



Safeguarding Policy

Lily Staffing Solutions is committed to safeguard and promote the welfare of young people and vulnerable adults. We recognise that a safe and trustworthy environment, combined with clear lines of communication and decisive action ensures the best outcomes for all the children and young people we serve. The organisation expects all staff, Agency Staff, volunteers, and partners to always endorse and practice this commitment.

Policy Adopted on: 11th August 2021

Signed:

Mr L Tapping

Managing Director

Review: Yearly

Date	Reviewed by	Signed
11/08/22		
11/08/23		
11/08/24		

Note: this policy should be read in conjunction with the Managing Allegations Policy, (allegations against people of trust).

Contents	Page
What is safeguarding	2
What we believe	2-3
What this policy is based on	3
Definitions	3-7
Equality statement	7
Responsibilities	7-8
Confidentiality and information sharing	8
Recognising abuse and taking action	9
Spotting the signs of abuse	9-10
Disclosure	10
1. How disclosure happens	10
2. Barriers to disclosure	10-11
3. Helping children disclose abuse	11
4. Encouraging children and young people to seek help and support	11-12
5. Responding to disclosures	12
What to do if a child is suffering or likely to suffer harm, or in immediate danger	12-13
Recording information	13-14
Children and young people who are missing	14-15
Extremism	15
Adults at risk	15
What to do if staff have concerns regarding a vulnerable adult at risk	16
The role of the designated safeguarding officer	17
Process flow chart	18

What is Safeguarding

Safeguarding and promoting the welfare of children is defined for the purposes of this policy guidance as:

- protecting children from maltreatment
- preventing impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes.
- Working Together to Safeguard Children A guide to inter-agency
- working to safeguard and promote the welfare of children July 2018

What we believe

- All children and young people who receive services from Liy Staffing Solutions or visits one of our partner services or places of work should be safe and protected from harm.

- We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.
- Appropriate action must be taken in a timely manner to safeguard and promote children's welfare.
- All staff must be aware of their statutory responsibilities with respect to safeguarding.
- Staff must be properly trained in recognising and reporting safeguarding issues.

What this policy is based on

Working Together to Safeguard Children (2018) which identified the goalposts for inter-agency working and for promoting the welfare of children from all backgrounds, in all settings;

The Children Act 1989 (and 2004 amendment), which provides a framework for the care and protection of children;

Section 5B(11) of the Female Genital Mutilation Act 2003, as inserted by section 74 of the Serious Crime Act 2015, which places a statutory duty on people who work in a regulated profession to report to the police where they discover that female genital mutilation (FGM) appears to have been carried out on a girl under 18

Statutory guidance on FGM, which sets out responsibilities with regards to safeguarding and supporting girls affected by FGM;

The Rehabilitation of Offenders Act 1974, which outlines when people with criminal convictions can work with children; Schedule 4 of the Safeguarding Vulnerable Groups Act 2006, which defines what 'regulated activity' is in relation to children; Statutory guidance on the Prevent duty, which explains the duties of registered providers under the Counter Terrorism and Security Act 2015 with respect to protecting people from the risk of radicalisation and extremism.

Definitions

Safeguarding and promoting the welfare of children

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

Child protection

Activities undertaken to prevent children suffering, or being likely to suffer, significant harm

Abuse

A form of maltreatment of a child, and may involve inflicting harm or failing to act to prevent harm.

Emotional abuse

Any type of abuse that involves the continual emotional mistreatment of a child. It's sometimes called psychological abuse. Emotional abuse can involve deliberately trying to scare, humiliate, isolate, or ignore a child.

Domestic abuse

Any type of controlling, bullying, threatening or violent behaviour between people in a relationship. It can seriously harm children and young people and witnessing domestic abuse is child abuse. It's important to remember domestic abuse:

- can happen inside and outside the home
- can happen over the phone, on the internet and on social networking sites
- can happen in any relationship and can continue even after the relationship has ended

Both men and women can be abused or abusers.

Sexual abuse

Where children are forced or tricked into sexual activities.

Contact sexual abuse

Where an abuser makes physical contact with a child. This includes:

- sexual touching of any part of a child's body, whether they're clothed or not
- using a body part or object to rape or penetrate a child
- forcing a child to take part in sexual activities
- making a child undress or touch someone else.

Contact abuse can include touching, kissing and oral sex – sexual abuse isn't just penetrative.

Non-contact sexual abuse

Where a child is abused without being touched by the abuser. This can be in person or online and includes:

- exposing or flashing
- showing pornography
- exposing a child to sexual acts
- making them masturbate
- forcing a child to make, view or share child abuse images or videos
- making, viewing or distributing child abuse images or videos
- forcing a child to take part in sexual activities or conversations online or through a smartphone.

Physical Abuse

When someone hurts or harms a child or young person on purpose. It includes:

- hitting with hands or objects
- slapping and punching
- kicking

- shaking
- throwing
- poisoning
- burning and scalding
- biting and scratching
- breaking bones
- drowning.

It's important to remember that physical abuse is any way of intentionally causing physical harm to a child or young person. It also includes making up the symptoms of an illness or causing a child to become unwell.

Online Abuse

Any type of abuse that happens on the internet. It can happen across any device that's connected to the web, like computers, tablets and mobile phones. And it can happen anywhere online, including:

- social media
- text messages and messaging apps
- emails
- online chats
- online gaming
- live-streaming sites.

Children can be at risk of online abuse from people they know or from strangers. It might be part of other abuse which is taking place offline, like bullying or grooming. Or the abuse might only happen online.

Cyberbullying (Or online bullying)

Is any type of bullying that happens online.

Grooming

When someone builds a relationship with a child so they can sexually abuse, exploit or traffic them. Children and young people can be groomed online or face-to-face by a stranger or by someone they know.

Sexting (Also known as youth produced sexual imagery) is

when someone shares sexual, naked or seminaked images or videos of themselves or others, or sends sexual messages. It's online abuse if a child or young person is pressured or coerced into creating or sending these types of images.

Neglect

A form of abuse and is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Child Sexual Exploitation (CSE)

A type of sexual abuse. When a child or young person is exploited, they are given things, like gifts, drugs, money, status and affection, in exchange for performing sexual activities. Children and young people are often tricked into believing they're in a loving and consensual relationship. This is called grooming. They may trust their abuser and not understand that they're being abused. Children and young people can be trafficked into or within the UK to be sexually exploited. They're moved around the country and abused by being forced to take part in sexual activities, often with more than one person. Young people in gangs can also be sexually exploited. Sometimes abusers use violence and intimidation to frighten or force a child or young person, making them feel as if they've no choice. They may lend them large sums of money they know can't be repaid or use financial abuse to control them. Anybody can be a perpetrator of CSE, no matter their age, gender or race. The relationship could be framed as friendship, someone to look up to or romantic. Children and young people who are exploited may also be used to 'find' or coerce others to join groups.

Female genital mutilation (FGM)

When a female's genitals are deliberately altered or removed for non-medical reasons. It's also known as 'female circumcision' or 'cutting', but has many other names:

- sunna
- gudniin
- halalays
- tahur
- megrez
- khitan.

Criminal exploitation (CE)

Where children and young people are manipulated and coerced into committing crimes. Gangs The word 'gang' means different things in different contexts, the government in their paper Safeguarding children and young people who may be affected by gang activity' distinguishes between peer groups, street gangs and organised

criminal gangs:

- Peer group: A relatively small and transient social grouping which may or may not describe themselves as a gang depending on the context.
- Street gang: "Groups of young people who see themselves (and are seen by others) as a discernible group for whom crime and violence is integral to the group's identity."
- Organised criminal gangs: "A group of individuals for whom involvement in crime is for personal gain (financial or otherwise). For most crime is their 'occupation.'"
- County Lines 'County lines' and is when gangs and organised crime networks groom and exploit children to sell drugs. Often these children are made to travel across counties, and they use dedicated mobile phone 'lines' to supply drugs.
- Child trafficking or

modern slavery

Where children and young people tricked, forced or persuaded to leave their homes and are moved or transported and then exploited, forced to work or sold. Children are trafficked for:

- sexual exploitation
- benefit fraud
- forced marriage
- domestic slavery like cleaning, cooking and childcare
- forced labour in factories or agriculture
- committing crimes, like begging, theft, working on cannabis farms or moving drugs.

Children Includes everyone under the age of 18.

Safeguarding Partnership Arrangements made by the local authority (LA), the clinical commissioning group and the police to work together to safeguard and promote the welfare of local children, including identifying and responding to their needs.

Equality Statement

Some children have an increased risk of abuse, and additional barriers can exist for some children with respect to recognising or disclosing it. We are committed to anti-discriminatory practice and recognise children's diverse circumstances. We ensure that all children have the same need for protection, regardless of any barriers they may face.

Responsibilities

Safeguarding and child protection is everyone's responsibility. This policy applies to all staff and volunteers who are working on behalf of the Lily Staffing Solutions. The policy and procedures apply to activities in our buildings and off-site.

All staff will be aware of:

- The process for making referrals to local authority children's social care and the processes for statutory assessments that may follow a referral (including the role they might be expected to play).
- What to do if they identify a safeguarding issue or a child tells them they are being abused or neglected, including specific issues such as FGM.
- How to maintain an appropriate level of confidentiality while liaising with relevant professionals.
- The signs of different types of abuse and neglect, as well as specific safeguarding issues, such as child sexual exploitation (CSE), indicators of being at risk from or involved with serious violent crime, FGM and radicalisation.

All staff will read and understand this policy and procedure and managers will monitor that this policy is being followed.

The Director is responsible for the implementation of this policy, including:

- Allocating a senior member of staff the role as Safeguarding Lead (the Designated Safeguarding

Officer).

- Ensuring that staff (including temporary staff) and volunteers are informed of the systems which support safeguarding, including this policy, as part of their induction.
- Ensuring this policy is made available to local authorities, social workers and parents connected to our services
- Ensuring that staff have appropriate time, funding, training and resources to undertake the requirements of safeguarding children and young people within this policy and training is updated regularly.
- Creating an environment where staff feel able to raise concerns and feel supported in their safeguarding role.
- Ensuring that employees are competent to carry out their responsibilities for safeguarding and promoting the welfare of children.

The Director of Lily Staffing Solutions is also so responsible for ensuring:

- Appropriate supervision and support for employees;
- Safe recruitment practices for individuals whom the organisation will permit to work regularly with children;
- Clear whistleblowing procedures, which are suitably referenced in staff training and codes of conduct, and a culture that enables issues about safeguarding and promoting the welfare of children to be addressed

Confidentiality and information sharing

Lily Staffing Solutions recognise that people who work for the organisation are in a privileged situation in that they have access to a great deal of information about the services, the children and young people and the staff. All members of staff are reminded that any personal or sensitive information should remain private and should not be divulged verbally to anybody outside the remit of their role. Staff in all categories will have access to large amounts of personal and confidential information. As part of their contract of employment, they are required to be discreet in terms of how such information is used.

Information concerning children and young people and other members of staff should only be used in the effective execution of their professional duties and under no circumstances divulged to people to whom it is not directly applicable.

It should be noted that timely information sharing is essential to effective safeguarding. Fears about sharing information must not be allowed to stand in the way of the need to promote the welfare, and protect the safety, of children.

The Data Protection Act (DPA) 2018 and GDPR do not prevent, or limit, the sharing of information for the purposes of keeping children safe. If staff need to share 'special category personal data', the DPA 2018 contains 'safeguarding of children and individuals at risk' as a processing condition that allows practitioners to share information without consent if it is not possible to gain consent, it cannot be reasonably expected that a practitioner gains consent, or if to gain consent would place a child at risk. Staff should never promise a child that they will not tell anyone about a report of abuse,

as this may not be in the child's best interests. If staff are in any doubt about sharing information, they should speak to their manager.

Recognising abuse and taking action

It can be very hard for children and young people to speak out about abuse. They may fear there may be negative consequences if they tell anyone what's happening to them. Some may delay telling someone about abuse for a long time, while others never tell anyone, even if they want to.

It is vital that children and young people are able to speak out and that whoever they tell takes them seriously and acts on what they've been told. Even if a child doesn't tell someone verbally about what's happened to them, there may be other indicators that something is wrong. People who work with children need to be able to recognise the signs and know how to respond appropriately.

Spotting the signs of abuse

Children who suffer abuse may be afraid to tell anybody about the abuse. They may struggle with feelings of guilt, shame or confusion –particularly if the abuser is a parent, caregiver or other close family member or friend. Many of the signs that a child is being abused are the same regardless of the type of abuse. Anyone working with children or young people needs to be vigilant to the signs listed below.

- regular flinching in response to sudden but harmless actions, for example someone raising a hand quickly
- showing an inexplicable fear of particular places or making excuses to avoid particular people
- knowledge of 'adult issues' for example and/or sexual behaviour which is inappropriate for their age or stage of development
- angry outbursts or behaving aggressively towards other children, adults, animals, or toys
- becoming withdrawn or appearing anxious, clingy or depressed
- self-harming or thoughts about suicide
- changes in eating habits or developing eating disorders
- regularly experiencing nightmares or sleep problems
- regularly wetting the bed or soiling their clothes
- in older children, risky behaviour such as substance misuse or criminal activity
- running away or regularly going missing from home or care
- not receiving adequate medical attention after injuries.

These signs do not necessarily mean that a child is being abused. There may well be other reasons for changes in a child's behaviour such as a bereavement or relationship problems between parents/carers. In assessing whether signs are related to abuse or not, they need to be considered in the context of the child's development and situation.

You should never wait until a child or young person tells you directly that they are being abused before taking action. Instead, ask the child if everything is okay and discuss your concerns with your manager.

Disclosure

Disclosure is the process by which children and young people start to share their experiences of abuse with others. This can take place over a long period of time – it is a journey, not one act or action. Children may disclose directly or indirectly and sometimes they may start sharing details of abuse before they are ready to put their thoughts and feelings in order. They may attempt to disclose abuse by giving adults clues, through their actions and by using indirect words.

Not all disclosures will lead to a formal report of abuse or a case being made or a case being taken to court, but all disclosures should be taken seriously. It takes extraordinary courage for a child to go through the journey of disclosing abuse.

It's vital that anyone who works with children and young people undertaking this journey is able to provide them with the support they need.

1. How disclosure happens

Children and young people may disclose abuse in a variety of ways, including:

- directly– making specific verbal statements about what's happened to them
- indirectly – making ambiguous verbal statements which suggest something is wrong
- behaviourally – displaying behaviour that signals something is wrong (this may or may not be deliberate)
- non-verbally – writing letters, drawing pictures or trying to communicate in other ways.

Children and young people may not always be aware that they are disclosing abuse through their actions and behaviour. Sometimes children and young people make partial disclosures of

abuse. This means they give some details about what they've experienced, but not the whole picture. They may withhold some information because they:

- are afraid they will get in trouble with or upset their family
- want to deflect blame in case of family difficulties as a result of the disclosure
- feel ashamed and/or guilty
- need to protect themselves from having to relive traumatic events.

When children do speak out it is often many years after the abuse has taken place.

2. Barriers to disclosure

Some children and young people are reluctant to seek help because they feel they don't have anyone to turn to for support. They may have sought help in the past and had a negative experience, which makes them unlikely to do so again.

They may also:

- feel that they will not be taken seriously
- feel too embarrassed to talk to an adult about a private or personal problem
- worry about confidentiality
- lack trust in the people around them (including parents) and in the services provided to help them
- fear the consequences of asking for help
- worry they will be causing trouble and making the situation worse
- find formal procedures overwhelming

(Mental Health Foundation and Camelot Foundation, 2006).

Not all children and young people realise they have experienced abuse, for example if they have been groomed.

3. Helping children disclose abuse

It's important to create an environment where children and young people are comfortable about speaking out if anything is worrying them. They need to:

- be able to recognise abuse and know it is wrong
- know who they can talk to about it.

The people they choose to disclose to need to listen, understand and respond appropriately so the child gets the help, support and protection they need. Staff working with young people who are disclosing abuse must not investigate or ask leading questions, (a question that suggests that something has happened or contains the information that the person is looking to have confirmed). Staff are to use the acronym 'TED' as a reminder that they can ask the child to '**Tell**', '**Explain**' and '**Describe**' the concern. Only if it is necessary to seek further clarification, staff should keep to open question processes, such as what, when, who, how and where?

Encouraging children and young people to seek help and support

Many children and young people will seek help because they know where to go and believe that it will make a difference. Others may not have the confidence to seek support or be too scared to ask for help. They may not get the help they need until they reach

crisis point (Garvey et al, 2009).

Make it as easy as you can for young people to find and take up the offer of help.

- Reinforce positive messages about those who seek help – seeking help is a sign of strength.
- Encourage parents to support their children in seeking help.
- Be positive about young people, their capacity for change and their resilience.
- Listen to the people you help – improve your services using feedback from service users.
- Shout about your work – lack of awareness is a significant barrier to young people seeking help.
- See the whole person – engage with young people both in terms of their strengths and their weaknesses.

- Build trust – treat young people with respect.
- Help young people to help each other – equip young people with the skills and tools to support their friends/peers and family members.
- Consider the role of new technologies – these should be complementary to other ways of supporting young people.

(Garvey et al, 2009).

4. Responding to disclosures

There are three key interpersonal skills that help a child feel they are being listened to and taken seriously:

- show you care, help them open up: give your full attention to the child or young person and keep your body language open and encouraging. Be compassionate, be understanding and reassure them their feelings are important. Phrases such as ‘you’ve shown such courage today’ help.
- take your time, slow down: respect pauses and don’t interrupt the child – let them go at their own pace. Recognise and respond to their body language. And remember that it may take several conversations for them to share what’s happened to them.

1

- show you understand, reflect back: make it clear you’re interested in what the child is telling you. Reflect back what they’ve said to check your understanding – and use their language to show it’s their experience.

(Baker et al, 2019)

If a child tells you they are experiencing abuse, it’s important to reassure them that they’ve done the right thing in telling you. Make sure they know that abuse is never their fault. *Never talk to the alleged perpetrator about the child’s disclosure.* This could make things a lot worse for the child. Inform the child/ young person what you will do next. It is vital that any child who is trying to disclose abuse feels that they are being listened to and taken seriously, But there can be a risk that if professionals just believe the child’s account without thoroughly investigating the situation, this can lead to unfair bias against the alleged abuser as formal investigations progress

(Child Protection Resource, 2018; Transparency Project, 2018).

This means it’s important to maintain an unbiased approach when responding to disclosures and follow the homes procedures to ensure each case is treated in a fair and transparent manner and that the child gets the protection and support that they need.

Following a disclosure, you must respond quickly and effectively. The indicative timescale for reporting the concern is within the same working day. It is vital you take the next steps to help keep them safe. *Follow these procedures as soon as possible.*

What to do if a child is suffering or likely to suffer harm, or in immediate danger

No one working with Lily Staffing Solutions should assume that someone else will pass on information which they think may be critical in keeping a child safe.

If you have concerns about a child's welfare immediately speak to the duty manager, member of the senior leadership team or the Safeguarding Lead to agree a course of action. If a manager is not available this should not delay appropriate action being taken: contact the Police or Children's Social Care on the numbers below. If a manager is not available and you need immediate advice about your concerns talk to children's social care on the number below

**If you believe a child is suffering or likely to suffer harm, or in
immediate danger and it is an emergency, call the police on 999.**

If it is not an emergency contact Children's Social Care (for situations in Dorset)

Children's Advice and Duty Service

01305 228558 (If out of hours use the same number)

Children's Social Care (for situations in BCP)

Children's First Response

01202 735046 (If out of hours use the same number).

It is important to not delay making a referral to children's social care and/or the police. The child's social worker (if they have one) should also be informed.

The local authority will make a decision about what course of action to take and will let the person who made the referral know the outcome. The person who made the referral must follow up with the local authority if information about the outcome of the referral is not made available. They must ensure any outcome from the referral are properly recorded in the relevant duty log and child's record.

The Pan-Dorset Continuum of Need Guidance provides guidance about the criteria for making referrals within Dorset and BCP.

https://pandorsetscb.proceduresonline.com/contents.html?zoom_highlight=threshold

The child's needs and safety remain paramount at all times.

Recording information

It's important to keep accurate and detailed notes on any concerns you have about a child. You will need to share these with a manager and other professionals involved. Include what the child said or did that give cause for concern (if the child made a verbal disclosure, write down

their exact words). Include any information the child has given you about the alleged abuser.

Following a disclosure or concern arising all information should be recorded. This record should include:

- The child's known details; name, date of birth, address, and contact numbers.

- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation, including dates, times, specific factors, and any other relevant information.
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The child's account if it can be given, of what has happened and how any bruising or other injuries occurred. Complete a body map/take photo if possible, having first obtained the child's permission: (record the date and time the photos were taken).

Ensure all records relating to suspected, possible or actual abuse are signed and dated by the staff member writing the record.

Children and Young People who are missing

The following principles should be adopted in relation to identifying and locating children who go missing:

- The safety and welfare of the child is paramount.
- Locating and returning the child to a safe environment is the main objective.
- Child Protection Procedures will be initiated whenever there are concerns that a child who is missing may be at risk of significant harm.
- Police will act on all missing notifications as defined by the parameters of the missing definition.
- The completion of a full Risk Assessment is paramount to guide collaborative working and sharing information with the police.
- Where the child is known to Children's Social Care or meets the criteria for referral to Children's Social Care, the Local Authority will ensure that there is a range of service options to address the child's needs when they return

The Police definitions of 'missing' and 'absent' are:

Missing: Anyone whose whereabouts cannot be established and where the circumstances are out of character or the context suggests the person may be subject of crime or at risk of harm to themselves or another'.

Absent: A person is not at a place where they are expected or required to be'.

The following children/ young people should automatically be considered as high risk and reported to the police:

High Risk Cases (Police)

- The risk posed is immediate and there are substantial grounds for believing that the child is in danger through their own vulnerability; or
- The child may have been the victim of a serious crime; or

- The risk posed is immediate and there are substantial grounds for believing that the public is in danger.

High Risk Cases (Children's Social Care)

- Any child who is 12 years old or younger whose whereabouts are unknown.
- Any child deemed vulnerable due to a special educational need (such as learning and/or physical disabilities, mental, emotional or physical health problems).
- Any child/ young person who is a Looked After Child
- Any child or young person who is subject to a Child Protection Plan or is considered as a Child in Need..
- Any child/young person where there are concerns relating to Sexual Exploitation.
- Any child/ young person who is abducted from care and/or where there maybe concerns in relation to possible radicalisation

Local Authorities in England and Scotland together fund the Helpline's Missing from Care Team which provides a specialist service to Children's Social Care when any of their 'looked after' children go missing, including asylum seeking children. This working arrangement with local authorities forms the basis of an information sharing agreement with Social Care.

The Missing from Care Team can be contacted on 020 8392 4527

Extremism

Where there is a concern, inform a senior manager, the manager will consider the level of risk and decide which agency to make a referral to. This could include Channel, the government's programme for identifying and supporting individuals at risk of being drawn into terrorism, or the local authority children's social care team.

In an emergency, call 999 or the confidential anti-terrorist hotline on 0800 789 321 if you:

- Think someone is in immediate danger.
- Think someone may be planning to travel to join an extremist group.
- See or hear something that may be terrorist-related

Adults at risk

Safeguarding adults is different from safeguarding children in many ways. The main difference is that adults with mental capacity (ability) have the right to make their own decisions even if they are felt by others to be an unwise decision

Safeguarding is everybody's business. All forms of abuse are unacceptable. If anyone has any concerns they should speak out. Abuse is any action that harms another person. It can happen anywhere. Adults with care and support needs could be abused by anyone, including a partner, family member, neighbour, friend, health or social-care professional, volunteer or stranger. Abusers can deliberately exploit those who they see as vulnerable. There are several different types of abuse, (defined in the Care Act 2014),

including the following:

- **Discriminatory abuse** Includes: harassment, insults or similar treatment because of someone's race, sex or gender identity, age disability, sexuality or religion.
- **Domestic violence** Includes: psychological, physical, sexual, financial and emotional abuse or 'honour-based' violence.
- **Physical abuse** Includes: hitting, slapping, pushing, unreasonable restraint or locking someone in a room.
- **Financial or material abuse** Includes: theft, fraud, persuading someone to do something against their will in relation to their financial arrangements (for example wills, property, inheritance or financial transactions) or misusing or dishonestly or unfairly taking property, possessions or benefits.
- **Neglect and failure to act** Includes: ignoring medical, emotional or physical-care needs, failing to provide access to appropriate health, care and support or educational services and withholding necessities, such as medication, adequate food and drink and heating.
- **Organisational abuse** Includes: neglect and poor care in an institution such as a hospital, care home or care agency. This could be a culture of bullying, poor organisation, lack of resources, denying people choice, and lack of dignity and respect for service users
- **Psychological and emotional abuse** Includes: intimidation, bullying, shouting, swearing, taunting, threatening or humiliating someone.
- **Self-neglect** Includes: neglecting to care for personal hygiene, health or surroundings, and behaviour such as hoarding.
- **Sexual abuse** Includes: rape, inappropriate touching, or forcing someone to take part in or witness any sexual act against their will.
- **Modern slavery** Includes: Slavery (including domestic slavery), human trafficking and forced labour.

What to do if staff have concerns regarding a vulnerable adult at risk

No one working for Lily Staffing Solutions should assume that someone else will pass on information which they think may be critical in keeping a vulnerable adult safe. If staff have concerns regarding a vulnerable adult at risk they should share this information with their line manager.

If you know someone is being abused, or think they may be, call:

Residents in the Dorset Council area call 01305 221016

Christchurch and Bournemouth residents call Care Direct on 01202 454979, email: caredirect@bcpcouncil.gov.uk

Poole residents call Adult Social Care help desk on 01202 633902, email: helpdesk@bcpcouncil.gov.uk

In an emergency always call the Police on 999

More information about reporting a vulnerable adult at risk can be found at

<https://adultsocialcare.dorsetcouncil.gov.uk/feeling-safe-and-in-control/report-abuse-of-an-adult-safeguarding/>

More information, alongside safeguarding adults policies and procedures, can be found on the Dorset Safeguarding Adults Board website

The role of the Designated Safeguarding Officer

The Designated Safeguarding Officer will promote the safety and welfare of children and young people and take the lead in ensuring that appropriate arrangements for keeping children and young people safe are in place. This includes:

1. Facilitating an annual safeguarding audit and a 6-month review of safeguarding procedures.
2. Ensuring Lily Staffing Solutions retains a single central record of past and present employed staff & volunteers.
3. Maintaining a formal link between the local authority and the service, the aim of which is to promote a clear understanding of accountability and procedures.
4. 4. Maintaining a knowledge of the lead professionals with a responsibility for safeguarding in the local area.
5. 5. Keeping aware of local information sharing protocols.
6. 6. Keeping aware of local policy changes implemented by the Pan Dorset Safeguarding Partnership.
7. 7. Ensuring organisational policy changes are cross-referenced with this policy to ensure consistency across services. Such as:
 - Safer Recruitment
 - Managing Allegations
 - Anti Bullying
 - Supervision Policy
 - Whistleblowing
 - Social Network/E safety
 - Information Sharing Policy
 - Record Keeping
 - Staff Code of Conduct

Process Flow Chart

