Disseminating/Reviewing policy and procedures

## **Preventing and Minimising Abuse**

Northdale Horticulture is committed to safer recruitment policies and practices for Trustees, Staff and Volunteers. This includes:

- Enhanced Disclosure and Barring Service (DBS) registration, ensuring at least two references are taken up and adequate training on Safeguarding Vulnerable people.
- Staffing to Service User ratios will be kept as high as possible in order to facilitate good practice and minimise risk. The ratio will be a maximum of 7 Service Users to 1 member of Staff.
- Service Users will be given an Induction, to familiarise them with the service, to explain what the Service User can expect from Northdale Horticulture, and what Northdale Horticulture expects from the Service User.
- The organisation will work within the current legal framework for reporting suspected or alleged abuse regardless of who is implicated.
- Service Users will participate in Safeguarding Awareness sessions, led by a Northdale member of staff using resources made available by NYC Safeguarding Adults Board <https://safeguardingadults.co.uk/keeping-safe/easy-read-guides/>. Information will be made

available about abuse and the **Complaints Policy**, and this policy will be available to Service Users. This information will be in a form that can be easily understood. Service Users will be provided with simple and straightforward ways to report their concerns. These sessions will be conducted bi-annually.

- All Trustees, Staff, Volunteers and Service Users will be provided with training and information to enable them to develop the awareness skills and abilities appropriate to their role within the organisation and responsibilities regarding Safeguarding. Refresher training will be undertaken every 3 years via the NYC training portal.
- All Trustees, Staff and Volunteers will be provided with information regarding the organisations safeguarding policies and procedures during their induction.
- Staff should immediately notify the Service Manager, Client Services Manager or Let's Go Out Co-ordinator of any safeguarding concerns. They will be provided with an opportunity to further discuss any Safeguarding issues raised during the year at their supervision and appraisal sessions.
- The Board of Trustees will be notified via the service manager's report, produce every 8 weeks for the Board of Trustee meetings, of any Safeguarding issues reported to NYC. Safeguarding, concerns are reported in accordance the North Yorkshire Council's Safeguarding Vulnerable Adults and Children Policies and Procedures.

### **Recognising the Signs and Symptoms of Abuse**

Northdale Horticulture is committed to ensuring that all Staff and Volunteers undertake training to gain a basic awareness of the signs and symptoms of abuse and will ensure that the DSP and other members of Staff and Volunteers have access to training on Safeguarding Vulnerable People. The Department of Health's "No Secrets" guidance document published in March 2000 states that:

*"Abuse is a violation of an individual's human and civil rights by any other person or persons"*

Abuse includes:

- Physical abuse; hitting, slapping, punching, burning
- Psychological or Emotional abuse; use of threats, fear, bribes, name calling
- Sexual abuse; rape, indecent assault, inappropriate touching
- Financial or material abuse; stealing, selling assets
- Neglect and acts of omission; leaving in soiled clothes, failing to feed properly
- Discriminatory abuse (including racist, sexist, based on a person's disability and other forms of harassment)
- Institutional.

Abuse may be carried out deliberately or unknowingly and may be a single act or repeated acts. People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse. Appendix 1 gives more detailed definitions of types of abuse, this is an extract from the North Yorkshire Safeguarding Adults Policy and Procedure but applies equally to children.

### **Designated Senior Person (DSP) for Safeguarding Vulnerable People**

Northdale Horticulture has an appointed individual who is responsible for dealing with any Safeguarding Vulnerable People concerns. In their absence, a deputy will be nominated. The DSP(s) for Safeguarding Vulnerable people in Northdale Horticulture is/are:

DSP: Service Manager (Simon Cross)

Work: 01609 770269  
Mobile: 07931119782  
Home 01609 883010

Deputy DSP: Client Service Manager (Lesley Bishoprick)

Work: 01748 883294  
Mobile: 079077802577

Deputy DSP : Let's Go Out Co-ordinator (Alison Ballard)

Work: 01609 770269  
Mobile: 07733131204

The roles and responsibilities of the DSP(s) are:

- To ensure that all Staff and Volunteers are aware of what they should do and who they should go to if they have concerns that someone may be experiencing or has experienced abuse or neglect.
- To ensure that concerns are acted on, clearly recorded and referred to Adult or Children's Social Care following the North Yorkshire Safeguarding Policies and Procedure where necessary.
- To follow up any referrals and ensure the issues have been addressed.
- To reinforce the utmost need for confidentiality and to ensure that Staff and Volunteers are adhering to good practice regarding confidentiality and security.
- To ensure that Staff and Volunteers working directly with Service Users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- To co-operate with Safeguarding investigations carried out under the North Yorkshire Safeguarding Policies and Procedures.
- To ensure that disciplinary procedures are co-ordinated with any other enquiries taking place as part of the on-going management of any allegation.

### **Responding to People Who have Experienced or are Experiencing Abuse**

Northdale Horticulture recognises that it has a duty to act on reports, or suspicions of abuse or neglect. Anyone who has contact with Vulnerable People and hears disclosures or allegations or has concerns about potential abuse or neglect has a duty to pass them on using the following criteria:

- How to respond if you receive a disclosure or allegation:
  - Reassure the person concerned



- Listen to what they are saying
  - Record what you have been told/witnessed as soon as possible
  - Remain calm and do not show shock or disbelief
  - Tell them that the information will be treated seriously
  - Don't start to investigate or ask detailed or probing questions
  - Don't promise to keep it a secret.
- If you witness abuse or abuse has just taken place the priorities will be:
    - To call an ambulance if required
    - To call the police if a crime has been committed
    - To preserve evidence
    - To keep yourself, Staff and Service Users safe
    - To inform the DSP
    - To record what happened in the Safeguarding Incident File, kept in the locked Confidential File, in the Office.

All situations of abuse or alleged abuse will be discussed with the DSP. The alleged victim will be told that this will happen. This stage is called The Alert. **Having reported the disclosure or allegation to the DSP the person doing so is to take no further action except as advised or instructed by the DSP.**

The DSP can then take advice from the North Yorkshire Safeguarding Team. If it is appropriate, and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral to North Yorkshire Safeguarding will be made, using the North Yorkshire Safeguarding referral processes detailed below. If the individual experiencing abuse does not have the mental capacity to understand what is happening to them, a referral will be made without that person's consent.

Making a Referral to North Yorkshire Safeguarding. Once the DSP has established that they believe there is an allegation of abuse, they have a duty to make a referral to North Yorkshire Social Care. The referral process for Adults and Children are dealt with differently as follows:

#### Adults:

- Prior to making a referral, the DSP will need to gather as much information as they can about the allegation, and complete as much of the **online Safeguarding Concern Form** as possible ([Raise a safeguarding concern - Before you start - NYC \(northyorks.gov.uk\)](#)). Lack of access to the necessary information should **NOT** delay the referral.
- Referrals to North Yorkshire Adult Social Care can be made by contacting:

**North Yorkshire Council Customer Service Centre**

Telephone: 0300 131 2131

Email: [social.care@northyorks.gov.uk](mailto:social.care@northyorks.gov.uk)

For social care **emergencies** outside these hours call 01609 780780

#### Children:

- Referrals to North Yorkshire Social Care can be made by contacting:

**North Yorkshire Council Customer Service Centre**

Telephone: 0300 131 2131

Email: [social.care@northyorks.gov.uk](mailto:social.care@northyorks.gov.uk)

For social care **emergencies** outside these hours call **01609 780780**

- The Customer Services Centre will take more details from you. Experienced staff will then decide whether action needs to be taken and, if so, how quickly. It may not always be possible to let you know what happened because of confidentiality. Combining your information and anything already known, a decision may be taken to conduct an investigation to establish whether the child is at risk of harm or not.

All calls are taken seriously and can be taken in confidence. In an emergency, always ring **999**.

For any Safeguarding Vulnerable People concerns which may involve a **Crime**, contact should also be made with the **Police** via **0845 60 60 24 7**. It should be made clear that the report is about a Safeguarding Vulnerable people issue, and an incident number should be requested. Explain to the call taker that you wish to make a '**Safeguarding Referral**'.

When making a Referral:

- It is important to provide contact details about yourself, as the Safeguarding Manager for North Yorkshire may need to contact you for further details and should contact you in any event to offer feedback about the safeguarding assessment.
- A referral will then lead to the implementation of the next stages of the Inter-agency Safeguarding Vulnerable People Policy and Procedures. The DSP should have an overview of this process so they can explain it to the person concerned and offer all relevant support to the process. This could be practical support e.g. providing a venue, or information and reports and emotional support.
- Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and, if necessary, to seek justice.

### **Managing Allegations Made Against Member of Staff or Volunteer**

Northdale Horticulture will ensure that:

- Any allegations made against a Trustee, member of Staff or Volunteer will be dealt with swiftly.
- Where a Trustee/member of Staff/Volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.
- Where the allegation involves alleged abuse of a Vulnerable Person, a referral should be

made following the process detailed above (Making a Referral to North Yorkshire Safeguarding).

- The safety of the targeted individual/s concerned is paramount and it should be ensured that they are safe and away from the person/s who are the alleged perpetrator/s.
- The DSP liaises with the North Yorkshire Safeguarding Manager to discuss the best course of action and will **NOT** take any actions other than those that have been agreed approved by the Safeguarding Manager.
- The Northdale Horticulture Disciplinary Procedures are coordinated with any other enquiries taking place as part of the on-going management of the allegation.

## **Recording and Managing Confidential Information**

Northdale Horticulture is committed to maintaining confidentiality wherever possible and information around Safeguarding Vulnerable People issues should be shared only with those who need to know.

All allegations/disclosures/concerns should be recorded in the Safeguarding Incidents file, kept a locked Confidential Filing Cabinet. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection regulations. Where appropriate, a note of a reported incident will be added to the file of the person/s involved.

Staff must ensure that the language used in the vicinity of trainees is appropriate and would not cause distress to trainees if it is repeated between trainees.

## **Disseminating/Reviewing Policy and Procedures**

Northdale Horticulture will ensure that this policy is reviewed annually by the Board of Trustees. The DSP will be involved in this process and can recommend any changes.

It may be appropriate to involve Service Users in the review and parents/carers need to be informed of any significant changes.

The DSP will also ensure that any changes are clearly communicated to Staff, Volunteers and Service Users.

## **Training Requirement**

All Trustees, Staff, Volunteers and Service Users will be provided with training and information to enable them to develop the awareness skills and abilities appropriate to their role within the organisation and responsibilities regarding Safeguarding. Safeguarding Training will be undertaken every 3 years. Each member of staff and volunteer will be issued a **Safeguarding Code of Practice – Easy Read Guide**.

## **Related Policies and Procedures**

Abuse of Clients  
Code of Conduct

Complaints  
Confidentiality  
Data Protection  
Disciplinary and Grievance  
Staff and Volunteer Recruitment  
Whistle Blowing

## **Appendices**

Appendix 1	Definition and Types of Abuse.
Appendix 2	Safeguarding Code of Practice – Easy Read Guide



## TYPES OF ABUSE AND POSSIBLE INDICATORS OF ABUSE

### What Constitutes Abuse?

*'Abuse is a violation of an individual's human and civil rights by any other person or persons' [No secrets DH 2000]*

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 happen 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 happen in any relationship and may result in **significant harm** to, or exploitation of, the person subjected to it. For information about assessing significant harm, [see section 1.3 \(definitions of abuse\), page 10](#)

***An accepted definition of significant harm is:**  
"...ill-treatment (including sexual abuse and forms of ill treatment that are not physical); the impairment of, or an avoidable deterioration in, physical or mental health; and the impairment of physical, emotional, social or behavioural development".  
[Law Commission 1995]*

### Signs and Indicators of abuse

Please note that these indicators are a guide only. All situations must be discussed with the appropriate line manager. A full investigation and assessment is required to establish the existence of abuse leading to the significant harm of a vulnerable adult. Typically an abusive situation will involve indicators from a number of groups in combination.

## Physical Abuse

Physical injuries which have no satisfactory explanation or where there is a definite knowledge, or a reasonable suspicion that the injury was inflicted with intent, or through lack of care, by the person having custody, charge or care of that person, including hitting, slapping, pushing, misuse of or lack of medication, restraint, or inappropriate sanctions.

### Possible indicators of physical abuse

- History of unexplained falls or minor injuries.
- Unexplained bruising – in well protected areas, on the soft parts of the body or clustered as from repeated striking.
- Unexplained burns in unusual location or of an unusual type.
- Unexplained fractures to any part of the body that may be at various stages in the healing process.
- Unexplained lacerations or abrasions.
- Slap, kick, pinch or finger marks.
- Injuries/bruises found at different stages of healing or such that it is difficult to suggest an accidental cause.
- Injury shape similar to an object.
- Untreated medical problems.
- Weight loss – due to malnutrition or dehydration; complaints of hunger.
- Appearing to be over medicated.

## **Psychological Abuse**

Psychological, or emotional abuse, includes the use of threats, fears or bribes to negate a vulnerable adult's choices, independent wishes and self esteem; Cause isolation or over-dependence (as might be signalled by impairment of development or performance) or prevent a vulnerable adult from using services, which would provide help

### **Possible indicators of psychological abuse**

- Ambivalence about carer.
- Fearfulness expressed in the eyes; avoids looking at the carer, flinching on approach.
- Deference.
- Overtly affectionate behaviour to alleged perpetrator.
- Insomnia/sleep deprivation or need for excessive sleep.
- Change in appetite.
- Unusual weight gain/loss.
- Tearfulness.
- Unexplained paranoia.
- Low self-esteem.
- Excessive fears.
- Confusion.
- Agitation.



## **Sexual Abuse**

Sexual acts which might be abusive include non-contact abuse such as looking, pornographic photography, indecent exposure, harassment, unwanted teasing or innuendo, or contact such as touching breasts, genitals, or anus, masturbation, penetration or attempted penetration of vagina, anus, mouth with or by penis, fingers or other objects.

### **Possible indicators of sexual abuse**

- A change in usual behaviour for no apparent or obvious reason.
- Sudden onset of confusion, wetting or soiling.
- Withdrawal, choosing to spend the majority of time alone.
- Overt sexual behaviour/language by the vulnerable person.
- Self-inflicted injury.
- Disturbed sleep pattern and poor concentration.
- Difficulty in walking or sitting.
- Torn, stained, bloody underclothes.
- Love bites.
- Pain or itching, bruising or bleeding in the genital area.
- Sexually transmitted urinary tract/vaginal infections.
- Bruising to the thighs and upper arms.
- Frequent infections.
- Severe upset or agitation when being bathed/dressed/undressed/medically examined.
- Pregnancy in a person not able to consent.

## **Financial Abuse**

Usually involves an individual's funds or resources being inappropriately used by a third person. It includes the withholding of money or the inappropriate or unsanctioned use of a person's money or property or the entry of the vulnerable adult into financial contracts or transactions that they do not understand, to their disadvantage.

### **Possible indicators of financial abuse**

- Unexplained or sudden inability to pay bills.
- Unexplained or sudden withdrawal of money from accounts.
- Person lacks belongings or services, which they can clearly afford.
- Lack of receptiveness to any necessary assistance requiring expenditure, when finances are not a problem – although the natural thriftiness of some people should be borne in mind.
- Extraordinary interest by family members and other people in the vulnerable person's assets.
- Power of Attorney obtained when the vulnerable adults is not able to understand the purpose of the document they are signing.
- Recent change of deeds or title of property.
- Carer only asks questions of the worker about the user's financial affairs and does not appear to be concerned about the physical or emotional care of the person.
- The person who manages the financial affairs is evasive or uncooperative.
- A reluctance or refusal to take up care assessed as being needed.
- A high level of expenditure without evidence of the person benefiting.
- The purchase of items which the person does not require or use.
- Personal items going missing from the home.
- Unreasonable and/or inappropriate gifts.



### **Neglect / Acts of Omission**

Neglect can be both physical and emotional it is about the failure to keep a vulnerable adult clean, warm and promote optimum health, or to provide adequate nutrition, medication, being prevented from making choices

Neglect of a duty of care or the breakdown of a care package may also give rise to safeguarding issues i.e. where a carer refuses access or if a care provider is unable, unwilling or neglects to meet assessed needs. If the circumstances mean that the vulnerable adult is at risk of significant harm then Safeguarding Adults procedures should be invoked.

#### **Possible indicators of neglect**

- Poor condition of accommodation.
- Inadequate heating and/or lighting.
- Physical condition of person poor, e.g. ulcers, pressure sores etc.
- Person's clothing in poor condition, e.g. unclean, wet, etc.
- Malnutrition.
- Failure to give prescribed medication or appropriate medical care.
- Failure to ensure appropriate privacy and dignity.
- Inconsistent or reluctant contact with health and social agencies.
- Refusal of access to callers/visitors.

A person with capacity may choose to self-neglect, and whilst it may be a symptom of a form of abuse it is not abuse in itself within the definition of these procedures.

### **Discriminatory Abuse**

Is abuse targeted at a perceived vulnerability or on the basis of prejudice including racism or sexism, or based on a person's disability. It can take any of the other forms of abuse, harassment, slurs or similar treatment.

Discriminatory abuse may be used to describe serious, repeated or pervasive discrimination, which leads to significant harm or exclusion from mainstream opportunities, provision of poor standards of health care, and/or which represents a failure to protect or provide redress through the criminal or civil justice system

#### **Possible indicators of discriminatory abuse**

- Hate mail.
- Verbal or physical abuse in public places or residential settings.
- Criminal damage to property.
- Target of distraction burglary, bogus officials or unrequested building/household services.

## **Institutional Abuse**

Institutional abuse happens when the rituals and routines in use, force residents or service users to sacrifice their own needs, wishes or preferred lifestyle to the needs of the institution or service provider. Abuse may be perpetrated by an individual or by a group of staff embroiled in the accepted custom, subculture and practice of the institution or service.

### **Possible indicators of institutional abuse**

- May be reflected in an enforced schedule of activities, the limiting of personal freedom, the control of personal finances, a lack of adequate clothing, poor personal hygiene, a lack of stimulating activities or a low quality diet – in fact, anything which treats service users as not being entitled to a **'NORMAL'** life.
- Institutions may include residential and nursing homes, hospitals, day centres.
- Sheltered housing schemes, group or supported housing projects. It should be noted that all organisations and services, whatever their setting, can have institutional practices which can cause harm to vulnerable adults.

The distinction between abuse in institutions and poor care standards is not easily made and judgements about whether an event or situation is abusive should be made with advice from appropriate professionals and regulatory bodies.

## **Predisposing Factors**

Abuse can happen in a range of settings, in a variety of relationships and can take a number of forms. There are a number of indicators, which could, in some circumstances, in combination with other possibly unknown factors suggest the possibility of abuse. Abuse may be more likely to happen in the following situations:

**Environmental Problems** – overcrowding/poor housing conditions/lack of facilities.

**Financial Problems** – low income, a dependent vulnerable adult may add to financial difficulties, unable to work due to caring role, debt arrears, full benefits not claimed.

**Psychological and Emotional Problems** – family relationships over the years have been poor and there is a history of abuse in the family or where family violence is the norm.

**Communication Problems** – the vulnerable person or their carer has difficulty communicating due to sensory impairments, loss or difficulty with speech and understanding, poor memory or other conditions resulting in diminished mental capacity; this also includes people for whom English is a second language.



**Dependency Problems** – increased dependency of the person, major changes in personality and behaviour, carers are not receiving practical and/or emotional support.

**Organisational Culture** – services which are inward looking, where there is little staff training/knowledge of best practice and where contact with external professionals is resisted increase the vulnerability of service users. High staff turnover or shortages may also increase the risk of abuse.

## Patterns of abuse

Patterns of abuse and abusing vary and reflect very different dynamics. These include:

**Serial abuse** in which the perpetrator seeks out and 'grooms' vulnerable adults. Sexual abuse may fall into this pattern, as do some forms of financial abuse.

**Long term** abuse in the context of an ongoing family relationship such as domestic violence between spouses or generations.

**Opportunist abuse** such as theft happening because money has been left around.

**Situational** abuse which arises because pressures have built up and/or because of difficult or challenging behaviour.

**Neglect** of a person's needs because those around him or her are not able to be responsible for their care, for example if the carer has difficulties attributable to such issues as debt, alcohol or mental health problems.

**Stranger Abuse.** Vulnerable adults can be targeted by strangers; this may be an individual, a gang, or people offering services (e.g. the conman who tells the older person he will repair their roof, taking a large amount of money but actually doing nothing). Different forms of abuse can be inflicted in these situations e.g. financial, physical, emotional. No Secrets states that:

***"Stranger abuse will warrant a different kind of response from that appropriate to abuse in an ongoing relationship or in a care location. Nevertheless, in some instances it may be appropriate to use the locally agreed inter-agency adult protection procedures to ensure that the vulnerable person receives the services and support that they need. Such procedures may also be used when there is the potential for harm to other vulnerable people."***

## **Safeguarding Code of practice - Easy Read Guide**

**This card contains essential information for all adults working at Northdale, Able and for Breathing Space. Please keep it with you at all times.**

Northdale Horticulture is committed to implementing Policies and Procedures that reduce the likelihood of abuse taking place within the services it offers and that all those involved will be treated with dignity and respect.

### **What do I do if ...?**

**If a service user tells you they are being abused, you must:**

1. Allow them to speak without interruption, and accept what they say
2. Be understanding and reassuring – do not give your opinion or ask detailed questions
3. Tell them you will try to help but must pass the information on
4. Tell the Service Manager, Operations Manager or Let's Go out Co-ordinator
5. Write careful notes of what was said using the actual words
6. Include the time and date and full names of those involved
7. Sign and pass your notes to the Service Manager, Operations Manager or Let's go out Co-ordinator
8. Make sure that Northdale/Able or Breathing Space poses no further risk to their welfare

If you are concerned about the welfare of a service user or there is a concern, complaint, or allegation about a member of staff or volunteer or support worker you must:

1. Tell the Service Manager, Operations Manager or Let's go Out Co-ordinator.
2. Write careful notes of what you witnessed, heard, or were told.
3. Include the time and date and full names of those involved
4. Sign and pass your notes to the Service Manager, Operation Manager or Let's go out co-ordinator
5. Make sure Northdale/Able or Breathing Space poses no further risk to their welfare

**It is your duty to report ALL safeguarding concerns as a matter of urgency following the correct process.**

**If a Service User is at immediate risk of significant harm call 999 and request the Police. Inform the Service Manager, Operations Manager or Let's go out Co-ordinator once you have done this.**

You must refer any concern to Service manager, Operation Manager or Let's go out co-ordinator as a matter of urgency. **DO NOT** investigate it yourself.

