

Safeguarding Handbook



Aims and objectives

This handbook has been developed to assist NASS members, service users, trustees and staff and anyone engaged to provide services on NASS's behalf, including volunteers to undertake responsibilities with regard to the protection of adults at risk and children. The policy and procedure establishes a framework to support you in your day to day activities and clarifies the organization's expectations with regards to safeguarding. This handbook should be used alongside the policy and procedure to support you to understand:

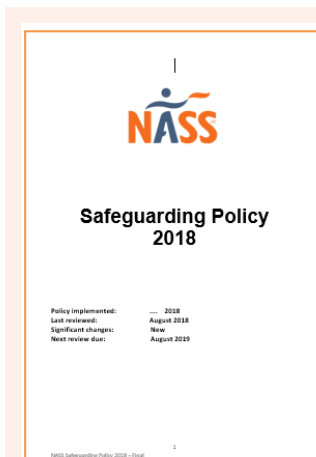
- NASS's Commitment to safeguarding.
- The policy overview and be clear about changes we have introduced for safeguarding.
- How to identify a child or adult abuse using signs and symptoms lists.
- The reporting process – flowchart (from our Procedures), who to contact and where to find relevant contact numbers.
- Roles and Responsibilities - what we expect from you and what you can expect from your Safeguarding Lead.
- The NASS Code of Conduct and how behaviors are linked to Safeguarding.

We aim to keep members and service users safe and protect them from harm or the risk of harm and recognise that effective safeguarding is underpinned with:

- Up to date safeguarding policies and procedures
- Clear reporting and communication systems and clear lines of accountability
- An effective recruitment and vetting process
- Clear guidance for staff and volunteers on expected behaviors and standards
- Policies being applied equitably to children and adults at risk
- Staff training appropriate to the role and continuous development in safeguarding
- Appropriate supervision and support for staff and volunteers
- Review and monitoring as part of auditing processes
- Effective interagency information sharing

We recognise that in order to provide a safe and supportive environment for our staff and volunteers we must put safeguarding at the heart of all our actions and thoughts. We are committed to working together with both statutory and voluntary partners to ensure safeguarding remains a priority in the delivery of our services.

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Basic Principles and Definitions

Safeguarding is about protecting children, young people and adults at risk from abuse and neglect and keeping them safe. It involves identifying vulnerable adults and children who may be at risk of abuse or neglect and supporting them and other agencies in order to protect them from avoidable harms.

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Safeguarding children and adults at risk of abuse



Complete the table to identify the typical indicators of each type of abuse

Child	Indicators	Adults	Indicators
Physical		Physical	
		Sexual	
		Psychological	
Emotional		Financial and material	
		Domestic abuse	
		Modern slavery	
Sexual		Discriminatory	
		Organisational	
Neglect		Neglect and Acts of omissions	
		Self neglect	

To check your answers see procedure Appendices - supporting information Appendix A Signs and Indicators of Adult Abuse

Adults	Some indicators of adult abuse
Physical	<ul style="list-style-type: none"> • Caregiver's refusal to allow you to see the person alone • Multiple injuries in various stages of healing • Traumatic, patchy hair loss, swelling, pinch marks, hand slap or finger marks • Broken bones, sprains, or dislocations, scratches, cuts, lacerations, punctures • Burns - cigarette, immersion line, or in the shape of hot object such as an iron
Sexual	<ul style="list-style-type: none"> • Recoiling from physical contact • Persistent and inappropriate sexual behaviour especially in the presence of certain individuals • Personal care tasks taking longer to perform than usual • Unexplained pregnancy • Bedwetting • Running away/absconding
Psychological	<ul style="list-style-type: none"> • Change of behaviour in presence of caregiver • Staring vacantly, agitation, Anxiety, Unexplained crying, Anger, Confusion • Unusual behaviour, such as biting or rocking • Shame • being verbally or emotionally mistreated, e.g. Person's freedom of movement is restricted by use of furniture or other equipment
Financial and material	<ul style="list-style-type: none"> • Lack of appropriate clothing or grooming for the level of income • Person complains of missing clothing, jewellery, cash or valuable items • Isolated person says they have a new "best friend" • Caregiver seems to isolate patient from family, friends, activities, information • Financial activity the person couldn't have done, such as an ATM withdrawal when the account holder is bedridden/housebound
Domestic abuse	<ul style="list-style-type: none"> • repeated short-term impacts on health including bruises, burns, cuts, broken bones, sexually transmitted diseases, and lost teeth and hair • long-term and chronic health problems including physical and mental health • loss of confidence, low self-esteem and long-term social difficulties • poor mental health such as anxiety, depression and post-traumatic stress disorder • isolation from family, friends and community
Modern slavery	<ul style="list-style-type: none"> • forced to work to pay off debts that realistically they never will be able to • forced to work against their will, often working very long hours for little or no pay in dire conditions under verbal or physical threats of violence to them or their families • forced into crimes such as cannabis cultivation or pick pocketing against their will
Discriminatory	<ul style="list-style-type: none"> • Name calling, scapegoating or making fun in front of peers • Attitudes of staff • Highlighting difference e.g. facial disfigurement in front of others • Inadequate/inappropriate provision of disability aids
Organisational	<ul style="list-style-type: none"> • Poor care standards, inadequate staffing • Rigid routines, poor/unappetising meals, monotonous routines • Over/under medication
Neglect and Acts of omissions	<ul style="list-style-type: none"> • Signs of inadequate living conditions, such as poor hygiene, torn or dirty clothes • Inappropriate/inadequate clothing, Not providing physical aids e.g. glasses or hearing aids • Poor dental health, malnutrition - weight loss, muscle wastage • Dehydration - cracked lips, sunken eyes, impaction
Self neglect	<ul style="list-style-type: none"> • inadequate personal hygiene, poor and unsafe living conditions, lack of heat or nutrition • not taking needed medication or suffering from an untreated illness, disease or injury • unsanitary or unclean living quarters, grossly inadequate housing or homelessness

Recognising the indicators of child abuse

Page 22 – 25 of the NASS safeguarding procedures provides further guidance in Appendix B - Signs and Indicators of child abuse.

PHYSICAL ABUSE

The following indicators can be used as a guide to initiate further observation and assessment:
The physical signs of abuse you may see could include:

- Unexplained bruising, marks or injuries on any part of the body
- Multiple bruises- in clusters, often on the upper arm, outside of the thigh
- Cigarette burns
- Human bite marks
- Broken bones
- Scalds, with upward splash marks,
- Multiple burns with a clearly demarcated edge.

EMOTIONAL ABUSE

Changes in behaviour which might indicate emotional abuse include:

- Neurotic behaviour e.g. sulking, hair twisting, rocking
- Being unable to play
- Fear of making mistakes
- Sudden speech disorders
- Self-harm
- Fear of parent being approached regarding their behaviour
- Developmental delay in terms of emotional progress

SEXUAL ABUSE

Some of the signs of sexual abuse you may notice include:

- Pain, itching, bruising or bleeding in the genital area. Vaginal discharge or infection
- Sexually transmitted disease
- Stomach pains
- Discomfort when walking or sitting down
- Pregnancy
- Sudden or unexplained changes in behaviour e.g. becoming aggressive or withdrawn
- Fear of being left with a specific person or group of people
- Having nightmares, bedwetting
- Running away from home
- Sexual knowledge which is beyond their age, or developmental level, sexual drawings
- Saying they have secrets they cannot tell anyone about
- Substance or drug abuse or eating problems such as overeating or anorexia

NEGLECT

The physical signs of neglect you may notice may include:

- Constant hunger, sometimes stealing food from other children and young people
- Constantly dirty or 'smelly'
- Loss of weight, or being constantly underweight
- Inappropriate clothing for the conditions.

Reporting signs and symptoms of abuse

If you are the one raising the safeguarding concern about an adult at risk or child then you must

- 1. Report the matter by telephone in the first instance to your Branch Safeguarding Champion (or if they are not readily available your NASS Designated Safeguarding Lead) within 24hours**

Use the NASS website under – Helpline to find their contact details and make a note of them here:

Branch Safeguarding Champion

Name:

Tel:

Designated Safeguarding Lead

Name:

Tel:

- 2. Complete a NASS Safeguarding Concern Reporting Form a.s.a.p. and forward to your DSO by secure email using safeguarding@nass.co.uk**

(This Template Form can be found on the NASS website under Helpline and at Appendix C of these procedures. Your Branch Safeguarding Champion or DSO will provide guidance for completion and further information can be found on page 7 of the NASS procedures)

If you are unable to contact your Branch Safeguarding Champion or NASS DSO and the matter is not an emergency situation then, if you feel that further delay may increase risks to an individual child or adult you can contact your local Authority Safeguarding Team (Adult or Children Social Services) yourself by telephone a.s.a.p. and in any event within 24hours.

You should then let the NASS DSO as soon as possible after informing Adult or Children Services by phone in the first instance. You will then need to complete a NASS Safeguarding Concern Reporting Form a.s.a.p. and forward to your DSO by secure email using safeguarding@nass.co.uk

Emergency Situations

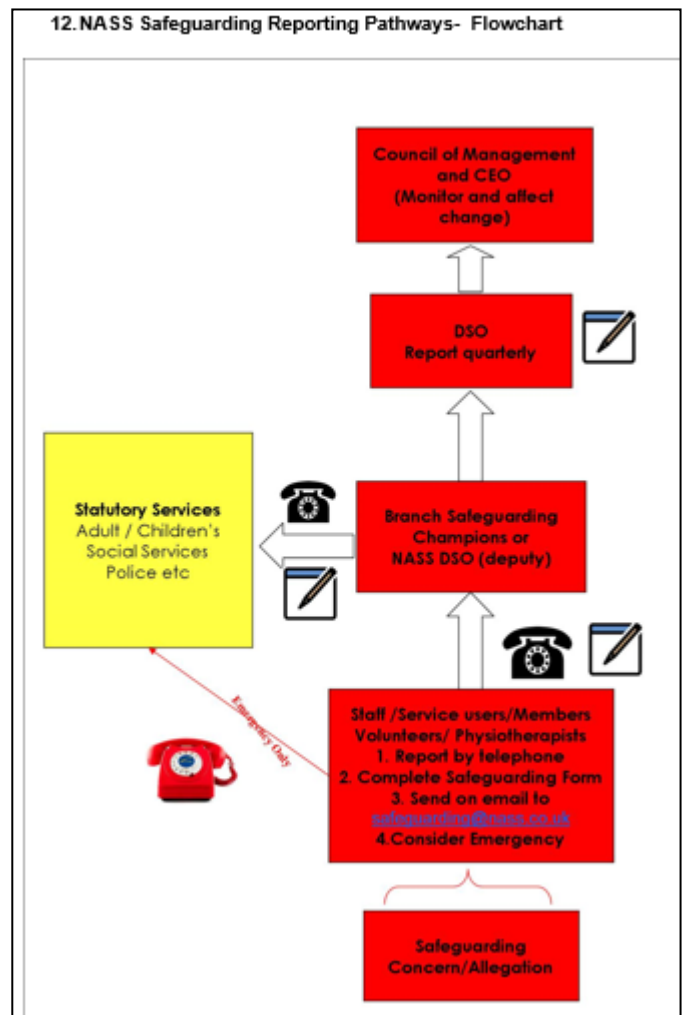
In some circumstances, you may have immediate and imminent harm concerns about a child or adult's safety arising from the information disclosed to you: e.g.

- A member has expressed suicidal thoughts/intentions or intentions to harm another person.
- Information that a child or adult at risk could be subject of further abuse if they go home.
- Information that a registered sex offender poses a risk to others.
- Information that a service user is being groomed into violent terrorism.
- A serious crime has been committed.
- Information about a potential terrorist incident.

If this is the case then you must contact your local Police using 999 immediately and report the matter. You must then also inform the NASS DSO as soon as possible after informing the Police.

Concerns about staff, trustees, members, service users or volunteers

In the event that the Safeguarding concern is about a member of staff, volunteer or trustee then immediate contact should be made with your NASS Designated Safeguarding Officer in the first instance.



Key roles and responsibilities at NASS

We take safeguarding very seriously at NASS and believe that safeguarding children, and adults at risk, and protecting them from harm, is everyone's responsibility. The following has been agreed as NASS's statement on its commitment.

"Safeguarding is everyone's responsibility – NASS is committed to safeguarding and promoting the welfare/wellbeing of children and adults at risk. It expects all trustees, staff, members, service users and volunteers to share this commitment".

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Council of Management

Trustees hold the ultimate legal responsibility for all of NASS activities. This includes the effective management of NASS resources, the development and delivery of a long-term strategy and the protection of the charity's reputation and values. Ensuring that robust safeguarding management and reporting processes are in place is, therefore, a vital area of assurance for all Trustees.

Executive Committee/ Chief Executive Officer

With the leadership of the Chief Executive, the Executive Committee is responsible for all operational aspects of safeguarding at NASS, ensuring that excellent safeguarding arrangements are in place in the delivery of all services, contracts and sub-contracts.

Designated Safeguarding Officer DSO (and Deputy)

He/she will be responsible for the operational management of safeguarding and will have attended a higher level of safeguarding training.

Safeguarding Champions (Branch Chair)

The role of a Safeguarding Champion is to coach, guide, support, and signpost service users of NASS (and those engaged to provide services on NASS's behalf) on issues relating to safeguarding adults at risk and safeguarding children. This role is purely for support and guidance and does not have management responsibilities with regards to safeguarding concerns/cases

Staff and volunteers

All staff and volunteers have a shared responsibility to safeguard and promote the welfare of adults at risk and children. They should know how to identify, respond to, report and record safeguarding concerns.

In some of our services and in emergency situations (rare) staff and volunteers will be expected to report urgent cases direct to the Police. The relevant local Branch Safeguarding Champion or NASS Designated Safeguarding Officer must be informed as soon as possible after the contact with the Police.

Further information about key roles to meet the responsibilities listed above can be found on pages 5 – 7 of the NASS safeguarding policy.



The NASS Code of Conduct

Have a look at the following scenarios and use your Code of Conduct to decide if they are safe and suitable ways of working.

Safe working practices scenarios	Code of conduct guidance
The sister of a service user that you are supporting wants to give you £10 each week for that extra bit of care and attention you provide.	
You provide support to a beneficiary who has a 17 years old child. One night you get a request out of the blue on your personal 'facebook' page from the 17 year old to accept them as a 'friend'.	
You assist a service user with toileting as his carer is busy on the telephone. You do not normally provide intimate care.	
On your weekend off you bump into a service user (that you have been working with/ supporting) whilst doing your shopping. You agree to give him a lift home as he is very upset because he has lost his wallet.	
You have received a Valentine card from a service user who you are supporting. It has become embarrassing recently as this service user keeps embarrassing you when you visit by saying she 'really likes you'. You tell her that any romantic relationship cannot happen because of your role.	
You are working with a service user who you are aware is celebrating their 50 th birthday but doesn't have any family and friends so you send them a birthday card and small gift.	



Key messages

Always make a note and report any comments, behaviours or incidents that give you a cause for concern to your Safeguarding Champion (Branch Chair). This will protect you if the issue arises again in future.

Be mindful of the language you use to communicate professional boundaries and address services user's expectations as they arise.

Be aware of how your role places you in a position of trust with our service users and on some occasions the support provided can lead to dependency issues.

Review the social media policy and consider the implications of befriending service users and how that could lead to blurred boundaries in relation to friendships and professional relationships.

Ensure you read and understand the NASS Code of Conduct and remember that the guidance is there to protect you and your services users!

Further Support and Guidance

Support for staff

NASS recognises that staff and volunteers that support our members or service users are sometimes faced with complex and challenging decisions in relation to distress or depression.

The impact and effect on staff and volunteers can sometimes be traumatic or upsetting especially if faced with a disclosure about abuse. NASS will provide safe and confidential environments for staff to discuss their work and their personal and professional responses to their work.

The mechanisms in place to support staff include:

- Debriefing support for staff so that they can reflect on the issues they have dealt with
- Regular Supervision with line manager
- Seeking further support as appropriate e.g. external H.R welfare / support, access to counselling, support groups.

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Training

NASS identifies that safeguarding training and awareness is fundamental to the development and maintenance of a safe environment and safer organisation. All current staff, volunteers and Trustees will be trained to the appropriate standards in safeguarding to maintain and promote safer staff, a safer culture and a safer organisation.

- All members of staff and Trustees will receive training in safeguarding to a level which is commensurate to the level of responsibility of the role that is being performed. i.e. DSO will achieve a higher level of training. In NASS this means:
 - Induction training for all staff – Basic awareness Level 1
 - Branch Safeguarding Champions and Managers – Level 2
 - Designated Leads and Deputies - DSO Level 3.

Safeguarding training will not be regarded as a 'once only' activity, but as on-going development of skills and knowledge of safeguarding. Safeguarding refresher training events will be provided at least every three years and in response to staff turnover.

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Other useful NASS documents

- NASS Safeguarding policy and procedure
- NASS Handbook and Code of Conduct
- NASS Modern Slavery policy
- NASS Whistleblowing policy and procedure
- NASS Complaints policy and procedure