

# **St Helens ACL Service: Safeguarding Policy 2021/2022**

## **1. General Statement:**

Safeguarding means protecting an adult's right to live in safety, free from harm and abuse (Care Act 2014 Statutory Guidance)

Everyone is entitled to live a life free from fear and harm, but sometimes this doesn't happen. Some adults can be vulnerable to abuse and unable to protect themselves for all kinds of reasons, including a physical or learning disability, a mental health problem, or because of old age or fragility. People who need care and support should be able to trust and depend on everyone they rely on for help regardless of who provides it, or how it is paid for e.g. by private means; personalised budget / direct payment, or through adult social care. What is important is that people have the power to make their own choices and that they remain safe.

In respect of safeguarding individuals from radicalisation, the ACL service works to the 'Prevent' element of the Government's Counter Terrorism Strategy, and where deemed appropriate, will seek external support for learners through referrals to the Channel Programme. This programme aims to work with the individual to address their specific vulnerabilities, prevent them becoming further radicalised and possibly entering the criminal justice system because of their actions. It is recognised that radicalisation can occur to an individual from any section of society and is not particular to any racial, ethnic or social group. It is further recognised that in many instances the process of radicalisation is essentially one of grooming by others.

This document has been prepared with reference to St Helens Metropolitan Borough Council, local and national policies, and exemplar documents from, for example, Gov.uk and The Education and Training Foundation.

## **2. Our 'community'**

The ACL service engages with learners aged 19+. The service recognises that some adults (i.e. aged 19-plus) are vulnerable to abuse and the processes and procedures outlined in this document are equally applicable to such adults. An adult at risk of harm is an adult aged 18 or over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of experiencing abuse and neglect; and, as a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of abuse and neglect.

Just because an individual is older or has a disability or illness, it does not mean that they are inevitably at risk. The level of risk is related to how they are able to protect themselves from abuse, neglect and exploitation and make their own choices free from duress, pressure or undue influence.

## **3. Our aim**

**The ACL service seeks to secure a high quality adult and community learning programme which meets local needs. The programme will focus on widening participation, developing communities, improving health and well-being, increasing skills and supporting personal progression towards further learning, volunteering and employment.**

Essential to our aim is that all learners, centre users, visitors, volunteers and staff feel they are in a safe and secure environment where their wellbeing is paramount and where they

are free from anti-social, discriminatory behaviour or extremist messages and behaviours. Whilst healthy debate and free speech is encouraged, it is to be understood that free speech is subject to laws, policies governing equality, human rights, community safety and community cohesion. Disciplinary procedures will be applied to any individual considered to be in breach of these expectations, policies and laws.

The ACL service will refer any concerns that a learner might be at risk of significant harm to the Council's Contact Centre or Emergency Duty Team (EDT), the police and, in cases of radicalisation, to the police, anti-terrorist hotline and Channel Scheme, as appropriate.

All staff working will be appropriately checked for their role by Enhanced DBS. The service requires these checks to be undertaken every 3 years. Volunteers are also subject to such checks where appropriate to the roles they will be undertaking with the service.

Venues and activities are appropriately risk assessed and the service complies with corporate Health and Safety policies.

All staff and volunteers receive training adequate to familiarise them with safeguarding issues, their responsibilities and the Service's procedures and policies. This includes:

- All staff and volunteers completing safeguarding training on commencement of role, with refresher training at least every three years if not annually.
- All staff completing online Prevent Duty /Channel General Awareness training
- <http://www.preventforfeandtraining.org.uk/>
- ACL Head of Service completing WRAP training

Additionally ACL staff, and volunteers, as appropriate, undertake a comprehensive programme of core CPD which includes as a minimum:

- Health and Safety training on commencement of role
- Equality & Diversity - every 3 years
- Information Governance - every 3 years
- Working with computers and DSE – every 3 years
- Financial Rules – 3 years (modules depend on role)
- Centre specific induction / refresher (includes fire, centre specific H&S) - annually
- Mental Health awareness (for those working with this learner group)

#### **4. Dealing with Disclosures**

The ACL Service has published procedures for reporting cases of suspected abuse of young people or vulnerable adults which are in line with the wider Council's procedures.

These procedures are issued to all members of staff and all new recruits to the Service as part of their induction. Further staff (mandatory) training is provided to all staff and renewed every three years as a minimum, if not annually.

#### **5. The Duty to Report**

SHMB Council and all its members of staff have a legal duty to report cases of suspected abuse. If you, as a member of staff, have concerns that a child, young person or vulnerable adult has been mistreated or abused, you **MUST** report this. See Appendix 1.

#### **6. How to report**

Where feasible, and there is no immediate danger to the individual, concerns should be raised with a trained member of the ACL Management Team who will decide on the course of action and escalate accordingly if appropriate. If ACL management is unavailable or a

member of staff has concerns about the immediate welfare of an individual then direct referral to the agencies detailed below should be made as appropriate.

If there is any doubt as to whether a concern should be escalated - seek advice and guidance from the agencies detailed below. Do not ignore your concerns.

**Safeguarding Lead for ACL is ACL Head of Service, Diane Ireland, and she can be contacted if you have any concerns.**

### **6.1. Safeguarding concerns:**

- if the person is seriously hurt, phone an **ambulance on 999**
- if you think a crime has been committed phone the **police on 101**
- if you or the person who has been harmed has a social worker or health worker you can trust, you can contact them directly
- for **adults**, call the **Adult Contact Centre on 01744 676600 9-5pm Monday to Friday (EDT 0845 0500 148 outside these hours)**
- If you are worried about a **child**:
  - During Office hours, phone **St Helens Council First Response on 01744 676600**, or **Emergency Duty Team on 08450 500148**.
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### **6.2. Radicalisation concerns:**

Channel forms a key part of the Government's Prevent Strategy, which aims to stop people supporting or being drawn into terrorism & ensuring that vulnerable children and adults are supported through a multi-agency approach before these vulnerabilities can be exploited by those that want them to engage in terrorist and thus criminal, related activity.

See Appendices 2 and 3.

- **ANYONE can make a referral if they are concerned.**
- **Referrals are for individuals and not whole families. Each case constitutes one individual but other family members can be additionally referred.**
- **General public can make a referral through their LA front doors, 101 or anti terrorist hotline 0800 789 321**
- **Home office guidelines state it is NEVER to be the decision of the single agency/professional to decide or triage any concerns at their front door. They MUST pass this responsibility over to the police.**
- **All concerns need to be referred to the police for background checks. This is the initial start of the Channel process.**

## **7. Positive Promotion**

Safeguarding leaflets are available for learners to discreetly collect and take with them for future reference should they wish.

Information on safeguarding and Prevent Duty will be included in the service's induction process used at the beginning of courses delivered in our centre and, where facilities permit, at off-site locations.

Where appropriate, schemes of work and session plans will make reference to safeguarding, Prevent Duty and British Values.

ACL staff will make appropriate use of the resources being developed and disseminated through The Education and Training Foundation <http://www.preventforfeandtraining.org.uk/> in order to ensure practice is effective, relevant and in line with sector expectations as a minimum.

## 8. What do staff members need to do?

1. **Recognise** that abuse comes in many forms and more than one type of abuse may be happening at the same time
  - Physical abuse includes hitting, slapping, pushing, kicking, misuse of medication, restraint.
  - Domestic violence includes psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
  - Sexual abuse 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 pressurised into consenting.
  - Psychological abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, or unreasonable and unjustified withdrawal of services or supportive networks.
  - 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.
  - Modern slavery encompasses slavery, human trafficking, forced 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.
  - Discriminatory abuse includes forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.
  - Organisational abuse includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to ongoing ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
  - Neglect or Acts of Omission include ignoring medical, emotional or physical care, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
  - Self-neglect covers a wide range of behaviour, e.g. neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.
  - Radicalisation is the process by which a person comes to support terrorism and forms of extremism that can lead to terrorism. Adults at risk can be exploited by people who seek to involve them in terrorism or activity in support of terrorism.
  - County lines exploitation:

The national picture on county lines continues to develop but there are recorded cases of:

    - children as young as 12 years old being exploited or moved by gangs to courier drugs out of their local area; 15-16 years is the most common age range
    - both males and females being exploited
    - White British children being targeted because gangs perceive they are more likely to evade police detection but a person of any ethnicity or nationality may be exploited
    - the use of social media to make initial contact with children and young people

- class A drug users being targeted so that gangs can take over their homes (known as 'cuckooing').

**County lines exploitation** is widespread, with gangs from big cities including London, Manchester and Liverpool operating throughout England, Wales and Scotland. Gangs are known to target vulnerable children and adults; some of the factors that heighten a person's vulnerability include:

- having prior experience of neglect, physical and/or sexual abuse
- lack of a safe/stable home environment, now or in the past (domestic violence or parental substance misuse, mental health issues or criminality, for example)
- social isolation or social difficulties
- economic vulnerability
- homelessness or insecure accommodation status
- connections with other people involved in gangs
- having a physical or learning disability
- having mental health or substance misuse issues;
- being in care (particularly those in residential care and those with interrupted care histories)
- being excluded from mainstream education, in particular attending a Pupil Referral Unit

## 2. Respond

- ❖ Incidents of abuse may be one off or multiple and affect one person or several. Patterns of abuse may become evident over time. Repeated instances of poor care may be an indication of a more serious problem and of organisational abuse. **In order to see these patterns, it is important that information is recorded and appropriately shared.**
- ❖ You may suspect abuse because: you have general concerns about someone's wellbeing; you see or hear about something which could be abuse; someone tells you that something has happened or is happening to them, which could be abuse.
- ❖ When abuse is disclosed or suspected, it is the responsibility of the person who is told, suspects or hears about the abuse of an adult to take action by raising a safeguarding concern.
- ❖ Raising a concern is not optional. If the adult at risk does not want any action taken, it may be possible to do nothing further about the concern, but initially the concern **must** be raised and recorded.
- ❖ It must be explained to the adult at risk that this will be recorded, but that their wishes will be respected **unless** the concern also involves risk to others.

## 3. Report

- Make sure the adult at risk is safe
- Make sure other adults and children are safe.
- If urgent medical attention is required, seek emergency medical help by dialling 999.
- If a serious crime may have been committed e.g. rape, sexual assault, serious physical assault – contact police: in an emergency dial 999. In non-emergency situations where it is thought a crime may have been committed, dial 101 to make contact with the Public Protection Unit (PPU) and refer the concern for possible investigation.
- Report to your line manager and Safeguarding Lead immediately. They will make an assessment of the disclosure required and respond accordingly. The suspected abuse should be reported immediately to **SHMBC Adult Contact Centre on 01744 676600 9-5pm Monday to Friday (EDT 0845 0500 148 outside these hours)**
- Preserve any potential evidence.

- Record, date and sign any information you saw/heard using the adult at risk's own words on the ACL safeguarding incident/concern report form.
- Do not discuss this with the person alleged to have caused the harm.
- Do stay calm and try not to show shock.
- Listen carefully rather than question directly.
- If the adult at risk or carer reports abuse, reassure them that they are doing the right thing.
- Explain that you have a duty to report the incident, but reassure the adult at risk that their wishes will be followed unless others are at risk.

#### 4. **Record**

If you witness abuse, or someone tells you about it, you must:

- Write an account of what you have seen or heard as soon as possible.
- Make sure the information is factual and accurate.
- Record what the person said, using their own words.
- Describe the circumstances and identify anyone else who was there at the time.
- Sign and date your report, noting the time and location.

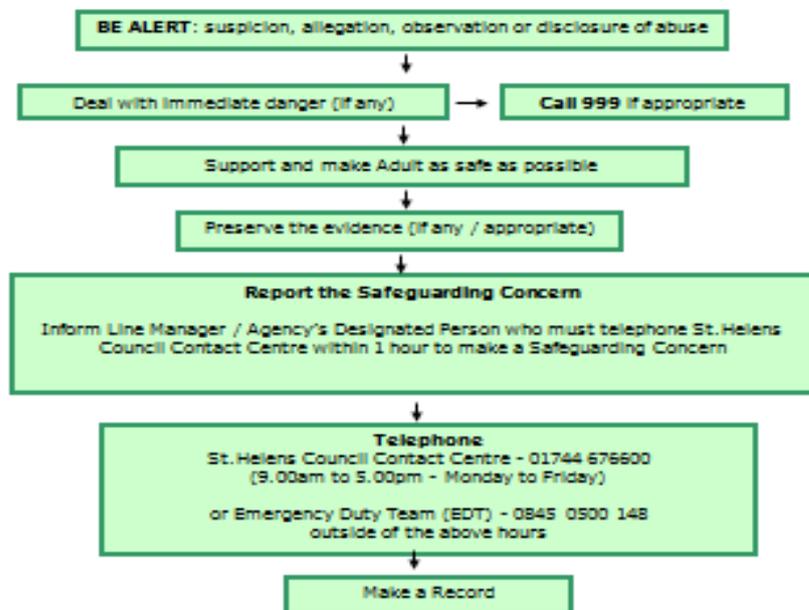
*[This policy was reviewed in August 2021 and will be reviewed annually (next review date August 2022) by the ACL Head of Service, with reference to SHMBC Safeguarding Adults Policy]*

## Appendix 1: St Helens Multi- Agency Safeguarding Procedures

### Process for reporting a safeguarding concern: Adults

#### How to Report a Safeguarding Concern in St Helens

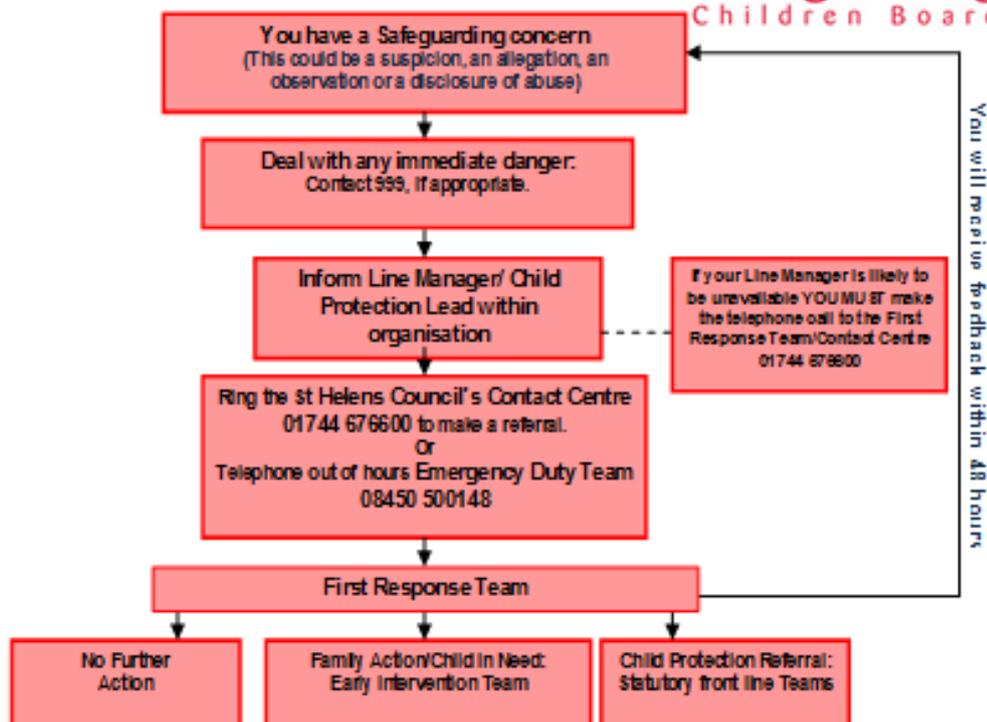
This applies to all residents of St.Helens regardless of setting  
i.e. community hospital or care establishment



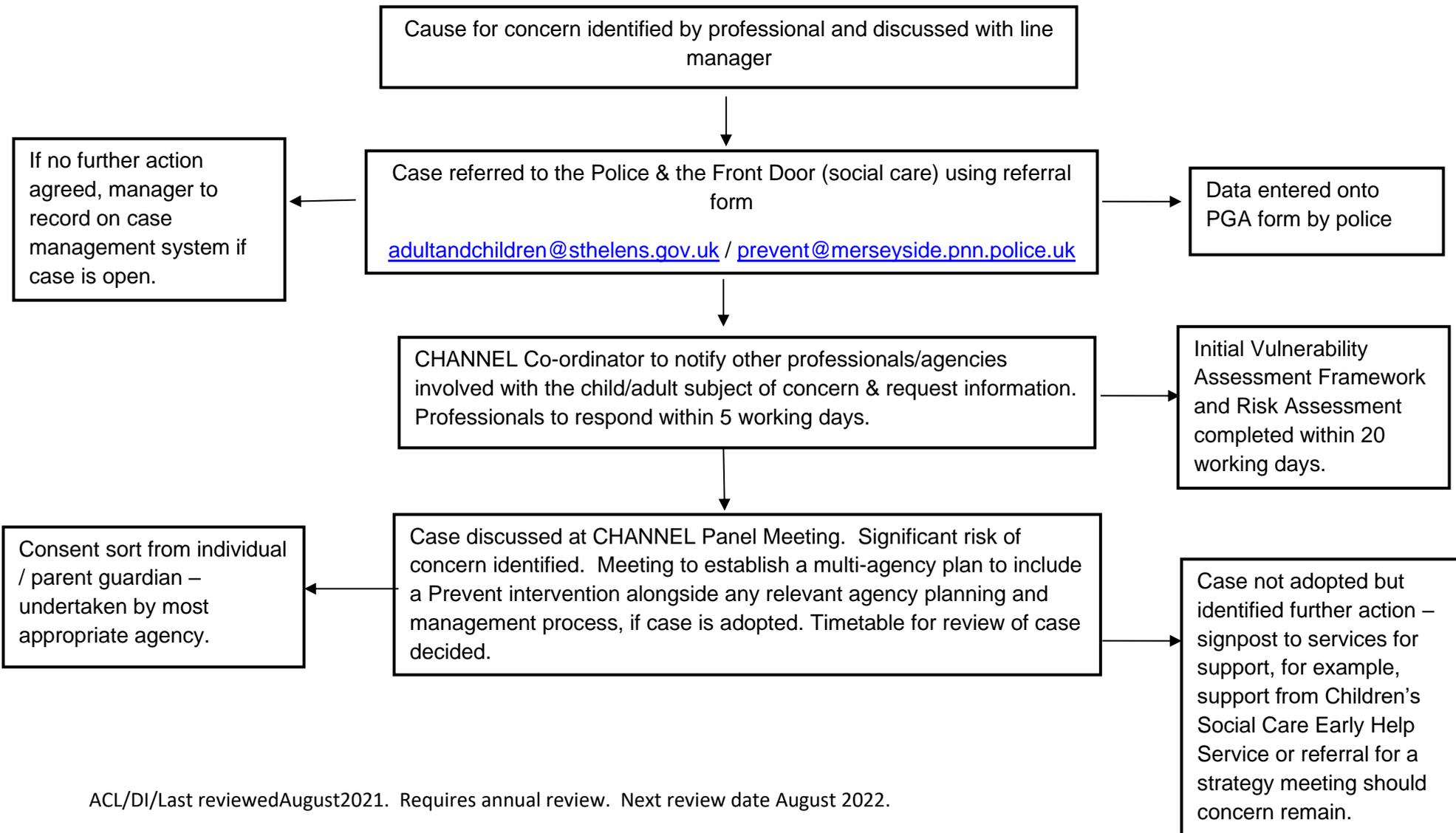
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St Helens Multi-Agency/LSCB:  
Process for reporting concerns about Children (Under 18)

St.Helens  
Safeguarding  
Children Board



Appendix 2:  
**St Helens Prevent Referral Pathway for Vulnerable Children and Adults**



## Appendix 3:

# Prevent Referral Form

## Safeguarding Referral Form

This form is designed to help articulate a safeguarding concern under Prevent – where you are worried that an individual is at risk from Radicalisation.

Complete as much of the form as you are able; doing so will help you assess the level of risk, and start to identify the correct response as required.

However if you feel the risk is high and time critical, you may wish to refer your concern immediately to your **Prevent Lead**.

### **Please Note:**

This form is designed to be a start-point for referral sharing across all public sectors.

Please also be aware of local or sector-specific guidelines for the sharing of information where appropriate.

**Please return completed referral forms to:** [prevent@merseyside.pnn.police.uk](mailto:prevent@merseyside.pnn.police.uk)

### **1. YOUR DETAILS** (the person passing on the concern)

NAME	
AGENCY/TEAM	
ROLE/JOB TITLE	
EMAIL	
PHONE NUMBER	
DATE	

### **2. DETAILS OF INDIVIDUAL BELIEVED TO BE AT RISK**

Complete where able and appropriate

SURNAME FORENAME	
D.O.B. GENDER ETHNICITY NATIONALITY	
FIRST LANGUAGE RELIGION	
OCCUPATION SCHOOL OR EDUCATIONAL ESTABLISHMENT	
SOCIAL MEDIA NAME CONTACT DETAILS NEXT OF KIN NEXT OF KIN CONTACT DETAILS	

**3. PLEASE DESCRIBE YOUR RELATIONSHIP TO THE INDIVIDUAL**

**4. PLEASE SUMMARISE YOUR CONCERN(S)**

**5. WHAT INSTANCE OR CIRCUMSTANCE HAS LED TO YOU SHARING THIS CONCERN?**

**6. TICK - DOES THE INDIVIDUAL KNOW YOU ARE SHARING THIS CONCERN?**

- YES
- NO
- YES – and I have informed their parents
- NO – but I have informed their parents

**7. WHAT IS THE TIME FRAME FROM CONCERN BEING RAISED TO COMPLETING THIS FORM?**

- Less than a week
- 1-2 weeks
- 2-4 weeks
- Over 1 month
- 3 months or more

**8. TICK - PLEASE SELECT REASON(S) WHY YOU ARE SHARING THIS CONCERN**

- I want to speak to the individual(s) concerned and am logging my reasons for doing this
- I want to check my concern with a colleague to see if it is justified
- I want to refer my concern so a colleague can help check some context around it
- I want to start safeguarding proceedings for this individual using internal resources
- I'd like this concern to be immediately shared with partner agencies

**9. PLEASE SELECT CONCERNING BEHAVIOURS YOU HAVE NOTICED**

- |                                                |                                                         |                                                       |
|------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> ABUSE                 | <input type="checkbox"/> USE OF INFLAMMATORY LANGUAGE   | <input type="checkbox"/> FIXATED ON A TOPIC           |
| <input type="checkbox"/> SELF HARM             | <input type="checkbox"/> CONFRONTATIONAL                | <input type="checkbox"/> CLOSED TO CHALLENGE          |
| <input type="checkbox"/> ABSENTEEISM           | <input type="checkbox"/> CHANGE IN APPEARANCE           | <input type="checkbox"/> LEGITIMISING USE OF VIOLENCE |
| <input type="checkbox"/> DRUG USE              | <input type="checkbox"/> APPEARANCE/USE OF SYMBOLISM    | <input type="checkbox"/> DESIRE TO TRAVEL TO CONFLICT |
| <input type="checkbox"/> ALCOHOL USE           | <input type="checkbox"/> EXPRESSION OF EXTREMIST VIEWS  | <input type="checkbox"/> QUICK TO ANGER               |
| <input type="checkbox"/> HONOUR BASED VIOLENCE | <input type="checkbox"/> SEEKING TO RECRUIT TO IDEOLOGY | <input type="checkbox"/> BECOMING SOCIALLY ISOLATED   |
| <input type="checkbox"/> ANTI SOCIAL BEHAVIOUR | <input type="checkbox"/> INTERNET USE                   | <input type="checkbox"/> THEM AND US LANGUAGE         |

**PLEASE USE THE SPACE BELOW TO ELABORATE ON ANY OF THE ABOVE OR DESCRIBE A BEHAVIOUR NOT LISTED**

**10. PLEASE SELECT IF ANY OF THE FOLLOWING CIRCUMSTANCES ARE APPLICABLE**

- |                                                             |                                                           |                                                |
|-------------------------------------------------------------|-----------------------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> FAMILY BREAKDOWN                   | <input type="checkbox"/> MENTAL HEALTH                    | <input type="checkbox"/> UNEMPLOYMENT          |
| <input type="checkbox"/> LEARNING DISABILITY                | <input type="checkbox"/> FAMILY DISPUTE                   | <input type="checkbox"/> DOMESTIC ABUSE        |
| <input type="checkbox"/> SEXUAL ABUSE                       | <input type="checkbox"/> FINANCIAL SUPPORT                | <input type="checkbox"/> ILLNESS               |
| <input type="checkbox"/> DISABILITY                         | <input type="checkbox"/> HOMELESS                         | <input type="checkbox"/> SOCIALLY EXCLUDED     |
| <input type="checkbox"/> ADOLSCENCE or PERIOD OF TRANSITION | <input type="checkbox"/> TRAUMA FROM CONFLICT             | <input type="checkbox"/> VICTIM OF CRIME       |
| <input type="checkbox"/> VICTIM OF HATE CRIME               | <input type="checkbox"/> LINKS TO CRIMINALITY             | <input type="checkbox"/> GANG/GROUP MEMBERSHIP |
| <input type="checkbox"/> UNEXPLAINED TRAVEL                 | <input type="checkbox"/> POSSESSION OF EXTREMIST MATERIAL | <input type="checkbox"/> LOSS/BEREAVEMENT      |

**PLEASE USE THE SPACE BELOW TO ELABORATE ON ANY OF THE ABOVE OR DESCRIBE A CIRCUMSTANCE NOT LISTED**

**11. DETAILS OF PERSON YOU ARE SHARING YOUR CONCERN WITH**

NAME	
ROLE/JOB TITLE	
EMAIL	
PHONE NUMBER	

**12. PLEASE USE THE SPACE BELOW TO LOG WHAT YOU WOULD LIKE TO SEE HAPPEN NEXT OR SUPPORT YOU REQUIRE**

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Please return completed referral forms to: [prevent@merseyside.pnn.police.uk](mailto:prevent@merseyside.pnn.police.uk)