

# **Safeguarding Adults Policy and Procedure**



## **Purpose**

To ensure that this policy includes and refers to Oxfordshire County Council Policy and procedures and details clearly who is responsible and accountable for managing safeguarding concerns within Style Acre:

- Overall accountability for managing safeguarding concerns: Lisa-Marie Betteridge
- Local Authority: Oxfordshire County Council
- Local Authority Main Contact Details: 01865 328232

To protect the people we support's right to live in safety, free from abuse and neglect.

To ensure that the Oxfordshire County Council Safeguarding Policy and Procedure is understood by all staff at Style Acre and that the Oxfordshire County Council safeguarding procedures dovetail with our policy and procedure.

To set out the key arrangements and systems that Style Acre has in place for safeguarding and promoting the welfare of adults at risk and to ensure compliance with local policies and procedures.

To have a clear, well-publicised policy of zero-tolerance of abuse within Style Acre.

To support Style Acre in meeting the following Key Lines of Enquiry/Quality Statements

Key Question	Key Lines of Enquiry	Quality Statements	
Effective	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?	QSE2: Delivering evidence-based care & treatments QSE3: How Staff, teams and services work together	
Effective	E7: Is consent to care and treatment always sought in line with legislation and guidance?	QSS6: Consent to care and treatment	
Safe	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?	QSS3: Safeguarding	
Safe	S2: How are risks to people	QSS4: Involving people	
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	assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?	to manage risks QSS5: Safe environments
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To meet the legal requirements of the regulated activities that {Style Acre} is registered to provide:

- Protection of Freedoms Act 2012 (Disclosure and Barring Service Transfer of Functions) Order 2012
- Public Interest Disclosure Act 1998
- The Criminal Justice and Courts Act 2015 Section 20-25
- Anti-social Behaviour, Crime and Policing Act 2014
- The Modern Slavery Act 2015
- The Counter Terrorism and Security Act 2015
- Domestic Violence, Crime and Victims Act 2004
- Serious Crime Act 2015 Section 76
- The Care Act 2014
- Care Quality Commission (Registration) Regulations 2009
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Human Rights Act 1998
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006
- Data Protection Act 2018
- UK GDPR



## Policy

We will do all we can to help colleagues promote the human rights of people we support and stop them being harmed, abused and coerced. This means we will give them all the training and information they need to understand human rights and to identify abuse and respond to it when they suspect it's happening.

We will deal with all allegations and concerns appropriately. This means, we will:

- Report allegations and concerns to the right people and agencies
- Investigate them
- Learn from them and share what we learn with the wider organisation

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We will also share what we learn with external colleagues where appropriate.

When a colleague harms a person we support we will take disciplinary action as appropriate.

We will support anyone we are concerned about as well as we can. This includes involving them as fully as possible in all safeguarding procedures. We will also involve their family or other representatives as appropriate. Everybody has the right to live a life that is free from harm and abuse. Style Acre recognises that safeguarding adults at risk of abuse or neglect is everybody's business. In England, The Care Act 2014 sets out the legal framework that we work with when it comes to safeguarding.

Style Acre aims to ensure that all adults at risk of abuse or neglect are enabled to live and work, be cared for and supported, in an environment free from abuse, harassment, violence or aggression.

Safeguarding duties apply to any adult who;

- Has care and support needs
- Is experiencing, or at risk of, abuse and neglect, and
- As a result of their needs, can't protect themselves

We will work with people we support and others involved in their care, to ensure they receive the support and protection they may require; that they are listened to and treated with respect (including their property, possessions and personal information) and that they are treated with compassion and dignity.

Style Acre will follow the six principles as set out in guidance to the Care Act 2014 and this will inform practice with all people we support:

- Empowerment – People being supported and encouraged to make their own decisions and informed consent.
- Prevention – It is better to take action before harm occurs.
- Proportionality – The least intrusive response appropriate to the risk presented.
- Protection – Support and representation for those in greatest need.
- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability – Accountability and transparency in delivering safeguarding.

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Style Acre understands the importance of working collaboratively to ensure that:

- The needs and interests of adults at risk are always respected and upheld.
- The human rights of adults at risk are respected and upheld.
- A proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse.
- All decisions and actions are taken in line with the Mental Capacity Act 2005.

Each adult at risk maintains:

- Choice and control
- Safety
- Health
- Quality of life
- Dignity and respect

Our processes will make sure that staff working for and on behalf of Style Acre recognise and respond to the main forms of abuse which are set out in the Care Act 2014 Statutory Guidance Chapter 14, which is not an exhaustive list but an illustration as to the sort of behaviour that could give rise to a safeguarding concern:

- Physical abuse
- Domestic violence
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational abuse
- Neglect and acts of omission
- Self-neglect

Style Acre is committed to the principles of 'Making Safeguarding Personal' and aims to ensure that safeguarding is person-led and focused on the outcomes that people we support want to achieve. We will engage people we support in a conversation about how best to respond to their safeguarding situation in a timely way, that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

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## Roles and Responsibilities

Everyone in the organisation:

- Must know where to find a copy of this policy.
- Is expected to follow this policy at all times.
- Is responsible for reading and understanding this policy. If someone doesn't understand any part of the policy, they can ask their line manager for clarification.
- Must use this policy to help them identify and respond to abuse or risk of abuse.
- Must ensure they follow our Data Protection Policy and IT Usage or Communications Policy when recording information about adults at risk.
- To be able to recognise and report incidences of harm.
- To report concerns of harm or poor practice that may lead to harm.
- To remain up to date with training.
- To follow the policy and procedures.
- To know how and when to use the Whistleblowing procedures.

Our Designated Safeguarding Lead and Senior Leaders are responsible for:

- Making sure that staff are fully aware of the safeguarding policy.
- Ensuring everyone understands the importance of the policy.
- Keeping the policy up to date and relevant to our organisation.
- Giving staff permission to attend training and access guidance to help them identify abuse and the risk of abuse, and to respond to it in the ways set out in this policy.
- Making sure staff know about, and follow, reporting systems.
- Planning performance objectives which support the safeguarding policy for staff working in safeguarding roles.

The Charity Board are responsible for:

- Ensuring there is a safe and trusted environment.
- An organisational culture that prioritises safeguarding.
- Knowing how incidents and allegations will be handled should they arise.
- Ensuring that safeguarding has an appropriate place on board agendas.
- Ensuring safer recruitment/staff training/appraisal/exit interviews are conducted where appropriate.
- Ensuring the recording of incidents, alerts, grievances, and complaints.

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- Undertaking reviews or audits of safeguarding policies and procedures.

**Managers are responsible for making sure staff in their teams understand this policy and have the knowledge, skills and confidence to follow it.**

Registered Manager's Responsibilities:

- To establish the facts about the circumstances giving rise for concern.
- Follow Oxfordshire County Council policy guidelines where applicable.
- If a person we support is at immediate risk of harm, to ensure the police are contacted.
- To ensure the CQC are informed in line with regulation.
- In all cases of alleged harm, there will be early consultation between Style Acre Oxfordshire County Council and the Police to determine whether or not a joint investigation is required. We understand that it may also be necessary to advise the relevant Power of Attorney, if there is one appointed.
- In dealing with incidents of potential harm, people have rights which must be respected and which may need to be balanced against each other.
- The wishes of the person harmed will be taken into account whenever possible.
- Advise and support staff.
- Ensure staff are trained to enhance knowledge.
- Actively promote the "Whistleblowing" policies.

The Support Worker's Responsibilities:

- To be able to recognise and report incidences of harm.
- To report concerns of harm or poor practice that may lead to harm.
- To remain up to date with training.
- To follow the policy and procedures.
- To know how and when to use the Whistleblowing procedures.
- To understand the Mental Capacity Act and how to apply it in practice.

## General Principles

We have robust recruiting and safer staffing policies in place to make sure that our staff are fit to work with adults at risk and are compliant with national, safe

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recruitment and employment practices, including the requirements of the Disclosure and Barring Service.

A named safeguarding lead will be in place who is responsible for embedding safeguarding practices and improving practice in line with national and local developments. At Style Acre, this person is Lisa-Marie Betteridge.

Any staff member who knows or believes that harm is occurring will report it to their line manager as quickly as possible, or if they feel they cannot follow the regular reporting procedure, they must use the Whistleblowing process.

Style Acre will work collaboratively with other agencies, including liaison in relation to the investigation of allegations and will ensure its procedures dovetail with the Oxfordshire County Council multi-agency procedures.

Style Acre will use incident reporting, root cause analysis, lessons learned and auditing to determine themes to improve care practice.

We will have a learning and development strategy which specifically addresses adult safeguarding. We will provide training on the identification and reporting of harm, as well as training on the required standards in relation to procedures and processes, should something need to be reported.

Style Acre recognises its responsibilities in relation to confidentiality and will share information appropriately.

We will have zero tolerance to harm.

We will work in partnership with other agencies to ensure that concerns or allegations of abuse are appropriately referred for investigation to the most appropriate agency.

We will ensure that any action that is taken is assessed, proportionate and reflective of the risk presented to the people who use the services.

We will report any incidents in line with our regulatory requirements. Style Acre will adhere to the Code of Conduct for Support Workers.

There is a clear, well-publicised Whistleblowing Policy and Procedure in place that staff know how to use.

## **Prevention - Providing information to assist people we support**

Style Acre will assist people we support by providing accessible, easy to understand information on what abuse is and what signs to look out for. This

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will include people we supports' rights and how to get help and assistance if they need it through the Care Plan process. We will comply with the Accessible Information Standards.

All people we support will receive a copy of the This is what we want (What We Can Expect second edition) Guide, have access to the Complaints, Suggestions and Compliments Policy and Procedure and be given information on how to escalate any concerns to the Commissioner, CQC, advocacy or Local Government and Social Care Ombudsman should they not be satisfied with the approach taken by Style Acre.

## **Prevention - Raising awareness**

Staff will need to be trained and understand the different patterns and behaviours of abuse as detailed in the Care Act Chapter 14 and Style Acre will ensure that it is able to respond appropriately.

Style Acre will ensure that all staff are trained on the Whistleblowing Policy and Procedure.

During induction training, all employees will complete the "Understanding Abuse" workbook, as part of the Care Certificate.

## **Prevention - Incidents involving another person with care & support needs**

Style Acre recognises that on occasion there will be incidents involving people we support who live together. Style Acre will work hard to match people living together in a person-centred way to set people up to succeed. We work with our staff to ensure that they understand warning signs that may demonstrate people we support are not getting on and any risk that this may create.

Style Acre has a duty of care to everyone we support regardless of the situation. Style Acre will work with the people we support and where appropriate their families to address any compatibility issues proactively.

Style Acre will work with Oxfordshire County Council and use their threshold of need matrix to decide on whether or not a situation or incident is reportable. We will discuss this with the people we support and their families as appropriate.

Style Acre recognised that incompatibility issues are particular to the work we do and can be difficult and emotive for all involved. We will seek to draw in third parties to support any process that is needed.

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## Appendix List

- Appendix 1: Safeguarding adults statement – for display in all services
- Appendix 2: Safeguarding – procedure for responding to concerns
- Appendix 3: Types of Abuse
- Appendix 4: Style Acre Safeguarding Reporting Protocol

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## **Style Acre Safeguarding Statement**

Safeguarding is described as 'protecting an adult's right to live in safety, free from abuse and neglect.' Adult Safeguarding is about preventing and responding to concerns of abuse, harm or neglect of adults. Individuals who are vulnerable may be unable to take care of themselves or protect themselves against significant harm or exploitation. This means that they may be at risk of abuse or neglect due to the actions (or lack of action) of another person. In these cases, it is vital that Style Acre works together to identify people at risk and puts steps in place to help prevent abuse or neglect.

Safeguarding Adults is a priority for Style Acre. The activities carried out by Style Acre mean that there are a range of staff and people working on our behalf who may come into contact with people, who are at risk of harm.

### **What action must you take if you have concerns?**

Style Acre follows Oxfordshire County Council safeguarding procedures and its own policy and procedure details the responsibilities and action required by all staff. If you have any concerns that someone is at risk of harm or abuse, is being harmed or abused, you **must** take action:

- Ensure your own safety – leave the situation if you are at risk of harm.
- Where there is clear evidence of harm or an imminent danger, call the emergency services immediately.
- Treat all allegations of abuse seriously.
- Report concerns to your line manager as soon as possible.

### **Who do you report your concerns to?**

In the first instance please report any concerns to your line manager alternatively in Style Acre the person responsible for safeguarding is: **Lisa-Marie Betteridge**

They can be contacted on **Tel: 07824 885309** or **Email: [lbetteridge@styleacre.org.uk](mailto:lbetteridge@styleacre.org.uk)**

### **Escalating Concerns**

We report our concerns to **Oxfordshire County Council**

Web address: <https://service.oxfordshire.gov.uk/raisingconcernprofessional>

Telephone number: 01865 328232

### **Raising a Concern to CQC**

You can also contact CQC if you feel that you cannot use the Whistleblowing Policy and Procedure at Style Acre. CQC can be contacted by using the following methods:

**Phone:** 03000 616161

**Email:** [Enquiries@cqc.org.uk](mailto:Enquiries@cqc.org.uk)

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## APPENDIX 2: PROCEDURES TO FOLLOW

### *Good Practice in Responding to Concerns*

If somebody discloses to you that they are, or have been, suffering from abuse or neglect, you must respond in the following way:

- Try to find somewhere quiet to talk, but remember that a safe place will be different for each individual.
- Remain calm at all times.
- Listen carefully and don't show signs that you might be upset or shocked by what you are hearing.
- Explain to the adult that you can't keep things secret and you have responsibilities to tell your Designated Safeguarding Lead or manager.
- Explain that you will keep them informed, as much as possible, in what happens next.
- Record the information.
- Keep the information in a safe and secure place.
- Report the matter to your Designated Safeguarding Lead or manager and to the Local Authority or Police if appropriate.

### *Good Practice in Recording Concerns*

As soon as possible on the same day you must make a written record of what you have seen, been told or have concerns about. Try to make sure anyone else who saw or heard anything relating to the concern also makes a written report.

The written report will need to include:

- The date and time when the disclosure was made, or when you were told about / witnessed the incident(s)
- Who was involved, any other witnesses, including people we support, and other staff
- The relationship between the alleged perpetrator and alleged victim
- Exactly what happened or what you were told, in the person's own words, keeping it factual and not interpreting what you saw or were told. Always record the exact words by the person disclosing and do not be tempted to put the disclosure into your own words
- The views and wishes of the adult
- Any issues with capacity
- The appearance and behaviour of the adult and/or the person

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- making the disclosure
- Any injuries observed
- Any actions or decisions taken at this point; and
- Any other relevant information, such as previous incidents that have caused you concern

Remember to:

- Include as much detail as possible
- Make sure the written report is legible, written or printed in black ink, and is of a quality that can be photocopied
- Ensure you have printed your name on the report and that it is signed and dated
- Keep the report factual as far as possible. However, if it contains your opinion or an assessment, it should be clearly stated as such and be backed up by factual evidence
- Information from another person should be clearly attributed to them
- Keep the report(s) confidential, storing them in a safe and secure place

If you need to amend your report, do not delete anything but make sure that the changes are clear. Explain in a separate document why you needed to make amendments or additions.

## Preserving Evidence

In cases where there may be physical evidence of crimes, for example physical or sexual assault, you must contact the Police immediately. Ask their advice about what to do to preserve evidence.

As a guide:

- Where possible, leave things as and where they are. If anything has to be handled, keep this to an absolute minimum
- Do not clean up. Do not touch anything you do not have to. Do not throw anything away which could be evidence
- Do not wash anything or in any way remove fibres, blood etc.
- Preserve the clothing and footwear of the victim
- Preserve anything used to comfort or warm the victim, like a blanket
- Note in writing the state of the clothing of both the victim and person alleged to have caused the harm. Note injuries in writing. As soon as possible, make full written notes on the conditions and attitudes of the people involved in the incident

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- Take steps to secure the room or area where the incident took place. Do not allow anyone to enter until the Police arrive

In addition, in cases of sexual assault:

- Preserve bedding and clothing where appropriate, do not wash them
- Try not to have any personal or physical contact with either the victim or the person alleged to have caused the harm. Offer reassurance and comfort as needed, but be aware that anyone touching the victim or source of risk can contaminate evidence

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### Appendix 3: What are the Types of Abuse?

**The Care Act 2014** defines the different types of abuse. It is not intended to be an exhaustive list but a guide to the sort of behavior which could trigger a safeguarding concern:

Type of Abuse	Types of Behaviors
<b>Physical abuse</b>	Assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions
<b>Sexual abuse</b>	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
<b>Financial or material abuse</b>	Theft; fraud or exploitation; pressure regarding wills, property, or inheritance; misuse of property, possessions or benefits
<b>Modern Slavery</b>	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
<b>Domestic Violence and Abuse</b>	Psychological, physical, sexual, financial, emotional abuse, 'honour' based violence
<b>Neglect</b>	Ignoring medical or physical care needs; preventing access to health, social care, or educational services; withholding the necessities of life, such as food, drink, or heating
<b>Discriminatory abuse</b>	Including forms of harassment, slurs or similar treatment: because of race, gender and gender identity, age, disability, sexual orientation or religion

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<b>Organisational abuse</b>	Including 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 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
<b>Self- Neglect</b>	This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding
<b>Psychological abuse</b>	Including 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

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## **Style Acre Safeguarding reporting protocol**

If you are unsure if an incident or situation is a reportable safeguarding please refer to the Thresholds Matrix.

[OSAB-Safeguarding-Adults-Consideration-SAC-Framework-V3](#)



**Raise a safeguarding for any criteria that meets Medium (Orange) or High (Red) Risks.**

<https://service.oxfordshire.gov.uk/raisingconcernprofessional>

Alert local authority immediately if possible and within 24 hours at most. Care manager/duty and safeguarding team as required.

Please refer to the [how to make a good safeguarding referral](#)

You must also notify via Egress [Will.Dyche@Oxfordshire.gov.uk](mailto:Will.Dyche@Oxfordshire.gov.uk) if Will Dyche (our quality improvement officer) is on leave please contact [qualityimprovementteam@oxfordshire.gov.uk](mailto:qualityimprovementteam@oxfordshire.gov.uk)

Include in the email

- The incident that has occurred (*include names / service and a factual description of what has happened.*)
- What measures you have taken following the incident or situation (*actions you have taken to ensure people are safe and preventative measures, inform them you have raised a safeguarding notification, actions to complete as part of investigation*)



If you have checked the matrix and do not need to raise as a safeguarding, please email using Egress.

[SafeguardingAdults@Oxfordshire.gov.uk](mailto:SafeguardingAdults@Oxfordshire.gov.uk) & [Will.Dyche@Oxfordshire.gov.uk](mailto:Will.Dyche@Oxfordshire.gov.uk) / if Will is on leave [qualityimprovementteam@oxfordshire.gov.uk](mailto:qualityimprovementteam@oxfordshire.gov.uk)

Include in the email

- The incident that has occurred (*include names / service and a factual description of what has happened.*)
- How you have come to the decision that a safeguarding is not necessary (*Having checked the matrix, include what is stated and how this is not reportable*)
- What measures you have taken following the incident or situation (*actions you have taken to ensure people are safe and preventative measures, actions to complete as part of investigation*)



Unless the person concerned clearly indicates that they do not want their family to know, inform their closest family member (with their consent) as soon as possible and discuss their desired outcome and involvement.



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Complete accident/incident form on Nourish and follow workflow

**Operations Managers - update Style Acre Safeguarding log** S:\OPERATIONS\Operations SMT\Safeguarding



If the person concerned is supported with personal care, and

- There has been an allegation of abuse
- The incident has been reported to the police
- The person has suffered a serious injury

notify CQC using the appropriate notification form '**without delay**' via the provider portal.



Ensure that Lisa-Marie Betteridge (registered manager) is aware of the notification and concern raised within 48 hours. In the event that she is unavailable please contact Chris Ingram (nominated individual).



Operations Managers complete the safeguarding investigation record, save in the file for the case and notify Lisa-Marie Betteridge of its completion



Consider if the incident also requires reporting by other means?

E.g does it fall under our serious incident policy or is reportable to RIDDOR or the Health and Safety Executive.



As soon as we have an outcome, e.g. a team member who is alleged to have abused a person we support has had their hearing or the local authority closes the referral update the safeguarding log



Consider if the incident falls under our duty of candour and discuss how we best discharge this responsibility in the individual circumstances.



If we have no outcome after two months, please chase the relevant LA and update the log to confirm. Please chase two weekly after that and record on the safeguarding log.

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