



SAFEGUARDING ADULTS

SAFEGUARDING ADULTS
PROCEDURES

Prepared by
SENYAD LIMITED T/A Totally Netball

INTRODUCTION

Totally Netball is committed to providing a safe environment for everyone to participate in our organisation and its activities. These procedures must be followed in any circumstances where an adult is at risk of harm.

The procedure should be implemented with reference to Totally Netball Safeguarding Adults Policy and supporting information.

This procedure details the steps to be taken in responding to any concern that an adult involved in Totally Netball, or its activities, is at risk of or is experiencing harm.

The procedures have two main sections:

- Section 1: Reporting concerns- For everyone
- Section 2: What happens next – For Safeguarding Lead and organisational response

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.



REPORTING CONCERNS ABOUT YOURSELF

If you are in immediate danger or need immediate medical assistance contact the emergency services 999.

Please contact the Safeguarding Lead Brett Daynes - safeguarding@totallynetsball.co.uk. If you would prefer, please contact Carol at Safeguarding Today who will independently review your concern - carol@safeguardingtoday.co.uk

You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 2 Other sources of support).

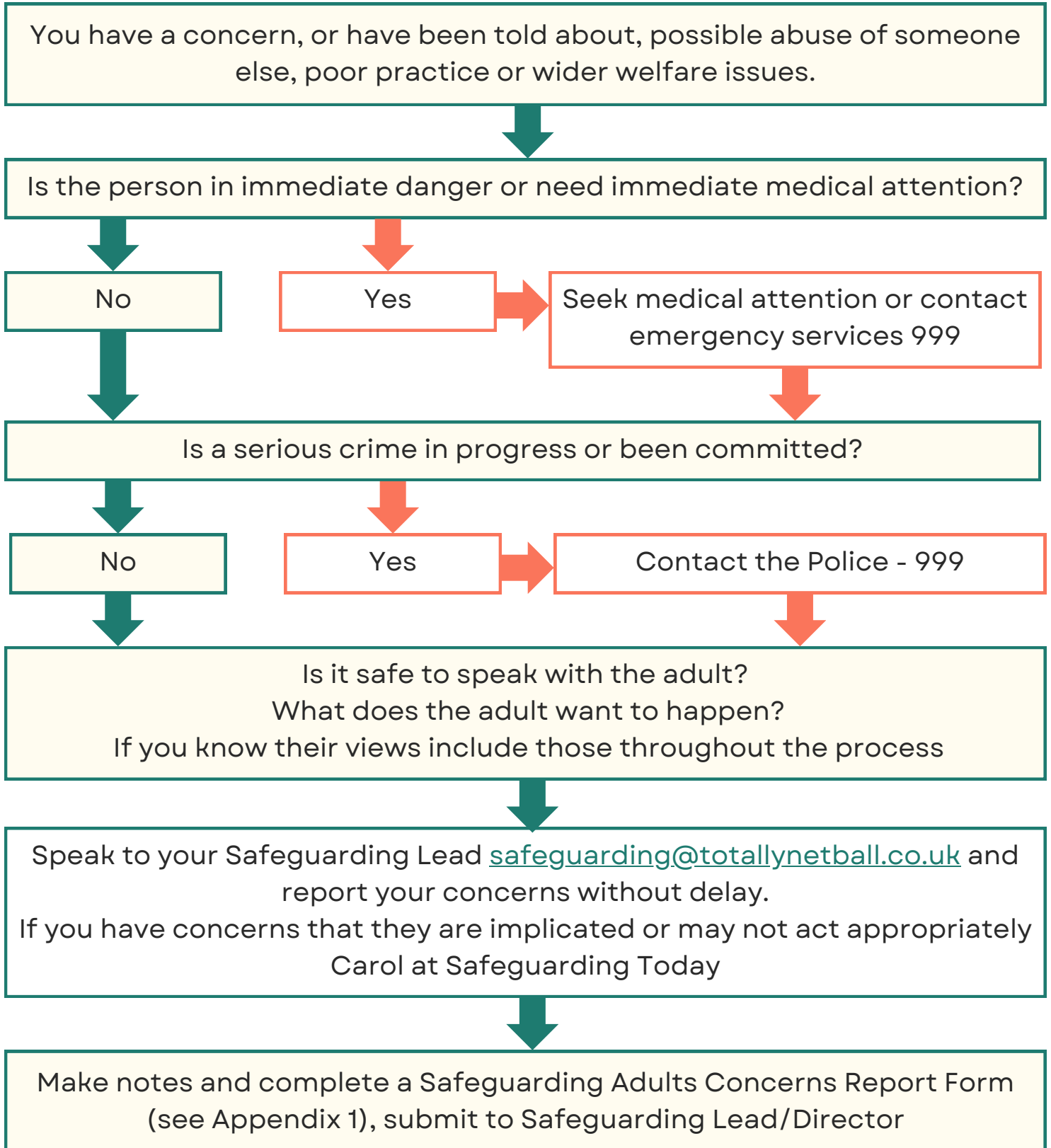
Totally Netball will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact Carol at Safeguarding Today who will independently review your concern - carol@safeguardingtoday.co.uk

At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

It is of upmost importance to Totally Netball that you can take part in our activities safely and we will take every step to support you to do that.



REPORTING CONCERNS ABOUT OTHERS



REPORTING CONCERNS ABOUT OTHERS

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact the Totally Netball Safeguarding Lead or Welfare Officer as soon as you can, Brett Daynes

If the Safeguarding Lead or Welfare Officer is implicated or you think has a conflict of interest, then report to Carol at Safeguarding Today.

If you are concerned about harm being caused to **someone else**, please follow the guidance below:

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- Remember to be **person centred/make safeguarding** personal. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your Safeguarding Lead or Welfare Officer. **Do not** contact the adult before talking to your Safeguarding Lead or Welfare Officer if the person allegedly causing the harm is likely to find out.
- Remember not to confront the person thought to be causing the harm.

RESPONDING TO A DIRECT DISCLOSURE

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- TAKE IT SERIOUSLY & STAY CALM
- LISTEN CAREFULLY TO WHAT IS SAID, ALLOWING THE ADULT TO CONTINUE AT THEIR OWN PACE
- ASK THEM WHAT THEY WOULD LIKE TO HAPPEN NEXT
- EXPLAIN THAT YOU WILL HAVE TO SHARE THE INFORMATION WITH TOTALLY NETBALL SAFEGUARDING LEAD OR WELFARE OFFICER
- ASK FOR THEIR CONSENT FOR THE INFORMATION TO BE SHARED OUTSIDE THE ORGANISATION
- HELP THEM TO CONTACT OTHER ORGANISATIONS FOR ADVICE AND SUPPORT (E.G. POLICE, DOMESTIC ABUSE HELPLINE, VICTIM SUPPORT -SEE APPENDIX 6)
- ACT SWIFTLY TO REPORT AND CARRY OUT ANY RELEVANT ACTIONS
- BE SENSITIVE
- KEEP QUESTIONS TO A MINIMUM, ONLY ASK QUESTIONS IF YOU NEED TO IDENTIFY/ CLARIFY WHAT THE PERSON IS TELLING YOU
- EXPLAIN WHAT YOU WOULD LIKE TO DO NEXT
- MAKE AN ARRANGEMENT AS TO HOW YOU/THE SAFEGUARDING LEAD CAN CONTACT THEM SAFELY
- RECORD IN WRITING WHAT WAS SAID USING THE ADULT'S OWN WORDS AS SOON AS POSSIBLE



RESPONDING TO A DIRECT DISCLOSURE

It is important not to:



DISMISS OR IGNORE THE CONCERN



PANIC OR ALLOW SHOCK OR DISTASTE TO SHOW



MAKE NEGATIVE COMMENTS ABOUT THE ALLEGED PERPETRATOR



MAKE ASSUMPTIONS OR SPECULATE



COME TO YOUR OWN CONCLUSIONS



PROBE FOR MORE INFORMATION THAN IS OFFERED



PROMISE TO KEEP THE INFORMATION SECRET



MAKE PROMISES THAT CANNOT BE KEPT



CONDUCT AN INVESTIGATION OF THE CASE



CONFRONT THE PERSON THOUGHT TO BE CAUSING HARM



TAKE SOLE RESPONSIBILITY



TELL EVERYONE



RECORD KEEPING

Complete a Safeguarding Adults Report Form (see Appendix 1) and submit to the Totally Netball Safeguarding Lead or Welfare Officer without delay.

Describe the circumstances in which the concern came about and what action you took/ advice you gave

It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible

If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form

Be mindful of the need to be confidential at all times.

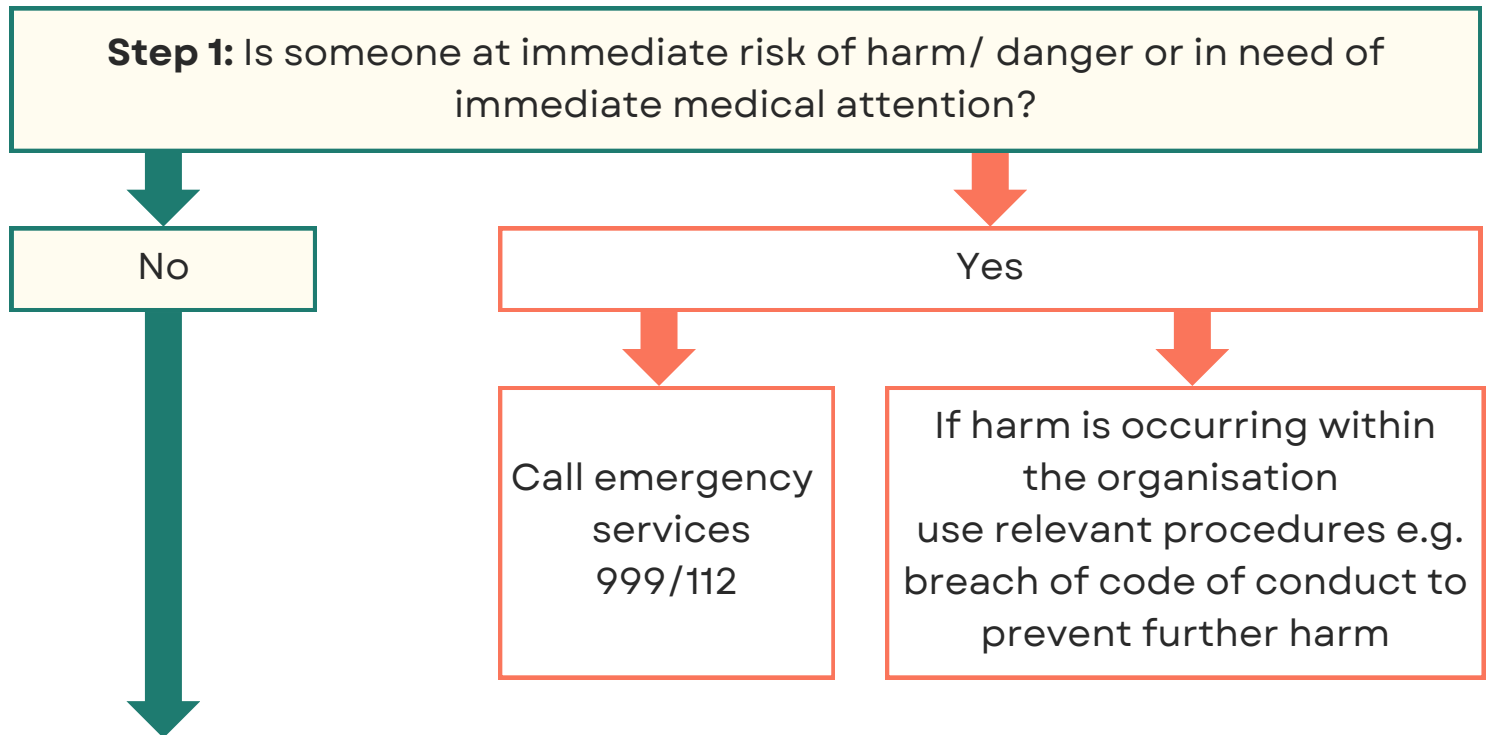
This information must only be shared with your Safeguarding Lead and others that have a need to know -e.g. to keep the person safe whilst waiting for action to be taken.



WHAT HAPPENS NEXT

Procedure for Safeguarding Lead (Flowchart 2)

Steps 1-5 Initial response (as soon as you receive the Safeguarding referral)



Step 2 – Safeguarding Report Details

If you have been sent a Safeguarding Adults Report Form check that you can understand what is written and that all the necessary parts have been completed

If you are being contacted directly request a completed Safeguarding Adults Report Form (staff and volunteers) or fill in the form with the person making the report (public/adult themselves)

Step 3- Person Making the Report

Inform, reassure and advise the person making the report e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

WHAT HAPPENS NEXT

Step 4- Person at Risk

What are the risks? What are the views of the adult? Are they an adult at risk? Do they need support to make decisions about their safety?

Do you need to contact the adult directly? Is it safe for you to do so?

Step 5 – Person at Risk

If it is safe to do so - ensure the person at risk has information about what will happen next.

Make sure they have been given information about other organisations that can support them (see Appendix 2).

Steps 6- 14 Taking Action

Step 6 – Consult and Decide

As needed consult Local Authority/the Police and decide which one or more of the following actions need to be taken.

Step 7

If a serious crime is suspected contact the police

Step 8

If you believe there is an 'adult at risk' make a safeguarding adults report to the Local Authority

Step 9

If harm is suspected of being caused within Totally Netball

Step 10

Consult with and inform the adult

WHAT HAPPENS NEXT

Step 11

Take advice from and coordinate actions taken by Totally Netball with those of other agencies. Attend and contribute to Safeguarding Adults strategy meetings

Possible outcomes: e.g.

- Criminal Caution or Conviction
- Police referral back to organisation
- Referral to Independent Barring Board
- Unsubstantiated- no further action
- LA enquiries triggered
- Adult supported to 'make safeguarding personal'
- Other adults at risk identified
- Multi-agency meetings to coordinate actions
- New/changed care and support and protection plan for any adult at risk
- NOT an adult at risk – information and advice provided
- Informal resolution
- Education and training
- Formal warning
- Dismissal
- Role conditions applied
- Contract ended
- Referred to Independent Barring Board
- Unsubstantiated – no further action
- Adult receives information about the process
- Adult supported to have their views and experience heard
- Adult supported to gain support from other agencies
- Adult continues to participate in organisation/sport

Step 12 & 13

Recording and reporting - Ensure decisions made, actions taken, and outcomes logged and reported

WHAT HAPPENS NEXT

Once a concern has been passed to the Totally Netball Safeguarding Lead, they will coordinate the Totally Netball Safeguarding Adults Procedure (see Flowchart 2 below).

The Safeguarding Lead will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

The Safeguarding Lead, where appropriate, in consultation with the Case Management Group, will take the following actions

IMMEDIATE RESPONSE


1 - Ensure any immediate actions necessary to safeguard anyone at risk have been taken.

- If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

2 - If you have been sent a Safeguarding Adults Report Form check that you can understand what is written and that all the necessary parts have been completed.

- If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Adults Report Form if they have not already done so (see Appendix 1) as soon as possible.
- If the report is being made by the adult themselves or a member of the public fill in the safeguarding report form yourself gaining the details with the person contacting you.





3 - Inform, reassure, and advise the person making the report e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality

4 - Consider what is known about the situation, what the risks are, what is known of the views of the adult, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

- Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).
- Decide if you need to contact the adult to get more information, determine their wishes, or explain what actions you need to take

5 - Ensure that the adult has been given information about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 2).

ONLY do this if you have a known safe way of contacting them.

TAKING ACTION

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

TAKING ACTION

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

6 - Consult and Decide


- If necessary, consult with the Local Authority/the Police and decide which of the following actions need to be taken.

7 - Contact the police (where the crime took place)

- If:
 - a serious crime has been committed.
 - a crime has been committed against someone without the mental capacity to contact the police themselves.
 - the adult has asked you to make a report to the Police on their behalf because they are unable to themselves

8 - Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH) (where the adult lives) if you believe they may be an adult at risk

- AND
 - the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
 - the risk is from a person employed or volunteering in work with adults with care and support needs (including within a sports organisations).
 - there are other 'adults at risk' (e.g. another family member, another club member or other people using a service).
 - the adult at risk lives in Wales or Northern Ireland (no consent required).
 - the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it



If a child is at risk you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.


If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm

9 - Use policy and procedures to stop harm within the organisation

- If the person who may be causing harm is a person involved in Totally Netball in whatever capacity inform the Director
- Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.
- Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in the organisation/their sport.
- The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

10 - If statutory agencies are involved work together with them to agree the next steps. E.g. the Police may need to interview an employee before a disciplinary investigation is conducted.

- Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority.
- If statutory agencies say that they will not be taking any action in relation to a referral this should not stop Totally Netball taking internal steps to safeguard the adult. E.g. the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.



If a child is at risk you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

11 - Decide who in the organisation will maintain contact with the adult to consult with them, keep them informed and make sure they are receiving the support they need.

- Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve

12 & 13 - Ensure records are complete and stored securely. Collate monitoring information, including feedback from the person who was at risk of harm and report to senior management team/ the Board as requested.

Further Information and Useful Contacts

Policies, procedures and supporting information are available on the Totally Netball website: www.totallynetball.co.uk

Safeguarding Lead or Welfare Officer:

Brett Daynes

07894 855395

brettdaynes@totallynetball.co.uk

Ann Craft Trust- Safeguarding Adults in Sport and Activity

Website: www.anncrafttrust.org

Email: Ann-Craft-Trust@nottingham.ac.uk

Telephone: 0115 951 5400

APPENDIX 1

To be completed as fully as possible if you have concerns regarding an adult.

If it is safe to do so, it is important to inform the adult about your concerns and that you have a duty to pass the information onto the safeguarding lead. The Safeguarding Lead will then look at the information and start to plan a course of action

Section 1 – Details of adult (you have concerns about)	
Name of Adult	
Address	
Date of Birth / Age	
Contact Number	
Emergency contact if known	
Consent to share information with emergency contact?	

Section 2 – Details of the person completing this form/ Your details

Name	
Contact Phone Number	
Email Address	
Line Manager or Alternative Contact	
Name of Organisation/Club	
Your Role in Organisation	

Section 3 – Details of concern

Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the adult is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.)

Date & Time	What Happened

Section 5 – Details of the person thought to be causing harm (if known)

Name	
Address	
Date of Birth / Age	
Relationship/connection to adult	
Role in organisation	
Do they have contact with other adults at risk in another capacity? E.g. in their work/family/as a volunteer	

Section 6 - Have you discussed your concerns with the adult? What are their views? What have they stated about what they want to happen and what outcomes they want?

Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the adult is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.)

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Section 7 – Risk to others

Are any other adults at risk

Yes/No/Not known – delete as appropriate

If yes please fill in another form answering questions 1-6

Are any children at risk

Yes/No/Not known Delete as appropriate

If yes please fill in a safeguarding children referral form and attach to this.

Do they have contact with other adults at risk in another capacity? E.g. in their work/family/as a volunteer

Section 8 – What action have you taken if any /agreed with the adult to reduce the risks?

Actions by club: e.g. person causing harm suspended, session times changed.

Section 7 – Risk to others

Are any other adults at risk

Yes/No/Not known – delete as appropriate

If yes please fill in another form answering questions 1-6

Are any children at risk

Yes/No/Not known Delete as appropriate

If yes please fill in a safeguarding children referral form and attach to this.

Do they have contact with other adults at risk in another capacity? E.g. in their work/family/as a volunteer

Section 9: Other agencies contacted

Who contacted/reference number/contact details/advice gained/action being taken

Police	
Ambulance	
Other (please state who and why)	

Section 10: Contact with Welfare Officer/others within the club

Who else has been informed of this issue? – and what was the reason for information sharing

Consultation with Safeguarding Lead	Dates and times
Completed Form copied to Safeguarding Lead; Date and time	
Signed:	
Date:	

OFFICE USE ONLY
Section 11 – Sharing the concerns (To be completed by Safeguarding Lead)#
Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of Totally Netball?
Details of contact with the Local Authority Safeguarding Team/MASH where the adult at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.
Details of any other agencies contacted:
Details of the outcome of this concern: