

SAFEGUARDING ADULTS WITH CARE AND SUPPORT NEEDS

Content

No.		Page
1	Policy Overview	2
2	Purpose of the policy	3
3	Policy scope	4
4	Background	4
5	Commitment and Actions	5
6	Legal Framework	5
7	Roles and Responsibilities	6
8	Operational Policies and Procedures	9
9	Whistle Blowing	12
10	Allegations against staff/volunteers	12
11	Confidentially	13
12	Complaints	13
13	Safer Recruitment	14
14	Monitoring and Review	15
	Appendix A: Safeguarding Escalation	16
	Appendix B: Safeguarding Traffic Lights System	15
	Appendix C: Oxfordshire Youth Need to Know	16
	Appendix D: Definitions and Indicators of Abuse	21
	Appendix E: The care Act 2014	28
	Appendix F: OY In-Form (CRM) Safeguarding process	29

SAFEGUARDING ADULTS WITH CARE AND SUPPORT NEEDS

Review Frequency: Annually

Person Responsible for this Policy: Designated Safeguarding Leads

CHANGE	Version:	NAME	DATE
New policy created	1	J Lloyd-Jones	Sept 2020
Policy expanded to include YPSA & additional information	2	B Parrott	Sept 2021
Substantially re-written in line with Safeguarding audit recommendations	3	H Morison	May 2022
Reviewed following OY safeguarding audit	4	T Blackstock & N Petryszyn	Oct 2022
Reviewed following YPSA audit	5	T Blackstock & N Petryszyn	Mar 2023

1. Overview

Oxfordshire Youth is committed to safeguarding adults with care and support needs (also referred to throughout this policy as adults) in line with national legislation and relevant national and local guidelines.

We will safeguard adults by ensuring that our activities are delivered in a way that keeps all adults safe.

Oxfordshire Youth is committed to creating a culture of zero-tolerance of harm to adults which is essential in the recognition of adults who may be at risk and the circumstances which may increase risk; knowing how adult abuse, exploitation, or neglect manifests itself; and being willing to report safeguarding concerns.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home, and in any care setting such as a GP surgery.

Oxfordshire Youth is committed to best safeguarding practices and to upholding the rights of all adults to live a life free from harm from abuse, exploitation, and neglect.

The aims of this policy are:

- To stop abuse and neglect where possible.
- To safeguard adults and support them in a way that allows them to make choices and have a sense of control over how they want to live.
- To promote an approach that focuses on improving life for the adults concerned.
- To provide information and advice in accessible ways to help people understand the different types of abuse, how to stay safe and well, and what to do to raise a concern about themselves and others.
- To address what has caused the abuse or neglect.
- All staff are aware of their safeguarding duty and responsibility.
- All staff contribute to multi-agency partnerships to provide effective and timely responses to abuse, and neglect, proactively attempting to prevent abuse and neglect from occurring.

Failure to comply with this policy may result in a risk to the health and safety of adults with care and support needs as well as a negative reputational and financial impact on the organisation.

2. Purpose

The purpose of this policy is to demonstrate the commitment of Oxfordshire Youth to safeguarding adults and to ensure that everyone involved in Oxfordshire Youth is aware of:

- The legislation, policy, and procedures for safeguarding adults
- The role and responsibility for safeguarding adults
- What to do or whom to speak to if they have a concern relating to the welfare or well-being of an adult with care and support needs.

To keep adults with care and support needs safe and establish safety for them, Oxfordshire Youth will:

- provide a setting where people feel listened to, safe, secure, valued, and respected;
- appoint Designated Safeguarding Leads to ensure a clear line of accountability with regard to safeguarding concerns;
- ensure all staff have been provided with up-to-date and relevant information, training, support, and supervision to enable them to fulfil their role and

responsibilities in relation to safeguarding and protection for adults with care and support needs;

- provide a clear procedure to follow when safeguarding concerns arise;
- ensure effective and appropriate communication between all staff, volunteers, and trustees;
- build strong partnerships with other agencies to promote effective and appropriate multi-agency working, information sharing, and good practice.

To ensure that its member organisations keep adults with care and support needs safe, Oxfordshire Youth will:

- ask our members to confirm that they have a safeguarding policy;
- provide our members with up-to-date policy templates;
- provide advice and guidance as and when requested, signposting to all referral pathways in our policies;
- record any concerns raised by our members and ensure that there has been follow-up as needed;
- encourage our members to complete a quality mark.

3. Scope

This safeguarding adult policy and associated procedures apply to all individuals involved in Oxfordshire Youth including Board members, Staff and Volunteers, Freelance and Agency Staff, Members and to any person who accesses Oxfordshire Youth's services. This will include non-residents of YPSA, for example visitors to Response properties.

We expect our partner organisations, including for example, changemakers, delivery partners and subcontractors, suppliers and sponsors to adopt and demonstrate their commitment to the principles and practice as set out in this Safeguarding Adults Policy and associated procedures.

4. Background

Oxfordshire Youth are in contact with adults with care and support needs throughout their day to day activities and are required through law, their regulator and their organisational objectives, to have clear policies and procedures on Safeguarding and working with local agencies.

The Care Act 2014 states that local authorities must promote wellbeing when carrying out any of their adult care and support functions. Wellbeing is a broad concept and relates to areas which include protection from abuse and neglect, personal dignity and control, physical, emotional and mental health, suitable accommodation and domestic and social wellbeing.

Local authorities have the lead responsibility for safeguarding adults. Their role is to ensure that there is a local Safeguarding Adult Boards (see below), that they provide services to people who need care and support and that they respond to concerns about harm and abuse. Adult services directors and lead councillors play a leadership role in safeguarding across councils, organisations and communities.

Oxfordshire Safeguarding Adult Board (OSAB) is the lead agency with responsibility for co-ordinating safeguarding and conducting case management and reviews. They have expertise in handling cases of abuse, providing support and counselling to victims and assisting the police with any criminal investigations.

The police and criminal justice system take a lead where a crime is suspected. The police also have a key role in promoting community safety (working with Community Safety Partnerships). Police and Crime Commissioners act to ensure that their force is effectively offering protection and access to justice for adults in need of care and support. The police are also statutory members of the OSAB.

5. Commitment and Actions

Oxfordshire Youth will aim to safeguard adults who have care and support needs, in order to protect and maintain their safety, wellbeing and dignity.

Oxfordshire Youth will achieve this by implementing a trauma informed approach to safeguarding and working with our partners to apply their policy standards to the six principles as defined in the Care Act 2014 Statutory Guidance (empowerment, prevention, proportionality, protection, partnership and accountability) which underpin safeguarding work. (See Appendices E: For the Care Act)

6. Legal Framework

The legal framework that underpins the safeguarding adults with care and support needs are supported by the following statutory documents:

The Care Act 2014

The Mental Capacity Act 2005

The Rehabilitation of Offenders Act (1974)

The Police Act (1997)

Public Interest Disclosure Act (1998)

Criminal Justice and Court Services Act (2015)

Care Standards Act (2015)

The Protection of Vulnerable Adults Scheme

Safeguarding Vulnerable Groups Act (2006)

Equality Act (2010)

Oxfordshire local threshold of needs

DOH Care & Support Guidance (2014/17)

Human Rights Act (1988)

Sexual Offences Act (2003)

7. Roles and Responsibilities

All staff must:

- Understand the different types of abuse and recognise the possible indicators (Appendix: D)
- Undertake the required level of training for their role: level 2 and 3 Adults Safeguarding for all YPSA staff, level 4 Adults Safeguarding for Trustee Lead, Lead DSL, and 2 x DSL's.
- Understand their responsibility to report any concerns that an adult with care and support needs is being, or is at risk of being, abused or neglected. This includes reporting any concern they may have regarding another staff member or volunteer's behaviour towards adults with care and support needs. All concerns should be raised to the organisations lead DSL or Local Authority Designated Officer (LADO) (Appendix: A & B)
- If appropriate, liaise with other agencies, contribute to safeguarding assessments and attend child protection meetings / core groups / conferences.
- Record and store information legally, professionally and securely in line with organisational policies and procedures.

- Understand the line of accountability for reporting safeguarding concerns, and be fully aware of the organisation's Designated Safeguarding Leads and their role within the organisation.
- Never assume that others are monitoring an adult with care and support needs. Others may have doubts but you could be the only person taking action.

All individuals working on behalf of Oxfordshire Youth will follow the Oxfordshire Adult Safeguarding Board procedures/local authority guidance in all cases of abuse, or suspected abuse. (These can be found at <https://www.osab.co.uk>.)

AT OY, the Trustee Safeguarding Lead has overall responsibility for safeguarding. Oxfordshire Youth's Board of Trustees is ultimately accountable for ensuring the safety of all services provided by Oxfordshire Youth, including the implementation of effective safeguarding procedures. A designated Trustee provides a link between the Lead Designated Safeguarding Lead (Lead DSL, CEO) and the Board. Safeguarding is an agenda item at every Board meeting. The Trustee Safeguarding Lead Chairs the Safeguarding, Quality and Impact (SQI) Sub-committee. All safeguarding reporting all goes monthly Safeguarding meeting and series incidents to the SQI sub-committee, and then the SQI decides what is sent on to the full board. In addition, the Trustee Safeguarding Lead will:

- Received and disseminate bi-monthly safeguarding reports to the Board. The report is to contain a resume of all safeguarding activity for each quarter, concerns, referrals, policy updates and training.
- ensure that any concerns are cross-referenced with the risk register and will review any actions taken.

The Lead DSL (CEO) is responsible for overall safeguarding oversight.

- This includes GDPR compliance, oversight of all safeguarding and risk escalation processes, referrals, ensuring all policies, procedures and practice guidance are adhered to. Reviews of these will take place annually.
- They will report at least bi-monthly to the Trustee Safeguarding Lead or in the event of an adult safeguarding referral or a criminal investigation.
- They are the individual management review author for cases of domestic homicide and/or mental health reviews.
- They will monitor and review staff and volunteer training and induction.
- be notified immediately when significant safeguarding issues arise

Designated Safeguarding Leads (Head of YPSA & Head of Youth Development) have responsibility for:

- Triaging safeguarding concerns when they arise. (Appendix: B)

- Ensuring that safeguarding actions are established, recorded and completed
- Overseeing that safeguarding concerns are appropriately referred to the Adult Safeguarding Board.
- Maintaining detailed and accurate written records of safeguarding and protection concerns.
- Supported staff with debriefing after safeguarding concerns are raised.
- Supporting with compliance with safer recruitment practises.
- Ensure constituent members/partners have access to the Oxfordshire youth safeguarding adults' policy and establish a clear set of expectations for constituent members' internal safeguarding arrangements and carry out due diligence processes as stipulated in the due diligence guidelines.

Team managers have responsibility for:

- To establish, maintain, and ensure robust safeguarding practices for young people and staff are in place and regularly reviewed in line with policy change and OSCB guidance.
- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring young people are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the OY's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.

Progression Coaches have responsibility for:

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring young people are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the OY's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures. See (Appendix: F) – OY INFORM (CRM) Safeguarding process.

Active and serious safeguarding concerns are reviewed regularly. Please see (Appendix: D) Oxfordshire Youth Need to Know for meeting structures throughout the charity.

All visitors in a professional capacity will have access to a copy of this policy and will have the opportunity to consider and discuss the contents. The policy will also be available to parents, carers and guardians on Oxfordshire Youth's website.

8. Organisational Policies and Procedures

This policy should be read alongside the following organisational policies and guidance:

- Confidentiality Policy
- Code of conduct for staff and volunteers
- Social Media Policy
- Data Protection Policy
- Oxfordshire Youth Privacy and Cookies Notice
- Photograph policy
- Whistleblowing
- Lone working Policy
- Safeguarding Traffic Light System
- Serious Incident Policy
- DSL and Internal Safeguarding Escalation Flowchart (Appendix: A)

What to do if you are concerned about a young person or adult

You may become concerned about the safety or welfare of a vulnerable young person or adult in a number of ways:

- The person may tell you
- The person may say something that worries you
- A third party may voice concerns

If a safeguarding concern is suspected:

- Emergency Situations: Where an immediate police or medical response is required e.g. if the person at risk is in immediate danger of harm/injury, emergency services 999 should be immediately contacted and the Designated Safeguarding Lead is then contacted at the earliest opportunity once it is safe to do so.
- For all other safeguarding concerns, the safeguarding concern must be reported to a Designated Safeguarding Lead. The Designated Safeguarding Lead will triage the safeguarding concern and lead on ensuring follow up actions are assigned, documented and completed. The Designated safeguarding lead will make a professional judgement on what constitutes to significant harm by referring to the

traffic light system chart and will triage the safeguarding concern and lead on ensuring follow-up actions are assigned documented and completed.

- Observations, conversations or concerns will be recorded which should include:
 - Include details of the concern and nature of risk
 - Be factual (who, what, where, when, how)
 - Be supported by available evidence e.g. a summary of what has been disclosed
 - Provide details of all actions taken
 - Include a detailed outline of outcomes and follow up actions required

Receiving a Disclosure

- Receive - Stop and listen if someone wants to tell you about suspicions of abuse. Listen quietly and actively, giving your undivided attention. Allow silences when needed. Do not show shock or disbelief and take what is said seriously.
- Reassure – Stay calm and give reassurance to the person. Explain to the person that they have done the right thing by telling you and that what has happened is not their fault. Never promise confidentiality but provide assurance that the person has done the right thing
- React – Establish the facts of what has happened but do not ask leading questions. Keep questioning open, e.g. 'Is there anything else you want to say?' or 'Can you tell me more about that?' Ask "Who", "What", "When", "Where", and "How" questions. Do not criticise the perpetrator. Explain to the person what you will do next, e.g. you will need to pass this information to the Designated Safeguarding Lead. Make it clear that you be seeking advice/support/action Ask them how they would like information to be shared but do not make any promises. It is almost impossible to say what might happen in specific cases if there is a disclosure, so focus on exploring and mitigating fears, and being reflective and supportive.
- Record – If possible, make brief notes about what the person is telling you as they are speaking. If this is not appropriate, write down what was said, as soon as the child has left. Record the date, time, place, your name and role and what was said (rather than your interpretation of it). Use the person's language wherever possible.
Note: In most cases it is more appropriate to listen and record immediately afterwards.

Notes should include:

- The date, time and method of contact (i.e., telephone, in person, etc.);

- Any allegations recorded using the client's own words. Reflect the language and vocabulary of the person. Include who, what where, when, how.
- The rationale behind any professional decision-making and actions. Clear recording of decisions is the basis of accountable practice.

If any other professionals across agencies are contacted to discuss safeguarding concern relating to the disclosure, then it is important to keep records of the following:

- Date
 - Who spoke and their job title
 - The reason that you spoke to the professional
 - Whether this was a consultation where you did or did not name the client
 - What information was shared and what the key points of the discussion were
 - What actions you agreed on the basis of the discussion, along with timescales and responsibilities attached to these
 - Any decisions or plans to discuss/not discuss any further safeguarding actions with the young person
 - Whether it has been necessary for the conversation to occur without the client's knowledge or consent
 - Any follow up to actions.
- Report – Report the incident to your Designated Safeguarding Lead as soon as possible following the Safeguarding Traffic Light System If the matter is regarded as critical it should be referred to Emergency Services 999
 - Discuss and Debrief - Discuss the disclosure with the Designated Safeguarding Lead. This is a valuable way both to gain knowledge and skills around safeguarding practise; and an opportunity for clinical support. Further information about this process can be found in the Post Incident Support Policy.

It is always best practice to share information with the adult's knowledge and consent; however, there may be situations when confidentiality must be broken in order to safeguard others. Examples below of when confidentiality may be required to be broken;

- The YP is an imminent and violent threat towards themselves or others
- There is a billing situation which requires a condoned disclosure
- Sharing information is necessary to facilitate YP care across multiple providers
- Sharing information is necessary to treat the YP

Out of Hours

Oxfordshire Youth operate a duty manager system which means that there is someone available for you to contact regarding safeguarding concerns at any time of the day or night. When a serious incident or emergency concern occurs outside of normal working hours it is still expected that the duty manager would contact the Lead Designated Safeguarding Lead. More information about what would constitute a serious incident or concern is included on the Need to Know guidance document.

When the Lead Designated Safeguarding Lead is on holiday or otherwise unavailable they will be deputised by another Lead Designated Safeguarding lead (Deputy CEO).

In the event of a serious incident or emergency concern it is acceptable practice to contact any member of the senior leadership team out of hours.

9. Whistle Blowing

We recognise that adults with care and support needs cannot be expected to raise concerns in an environment where staff fail to do so. All staff should be aware of their duty to raise concerns about dangerous or illegal activity, or any wrongdoing within their organisation. (Please see Oxfordshire Youth's Whistleblowing Policy.)

10. Allegations against staff/volunteers

If any allegation is made or suspicions emerge regarding any member of staff/volunteer of the organisation, this should be reported to the Lead Designated Safeguarding Lead. The concern must also be reported to the staff member's line manager, who should take advice from the Lead Designated Safeguarding lead and HR.

If an allegation concerns a Designated Safeguarding Lead, the report should be made to the Lead Designated Safeguarding Lead. If the allegation concerns the Lead Designated Safeguarding Lead, then the report should be made to the Senior HR Manager who will contact the trustees.

Full details of the process which would be followed for allegations against staff or volunteers can be found in the Allegation Management Policy.

11. Confidentially

We will respect confidentiality at all times and will not share any information given in confidence unless justified by the assessed risk to the adult at risk or required by law.

We will discuss our approach to confidentiality with the adult where there are safeguarding concerns. We will be honest and explain that information might need to be shared with other organisations in order for the respond or resolve a safeguarding issue.

We will ensure that all staff members have received GDPR training and that GDPR legislation is followed when sharing information.

12. Complaints

Residents that do not feel satisfied with our service in relation to Safeguarding may wish to make a formal complaint. Oxfordshire Youth has a Complaints Policy providing information about how to complain about our services. Alternatively, a resident may also wish to contact Oxfordshire Safeguarding Adults Board if they feel that Oxfordshire Youth have not provided an adequate service.

13. Safer Recruitment

Safe recruitment is central to the safeguarding of children and young people. All organisations which employ staff or volunteers to work with children and young people have a duty to safeguard and promote their welfare. This includes ensuring that the organisation adopts safe recruitment and selection procedures which prevent unsuitable persons from gaining access to children.

Oxfordshire Youth's approach to safe recruitment is set out clearly in the Oxfordshire Youth Safer Recruitment Policy which explores this topic in more detail, and should be read in conjunction with this policy.

In addition to this policy, a separate Safer Recruitment policy exists and which is used alongside the Oxfordshire Youth Safeguarding and Child Protection Children and the Oxfordshire Youth Safeguarding Adults Policy

14. Monitoring and Review

This policy will be reviewed annually. All staff should have access to this policy and sign to confirm that they have read and understood its contents.

Safeguarding process, procedures and logs will be reviewed every six months by the Oxfordshire Youth's Lead Designated Safeguarding Lead; Designated Safeguarding Lead and Trustee.

Oxfordshire Youth will complete an annual self-assessment to appraise their safeguarding practice against OSCB standards.

Oxfordshire Youth will appoint an external organisation to assess OY's Safeguarding every two years.

This safeguarding policy is adopted on behalf of the Trustees by:

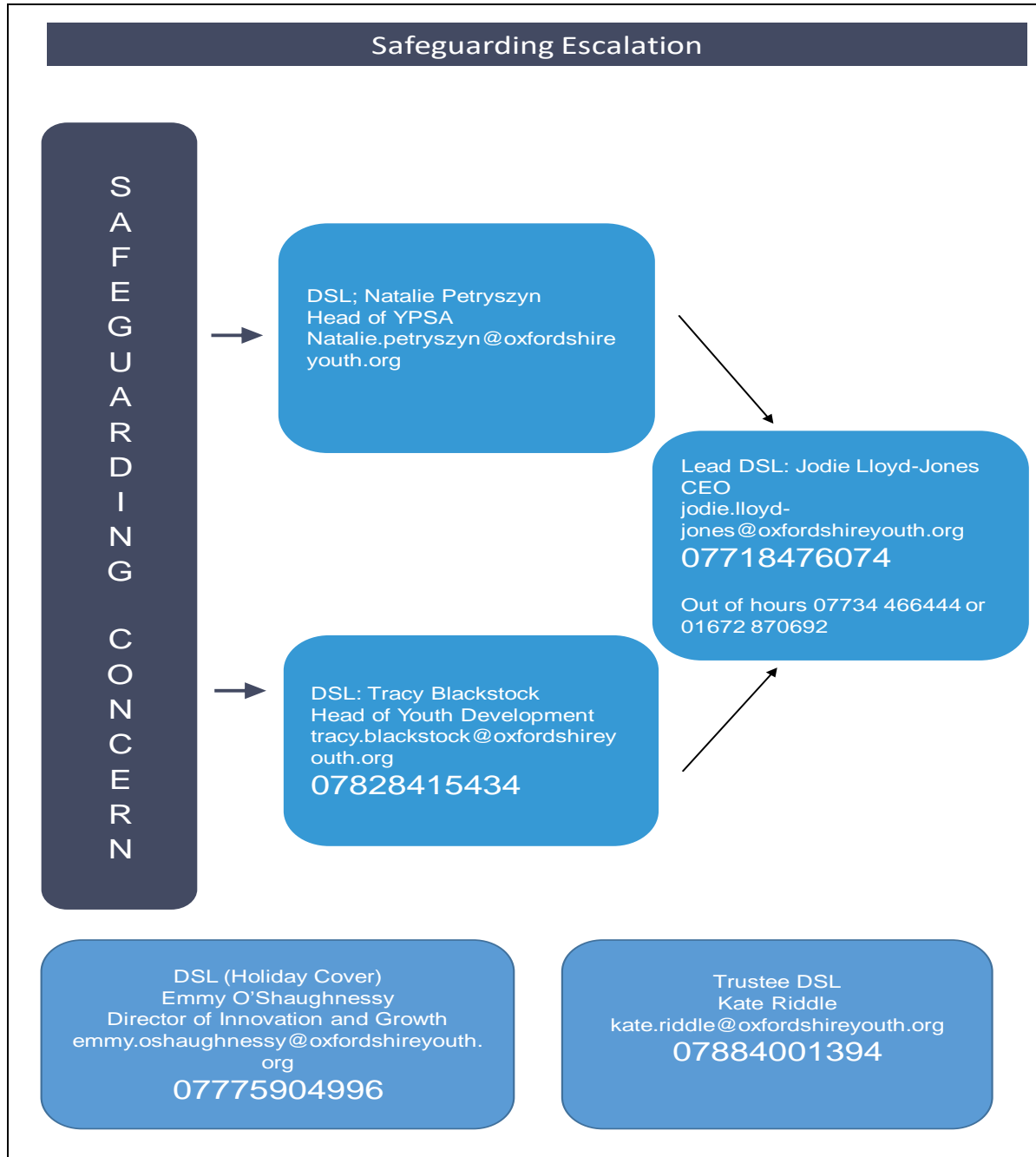
Name: Kate Riddle

Position: Chair of Safeguarding, Quality & Performance Sub-Committee

Signature: Kate Riddle

Date: 16/01/2023

Appendix A: Safeguarding Escalation



RED CONCERNS

Definition: a child/young person/vulnerable adult is believed to be in immediate danger, or identified as being at risk of serious harm.

Red safeguarding concerns examples:

- Young person/vulnerable adult requires emergency medical treatment either from an accident or deterioration in mental health requiring treatment.
- A young person/vulnerable adult is believed to be at immediate risk as they have been thought to have suffered abuse (physical, sexual, emotional)
- A young person/Vulnerable adult missing from home within a 24-hour period.
- A young person/vulnerable adult has experienced or witnessed intimate partner violence (domestic and/or sexual violence)
- A young person/vulnerable adult has died.
- Anyone who is seen with or believed to be in possession of a weapon
- A young person/vulnerable adult has been the victim of violence and or aggressive behaviour.
- A young person/vulnerable adult is believed to be a victim of exploitation (criminal, drugs, sexual, or forced servitude)

RED: IMMEDIATE ACTION IS REQUIRED

- A DSL must be notified immediately. Do not rely on emails/voicemails. A verbal conversation is required.
- If disclosure is being made, record information being given in writing. Do not presume or ask any leading questions. Seek
- clarity as required. Never promise secrecy but assure the child/young person/vulnerable adult that they did the right thing
- by sharing information and make clear that you be seeking advice/support/action. Ask them how they would like
- information to be shared but do not make any promises.
- Depending on the nature of the concern, you may need to call the police (999 for emergency response, 101 for non-emergency situations) or submit an intelligence-sharing form to the police.
- All relevant professionals to be updated (i.e. social care, health)
- All relevant information and actions are to be recorded and uploaded onto Inform CRM system.

AMBER CONCERNS

Definition: a child/young person/vulnerable adult not viewed as being at immediate risk of serious harm but does present with concerns indicative of identifiable unmet needs, which if left unaddressed would result in harm to wellbeing in the longer term.

Amber safeguarding concerns examples:

- A disclosure with any identifying information is made regarding a perpetrator (either current or historical abuse)
- A child/young person/vulnerable adult has self-harmed and requires basic first-aid treatment
- A child/young person/vulnerable adult is experiencing poor mental health
- Pregnant women using illicit substances who are complying with their treatment plan
- A child/young person/vulnerable adult is at risk of homelessness
- A child/young person/vulnerable adult is abusing controlled substances
- A young person/vulnerable is self-neglecting but not at immediate risk
- A child/young person/vulnerable adult is expressing suicidal thoughts but is not thought to be at immediate risk

AMBER: ACTION TO BE TAKEN WITHIN 24 HOURS

- A staff member who is concerned records details onto Inform and updates the line manager.
- A manager will triage the concern and: (1) ascertain if there is a pattern or escalation of concerns or behaviours or assess the concern to be coded as Red, and (2) assign any tasks via Inform CRM system.
- All relevant professionals will be updated
- Intelligence sharing may be required for police

GREEN CONCERNS

Definition: a child/young person/vulnerable adult does not present as being at risk of serious harm, nor with wider unmet needs. However, a specific issue has arisen that indicates that they are situationally vulnerable without guidance/support/intervention.

Green safeguarding concerns examples:

- A child/young person/vulnerable adult has an anniversary date related to a traumatic life event
- A child/young person/vulnerable adult is appearing in court/Home Office
- A young person is the subject of a neighbour complaint (YPSA specific)

GREEN: INITIAL ACTION TO BE TAKEN WITHIN 48 HOURS

- A staff member who is concerned records details onto Inform and updates the line manager
- A manager will triage the concern and: (1) ascertain if there is a pattern of concerns/behaviours or assess that the concern needs
- to be coded to Amber, and (2) assign any tasks via Inform CRM system
- All relevant professionals will be updated
- Intelligence sharing may be required for police

Appendix of both children's and adults safeguarding policies.

Updated February 2023.

Appendix: C

Oxfordshire Youth Need to Know

Purpose

This Need to Know (NTK) document provides simple guidance to ensure that the right people are alerted about serious incidents quickly, all areas in this document are classed as Red rag rated, high risk and are important to be raised with the relevant people within 12 hours, or immediately where stated below.

Why do they need to know?

- So that OY managers, OY senior leadership team and OY Trustees can comply with legislative responsibilities and requirements relating to contract requirements, health and safety, data protection and safeguarding of children, young people and staff.
- So that OY managers, OY senior leadership team and OY Trustees are swiftly appraised of the nature and number of high-level risks and incidents being responded to by staff, at any particular time.
- So that OY managers, OY senior leadership team and OY Trustees are genuinely accountable, share the responsibility for taking appropriate action, and can provide support where necessary.
- So that any emerging patterns and trends can be spotted and trigger strategic action.

Guidance for OY staff

The alert system covers all areas of Oxfordshire Youth's work– including all sites such as YPSA dispersed properties and contingency buildings, OY office bases and all our work with children, young people and families.

If you are not sure whether something is a serious incident, be safe and alert your manager.

Tell a member a DSL immediately about:

1. Serious incidents involving a young person which may include:

- Serious injury or harm i.e. life-threatening or potentially permanently disabling incidents of abuse or neglect affecting child or main caregiver
- Hospital admission of a young person we look after or have oversight of, (YPSA SP1) for significant/serious medical conditions e.g. surgery or life-threatening condition
- Serious incident of abuse perpetrated by young person
- Abuse involving a number of individual young people or perpetrators i.e. complex abuse or child sexual exploitation
- Missing young people – where there are concerns for a child's immediate wellbeing and any of the following apply:
 - Where abuse or neglect is suspected whilst missing
 - Recent or current court proceedings
 - Missing for more than 48 hours
- Anything else that has serious implications for young people, staff, partner agencies, that in your judgement should be known by managers and senior leaders.

The CEO must be informed immediately:

- Safeguarding concern likely to attract media interest
- **Death of a young person or anyone we are working with, a serious incident or near miss that could have resulted in death**

2. Spiralling Risks

Cases involving high levels of risk which are spiralling, leading to significant harm, in spite of multi-agency work to address the problems. Consideration should be given to a referral to the Complex Case Panel for inter-agency senior level assistance.

3. Death of a member of staff

The CEO must be informed immediately. Death in Service guidance may need to be followed where the death arises out of or in connection with work and may also require immediate reporting to the HSE.

4. Serious accidental or non-accidental injuries and violent incidents to staff in the course of duties or threats to staff

Anywhere – YPSA property, public place, OY office etc. The incident also needs to be recorded on Inform.

Threats and violence include, but are not exclusive to, verbal aggression that undermines dignity at work e.g. racism, sexism, homophobia, disablism. A risk assessment must be undertaken, and actions taken to mitigate harm and ongoing impact for the staff.

5. Fault of Oxfordshire Youth

Any incident of actual harm to a young person or staff member which you consider to be; or which a reasonable bystander would consider to be; the fault of Oxfordshire Youth.

6. Staff and volunteers

- Missing and concerns for safety
- Allegations of gross misconduct
- Arrested for offences which may impinge on ability to do job
- Reduced mental capacity which may impinge on ability to do job

7. Fire, flood, serious vandalism, burglary, or threat to a physical site

- Life-threatening/or major impact (e.g. building must be evacuated and closed) to be reported to the CEO immediately

8. Controversies

- Cases (including future court hearings and inquests) where there may be local or national publicity/media interest, controversial legal issues or political implications
- Controversial service problems or complaints likely to be raised with senior managers/director by clients, MP's, councillors, (County, District, Parish)
- Inter-partnership issues likely to be raised about the senior leadership team
- Court cases where likely to be criticism of OY (particularly if by the 'court' itself – i.e. the magistrate or judge) and likely to attract negative publicity
- Any other serious issue likely to attract intervention by any enforcement authority or negative publicity

Things to consider when sharing information

A conversation needs to happen. Do not rely solely on email. You must be sure the message has been received and understood. Once a DSL is aware, they are responsible for assessing whether to alert others.

On-call

Staff working at night time must directly call the CEO to inform them of incidents/accidents/emergencies where immediate reporting needs to happen.

When sending emails, please ensure that all messages begin **'Need to Know'** in the subject heading, complete an incident report form.

If you cannot contact a DSL, please contact another DSL, failing that, contact another senior leadership team, all six senior leaders count as the highest Need to Know contact. They can then make sure other relevant people are informed, if necessary, depending on the nature of the incident, other relevant agencies and the CEO. The CEO will escalate to the Board of Trustees where appropriate.

Incidents may also trigger the involvement of other teams such as The Emergency Duty Team, the LADO service or the Health & Safety Team. **Do not rely solely on email.** Please check that the message has been received.

Of course, there will be other issues you need to talk to your manager about. This guidance is concerned with the most serious incidents that need to trigger the alert system. It is guidance however and cannot cover every type of incident. **If in doubt, discuss with your line manager.**

Guidance for DSL's

The informed DSL will call a Need to Know meeting and a Need to Know form will be completed. Then quality assured and signed off by the Senior Leadership Team. In the event of a death, all of the senior leadership team will be called and expected to be present in the meeting.

This should be done promptly to ensure no delay. Do not rely solely on email. Please check that the message has been received.

Depending on the nature of the concern, managers should also consider alerting:

- Child Death Overview Panel – if a child has died.
OCCG.cdopoxfordshire@nhs.net. Follow OSCB Safeguarding procedures on Child Death Reviews <http://oxfordshirescb.proceduresonline.com/>
- The Local Authority Designated Officer (LADO)
LADO.SafeguardingChildren@Oxfordshire.gov.uk if allegations have been made that any person in a position of trust e.g. staff member/volunteer/foster carer may have abused or harmed a child.
- Fire & Safety and Public Health Directorates where the incident involves a specific location that may contribute to risk in the future.
- Adult Social Care if a vulnerable adult is involved in the incident. Emergency Duty team, if appropriate
- A member of the Communications Team – if there is or might be, press interest.
- Board of Trustees

- The Health & Safety Executive (HSE) if the incident is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- The incident may also need to be recorded on OY's Health & Safety Incident Reporting,

Guidance for Senior Leadership Team

Once alerted, a DSL needs to be made aware.

The informed DSL will call a Need to Know meeting and a Need to Know form will be completed. In the event of a death, all of the senior leadership team will be called and expected to be present in the meeting. Then quality assured and signed off by the Senior Leadership Team before sending to the board of Trustees

After an immediate alert, and where the actions taken do not resolve or reduce the risks within the planned timescale, the CEO should be kept informed. The CEO will ensure that Trustees are updated, accordingly.

Monthly 'Need to Know (red rag rating) Report

The report provides a monthly briefing to DSL's which provides overview information on the issues, young people and key dates and actions being taken on:

- Allegations against staff, carers, volunteers that reach a criminal threshold; relate to serious harm against children; likely to attract public attention
- Child deaths – for any reason
- Ongoing serious case reviews or partnership reviews – progress update
- Other serious safeguarding matters involving risks to young people or staff

Any reports are password protected or sent through Egress, and only circulated to Senior Leadership Team.

Safeguarding meeting structure for OY.

All OY staff team meetings are to include Safeguarding as a standard agenda item in their team meetings. Please note, concerns can only be closed at the County YPSA and Youth Development SG meetings and above.

Safeguarding, Quality and Impact Sub-Committee (SQI)

Bi-monthly Sub-Committee to OY Board, Chaired by OY Trustee with Safeguarding lead responsibility. This meeting feeds directly to OY board.

This is a high level overview of OY's Safeguarding, where staff report to Trustees across Safeguarding of young people, staff and environment.

OY Safeguarding meeting

Bi-monthly chaired by Head of Youth Development

This meeting is where all Need to Know incidents/accidents and emergencies is reported on and all actions around policy, process and relationships are held to account. This meeting directly links into and oversees the actions from the SQI Sub-Committee.

County YPSA Safeguarding meeting

Monthly chaired by Head of YPSA

This meeting goes through all Red and Amber rated concerns and ensures that all YPSA managers are satisfied with the actions associated with the concern.

Youth Development Safeguarding meeting

Bi-monthly chaired by Head of Youth Development

This meeting goes through all concerns raised that month to check that staff are satisfied with the actions associated with the concern.

YPSA managers meeting and weekly team meetings review ongoing safeguarding

Weekly chaired by YPSA Managers

This meeting goes through all Safeguarding concerns raised that week, plus outstanding concerns.

Group reflective practice available for all YPSA staff.

Monthly case management supervision for YPSA staff and all OY staff receive monthly (pro rata) supervisions which include Safeguarding as a standing item.

Appendix D: Definitions and Indicators of Abuse

Adults at risk

An adult at risk may become at risk of abuse because of their needs for care and support (whether or not the local authority is meeting those needs) and is experiencing, or at risk of abuse and neglect. As a result of those needs, there are unable to protect themselves from either the risk of, or the experience of, abuse and neglect. This may include their ability to communicate or making known their wishes and needs.

Examples of adults who may become at risk of abuse may be because they have a high degree of dependency on others, in need of community care or specialist services due to mental health problems, physical or learning disability, age or illness and may include their ability to communicate or making known their wishes and needs. Please note: not all adults with care and support needs are at risk of abuse.

Abuse and neglect

Abuse and neglect takes many forms and can be caused by single or repeated acts or a failure to act by any other person or persons, or in the case of self-neglect, the victim themselves. The circumstances of each individual case will be considered as to not limit what constitutes abuse or neglect. Oxfordshire Youth will treat as a safeguarding concern where an adult with care and support needs is suspected to be involved in either of the following: financial or material abuse, sexual abuse/exploitation, domestic abuse or violence, physical abuse, self-neglect, neglect and acts of omission, modern slavery, organisation abuse and discriminatory abuse. See below for further details.

Financial or Material abuse

Includes; theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Possible indicators:

- change in living conditions;
- lack of heating, clothing or food;
- inability to pay bills/unexplained shortage of money;

- unexplained withdrawals from an account;
- unexplained loss/misplacement of financial documents;
- the recent addition of authorised signers on a client or donor's signature card; or
- sudden or unexpected changes in a will or other financial documents.

Sexual abuse/exploitation

Includes; rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Any sexual relationship that develops between adults where one is in a position of trust, power or authority in relation to the other (e.g. day centre worker/social worker/residential worker/health worker etc.) may also constitute sexual abuse.

Possible indicators

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Adult exhibits significant changes in behaviour or outlook;
- Adult experiences pain, itching or bleeding in the genital/anal area;
- Frequently going missing;
- Increased self-harming, suicidal ideations or suicidal attempts

Domestic Abuse/Violence

Includes; psychological, physical, sexual, financial, emotional abuse, 'honour' based violence, Female Genital Mutilation, forced marriage, coercive control, harassment and stalking, online abuse.

Domestic abuse is any incident or pattern of incidents of controlling, coercive or threatening, degrading behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality, towards a person aged 16 or over.

Many people think that domestic abuse is about intimate partners, but it is clear that other family members are included and that much safeguarding work (that meets the criteria set out in Section 42 of the Care Act 2014) that occurs at home is, in fact is concerned with

domestic abuse. This confirms that domestic abuse approaches and legislation can be considered safeguarding responses in appropriate cases.

Possible indicators:

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

Physical Abuse

Includes; assault, hitting, slapping, pushing, kicking, misuse of medication, being locked in a room, inappropriate sanctions or force-feeding, inappropriate methods of restraint, and unlawfully depriving a person of their liberty.

Possible indicators:

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

Self-neglect

Includes; neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It is also defined as the inability (intentional or unintentional) to maintain a socially and culturally accepted standard of self-care, with the potential for serious consequences to the health and wellbeing of the individual and sometimes to their community.

Possible indicators:

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury

Neglect and Acts of Omission

Includes; ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life such as medication, adequate nutrition and heating. Neglect also includes a failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the mental capacity to assess risk for themselves.

Neglect and poor professional practice may take the form of isolated incidents or pervasive ill treatment and gross misconduct. Neglect of this type may happen within an adult's own home or in an institution. Repeated instances of poor care may be an indication of more serious problems. Neglect can be intentional or unintentional.

Possible indicators:

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

Modern Slavery

Includes; slavery, human trafficking, forced and compulsory labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

A large number of active organised crime groups are involved in modern slavery. But it is also committed by individual opportunistic perpetrators.

There are many different characteristics that distinguish slavery from other human rights violations, however only one needs to be present for slavery to exist.

Possible indicators:

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers

Discriminatory abuse

Includes; unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010), verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic.

Hate crime can be viewed as a form of discriminatory abuse, although will often involve other types of abuse as well. It also includes not responding to dietary needs and not providing appropriate spiritual support. Excluding a person from activities on the basis they are 'not liked' is also discriminatory abuse.

Possible indicators:

Indicators for discriminatory abuse may not always be obvious and may also be linked to acts of physical abuse and assault, sexual abuse and assault, financial abuse, neglect,

psychological abuse and harassment, so all the indicators listed above may apply to discriminatory abuse.

- An adult may reject their own cultural background and/or racial origin or other personal beliefs, sexual practices or lifestyle choices.
- Appearing withdrawn and isolated.
- Making complaints about a service not meeting their needs.

Organisational abuse

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or where care is provided within a person's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation. Such abuse violates the person's dignity and represents a lack of respect for their human rights.

Possible indicators:

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

Please note this is not an exhaustive list.

Safeguarding in regards to Oxfordshire Youth YPSA, means protecting young adults' right to live safely, free from abuse and neglect. Oxfordshire Youth works closely with key partners, and other organisations to prevent and stop both the risks, and the experience of, abuse or

neglect, whilst at the same time making sure their wellbeing is promoted and their preferences taken into account.

Additionally within YPSA, staff must be:

- vigilant about their actions so that they cannot be misinterpreted, and are aware of appropriate behaviour when working with vulnerable young people and adults (for example, appropriate boundaries of personal contact);
- vigilant that, through the services that Oxfordshire Youth provide, that failures to act, (such as lead Partner Response leaving a vulnerable tenant without heating or water for extended periods) or failures to follow policy and procedures (such as not addressing their reports of anti-social behaviour correctly) may also constitute abuse; and

Are aware of situations which may present risks and manage these (for example, if allocating a property to a registered offender, that consideration is given to the location)

Appendix E: The Care Act 2014

The Care Act 2014 (and Care and Support Statutory Guidance Issued under the Care Act) Sections 42-47 and 68 of the Care Act defines Safeguarding adults, provides a definition of adults at risk, details the roles and responsibilities of a range of organisations and how they must work together to respond to adult safeguarding concerns. This includes Registered Providers. The Act sets out a new statutory basis for safeguarding adults and the legal duties that local authorities will have to fulfil in their lead and coordination roles.

The supporting Statutory Guidance on adult safeguarding replaces previous 'No Secrets' official guidance. As a Registered Provider, Oxfordshire Youth are not a statutory partner under this act but are obliged to:

- attend and provide information for Local Safeguarding Adults Boards if necessary. Housing providers will also be asked to participate in relevant Safeguarding Adult Reviews;
- co-operate with local authorities in enquiries of suspected adult safeguarding concerns - these may result in us taking action to protect the adult from any actual or risk of abuse or neglect as part of a safeguarding plan;
- have a safeguarding policy and procedure;
- keep clear and accurate records of adult safeguarding allegations, responses and actions, then share these with appropriate organisations when in the best interest of the adult with care and support needs
- have safe recruitment practices and training relevant to safeguarding. Adult safeguarding policy and procedures.

The Statutory Guidance requires all housing providers to have 'clear operational policies and procedures that reflect the framework set by the OSABs in consultation with them'. Response attend the OSAB meetings and will disseminate best practice scenarios.

Appendix F– OY In-Form (CRM) Safeguarding process

In-Form system

In-Form (Salesforce) will reduce admin time, increase ease of managing caseload, and improve information sharing of support plans (SP's) and Risk assessments (RA's) with our OCC and Response colleagues and ensure that all safeguarding concerns and incidents raised across OY are stored in one place.

Case Management and logging general concerns

Case Management Supervision with every progression coach (as stated in the SOP) will take place **every month**

A case management spreadsheet will be completed by the progression coach and sent to the YSPA manager **3 days** before the Case Management Supervision.

During the Case Management Supervision, the YSPA Manager will support the progression coach by working through each young person on their caseload and ensuring that all support, risks and concerns are considered and that a youth work approach is adopted focusing on EET, youth voice and engagement in positive activities. This will provide a supportive and collaborative approach to case management.

Note: please continue to record all day to day case management and logging of general concerns on In-Form

CCIAS – How to add a CCIA

In order to add a new CCIA (Complaint, Compliment, **Incident** and Accident), you need to click on CCIA on the top part of your screen.

The screenshot displays the In-Form Lightning CRM interface. The top navigation bar includes 'In-Form Lightning', 'Home', 'Areas', 'Timelines', 'Young People', 'Agencies', 'Sessions', 'CCIA's' (highlighted with a red box), 'Reports', 'Dashboards', 'Chatter', 'Agency Contacts', and 'Tenancies and Voids'. Below the navigation bar, the 'My current caseload' section shows a table with 2 items. The 'Safeguarding Reports' section shows a table with 15 items. The sidebar on the right features the 'oxfordshire youth' logo and links to 'In-Form User Guide' and 'Recent Records'.

Timeline no...	Young Person	Area	Status	Referral date	Start date	Risk assess...	Alert and /...	Currently s...
1 TL-000587	Rita Rita		New referral	31/08/2022				
2 TL-000621	Lamb Lamb	Cherwell	Open	01/01/2021	01/02/2021			

Safegua...	Client	Timeline	Type	Type - other	Date	Status	Created By
1 SR-000001	Agnes Grimaldi	TL-000588	Institutional		31/10/2022	Open	In-Form Support
2 SR-000002	Fred Simpson	TL-000596	Domestic violence		03/11/2022	Open	Katia Padfield
3 SR-000003	Catherine Forteach	TL-000602	Domestic violence		03/11/2022	Open	Catherine Forteach
4 SR-000004	James Bond	TL-000599	Physical		03/11/2022	Open	Isaac Murray
5 SR-000005	Donald Duck	TL-000600	Physical		03/11/2022	Open	Sue Hill

Then, you need to click on New and choose what kind of CCIA it is. In this case, we are talking about Incidents.

After that you fill in the needed information and click on Save. Then, you need to click on CCIA Involvements which will show on the right-hand side of the screen. In the Involvements section, you will be able to link young people and staff members to the Incident.

Incident reporting – including near misses

The staff member who witnesses the incident is to complete an incident form within 72 hours.

The incident form (CCIA) will then be sent to the staff members area manager who will review the Incident form and submit for approval.

The Head of YPSA will then review and send incident forms to Response, and Response sends it to OCC.

The Incident and Safeguarding sections on In-form will be scrutinised once a month in the YPSA managers meeting and will be the main source of information for OY monthly Safeguarding meeting with DSLs – CEO, Head of YPSA and Head of Youth Development.

An incident may raise a Safeguarding referral; therefore, you must follow the process in In-form which is entitled New Safeguarding Report. If this is the case, please follow the SG Policy in regards to SG traffic light system.

Head of YPSA will follow need to know escalation process to sharing relevant incident with DSL's

This can also be found in the appendices in the Safeguarding policy

Risk Assessments – In-form

A new Risk assessment must be added to In-form for all new clients. Follow guidance below on how to add a RA

My current caseload → select the YP involved → Related → Risk assessments → new

New Risk Assessment

You need to fill in the information below:

Information

Client	<input type="text" value="Search Young People..."/>	*Date	<input type="text"/>
*Timeline	<input type="text" value="Search Timelines..."/>	Review date	<input type="text"/>
		Checked by (Manager)	<input type="text" value="Search People..."/>

Risk to Self

Risk to self type(s)	<div>Available</div> <div><div>Anxiety / stress / depression disorders</div><div>Care and support needs – disability / vulnerabilities</div><div>Eating disorder</div><div>Exploitation (SM, sexual, work, financial)</div><div>Homelessness due to eviction for rent</div><div>Life choices</div><div>Literacy / numeracy needs</div></div> <div>Chosen</div>
Other risk to self - specify	<input type="text"/>
Risk to self: Likelihood	--None--
Risk to self: Severity	--None--
Risk to self: Details	<input type="text"/>

Risk to self: Actions required

Risk to self:
Contingency plan

Risk to Others

Risk to others
type(s)

Available

Aggression / aggressive behaviour
Child abuse
Discriminatory abuse
Financial abuse
Lone working
Mental health needs - risk to others
Neglect and acts of omission

Chosen

Other risk to others
- specify

Risk to others:
Likelihood

Risk to others:
Severity

Risk to others:
Details

Risk to others:
Actions required

Risk to others:
Contingency plan

Risk from Others

**Risk from others
type(s)**

Available

Aggression / aggressive behaviour
Child abuse
Discriminatory abuse
Financial abuse
Lone working
Mental health needs - risk from others
Neglect and acts of omission

Chosen

Other risk from others - specify

Risk from others:
Likelihood

--None--

Risk from others:
Severity

--None--

Risk from others:
Details

Risk from others:
Actions required

Risk from others:
Contingency plan

Risk from environment type(s)

Available	Chosen
Damage to property	
Homelessness due to eviction for rent	
Other risk from environment	

Other risk from environment - specify

Risk from environment: Likelihood

Risk from environment: Severity

Risk from environment: Details

Risk from environment: Contingency plan

Risk from environment: Actions required

Overall Risk Level

Safety Plan required * Overall risk level

Are there any Safeguarding concerns

SG referral / alert required to OSAB

System Information

After that you need to click on Save.

In order to move risks from the Available Table to the Chosen table, click on the risk in the Available Table and click on the arrow pointing to the Chosen Table. You can press Ctrl on the keyboard to multi-select and multi-move.

Safety planning

Each individual Safety Plan should be developed in collaboration with the service user in order to draw on their own internal resources and external support when they experience suicidal thoughts and feelings. It is also important to engage other professionals supporting the service user, such as a Care Coordinator from the community mental health team (CMHT)

or a key worker from drug and alcohol services. Where appropriate, and where consent is given, it can be helpful to engage with friends or family members.

A safety plan should be added to the Risk assessment and should be in place to ensure all staff and the YP involved are aware of what steps to take to keep themselves safe. The guidance sets out the key areas that need to be covered in the Safety Plan and should be added to the risk assessment under – safety plan.

Please then add yes or no to the following question on the bottom of the Risk assessment – Is a safety plan required

Follow safety plan guidance – when setting a safety plan with YP and add to Risk assessment (safety guidance can be found here – Shared drive – YPSA – SOP – New paperwork – Safety planning guidance)

Risk Assessment Review

In order to review a risk assessment, you need to go the young person's profile, click on Related, go to Risk Assessments and find the latest RA.

Click on the latest risk assessment, and at the right-hand side of the screen you will find an arrow.

The screenshot shows a web-based form for a Risk Assessment. At the top, there's a navigation bar with various menu items. Below that, the form header includes the name 'Donald Duck' and a 'Generate Risk Assessment Document' button. The main content area is divided into two tabs: 'Details' and 'Related'. The 'Details' tab is active, showing a table with fields for Client, Timeline, Date, Review date, and Risk traffic light. Below this, there are sections for 'Risk to Self' and 'Risk to Others', each with sub-sections for 'Physical health/Substance / alcohol misuse/Other risk to self' and 'Other risk to others - specify'. Each sub-section has fields for 'Likelihood', 'Severity', 'Details', 'Actions required', and 'Contingency plan'. A red circle highlights the 'Edit' button in the top right corner of the form.

Click on it and choose Clone. The cloned copy of the RA is going to open. Now, change the date of the RA and update the information there.

Important Note: you can simply go to Risk Assessments and click on new. However, if you do that, you won't see the information from the previous RA. So, it is much easier to clone the former RA and update it.

All Risk assessments should be reviewed within 3 months unless there is a change in risk or an incident has occurred then the RA will need to be reviewed asap **SEE ABOVE –How to clone and review a RA**

Important Note: if you do NOT fill in the Review Date box, the RA will automatically set to 3 months from the date of the latest RA.

Safeguarding Reporting

To log a new SG alert to In-form go to My Current Caseload, choose the young person, click on Related, go to Safeguarding Report and click on New. The screen below is going to show up:

The form is titled "Safeguarding Reporting" and is divided into three main sections: Information, Details, and OSAB Referral Details.

Information Section:

- *Client: Donald Duck (with a search icon and a close button)
- *Date: (calendar icon)
- *Timeline: Search Timelines... (with a search icon)
- *Review date: (calendar icon)
- Related CCIA: Search CCIA... (with a search icon)
- *Status: --None-- (dropdown menu)
- Related Risk Assessment: Search Risk Assessments... (with a search icon)
- Closed date: (calendar icon)

Details Section:

- *Type: --None-- (dropdown menu)
- Type - other: (text area)
- *Details: (text area)

OSAB Referral Details Section:

- *Referral made to OSAB: --None-- (dropdown menu)
- Reason for referral: --None-- (dropdown menu)
- Reason for referral - other: (text area)
- Staff member making the referral: Search People... (with a search icon)
- Reference number from OCC: (text area)
- Has a Sec 42 been opened by OCC: --None-- (dropdown menu)
- Date OCC closed the referral: (calendar icon)
- Reason for OCC closing: --None-- (dropdown menu)
- Reason for OCC closing - other: (text area)

At the bottom of the form are three buttons: Cancel, Save & New, and Save.

Please remember that in the screen above, you can link a CCIA or a RA to the SG report. When you add a new Safeguarding report, the status must be open when submitting.

The staff member raising the SG referral should discuss with their line manager and raise with OASB / OSCB if we feel the SG concern meets the risk requirements.

Staff member or manager who is reviewing the SG report, will go into the SG report and edit – closed and then save. All SG cases will need to be reviewed and closed or kept open dependant on actions and status

On – Call

In regard to raising Serious incidents, the manager on call must inform the CEO and or Head of YPSA in regards to serious incidents asap.

The on call manager should then Raise to OSAB, complete the incident form, review the RA and add Safeguarding alert to In-form

Case Notes

In regards to case notes being added to In-Form, please ensure that you add your case notes asap, or within 48 hours. If it is in relation to an incident which includes a SG concern - **PLEASE ADD WITHIN 24 HOURS**

If you complete an incident form and the RA is required to be updated following an incident or change in risk you must update the RA within 72 hours, unless it is a SG concern then again it is to be updated within 24 hours.

Case notes need to be factual, no opinions only the facts of what occurred or happened.

Also please ensure that you tag the one to one support on In-form for all one to one support sessions and ALWAYS link to the support plan and Goals.