

PRE-PRO-002 - Safeguarding Procedure

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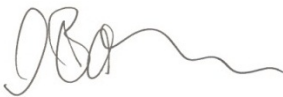


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Contents

1	Introduction	4
2	References	4
3	Background	5
3.1	Child abuse	5
3.2	Adult Abuse.....	5
4	What is Safeguarding?	6
4.1	Abuse and/or Neglect.....	6
4.2	Intention	6
4.3	Who and Where?	6
4.4	Domestic Violence	7
5	What is a Vulnerable Person?	7
5.1	Definition.....	7
5.2	Examples	7
6	Safeguarding Procedures	7
6.1	Noticing abuse or neglect.....	7
6.2	Duty to act.....	8
6.3	Responding to people who are being abused.....	8
6.4	Responding to reports of abuse	8
6.5	Raising a “Safeguarding Cause for Concern”	9
6.6	Reporting to the Local Authority	9
6.7	Confidentiality	9
6.8	Staff Safety	10
7	Preventing Abuse	10
8	Vulnerable Persons	10
9	Organisational Responsibilities	11
10	Responsibilities of key roles	11
10.1	First Call Area Managers Responsibilities	11
10.2	District Prevention Manager Responsibilities.....	12
10.3	Partnerships, Policy and Volunteering Supervisor	13
10.4	Human Resources Manager Responsibilities (Employment Services).....	13
10.5	Area Manager Training and Development Responsibilities	13
10.6	Control Personnel Responsibilities	13
11	Appendices	14
11.1	Appendix 1 - Policy Statement	14
11.2	Appendix 2 - Safeguarding Flowchart.....	16
11.3	Appendix 3 - WYFRS Safeguarding roles.....	17
11.4	Appendix 4 - Referral contact details.....	18
11.5	Appendix 5 - Guidance for completing a Cause for Concern Form.....	19

11.6	Appendix 6 - Training Programme.....	21
11.7	Appendix 7 - Safeguarding Children & Vulnerable Adults - Training and Good Practice Guidance.....	22
11.8	Appendix 8 - DPM / First Call Area Manager Flowchart.....	27
11.9	Appendix 9 – Recognising Signs of Abuse and Neglect	28

1 Introduction

This document has been commissioned to outline the procedures to follow when dealing with Safeguarding cases. Included is:

- How to identify Safeguarding cases
- How to respond to reports of abuse and neglect
- Who to seek further advice from
- How to submit a “Safeguarding Cause for Concern” and record all action taken
- How to respond to “Safeguarding Cause for Concern” alerts
- Who is responsible for each element of the Safeguarding process

The purpose of this document is to ensure all WYFRS staff are following the same procedures and understand their legal obligations when identifying, reporting, and responding to reports of abuse and neglect of children and vulnerable adults.

2 References

For the purposes of this document, the following references are used:

DBS	-	Disclosure Barring Service
DfES	-	Department for Education and Skills
DPM	-	District Prevention Manager
FCAM	-	First Call Area Manager
FPTM	-	Fire Prevention Team Manager
HFSC	-	Home Fire Safety Check
LSCB	-	Local Safeguarding Children’s Board
SAB	-	Safeguarding Adults Board
WYFRS	-	West Yorkshire Fire & Rescue Service

3 Background

Safeguarding work is aimed at protecting children and “vulnerable adults” from abuse and neglect. It includes work to prevent abuse and neglect as well as the response to situations where individuals have been, or are being mistreated.

3.1 Child abuse

The first UK law to protect children from abuse dates from 1889. However, the reports of the inquiries into child deaths, such as Maria Caldwell published in 1984 and Victoria Climbié published in 2003, have emphasised the need for all agencies to act to protect children and to work together to ensure that this happens effectively. Government figures show that around 3% of children are reported as being abused or neglected (DfES, 2004).

The government has made it explicit that the Safeguarding and wellbeing of the nation’s children is everybody’s business. There is legislation making it a duty of statutory agencies to co-operate to safeguard children (Working Together 2006, Children Act 2004).

3.2 Adult Abuse

There has been an increasing awareness of adult abuse including some high profile cases, for example;

- The abuse of people with a learning disability living in NHS run accommodation.
- Abuse, false imprisonment and slavery of Craig Kinsella in Sheffield 2014
- The harassment, bullying and murder of Stephen Hoskins.

The first national research as to the prevalence of elder abuse found that more than 4% of older people are abused in their own homes by people such as relatives, friends and neighbours.

These cases emphasise the importance of all agencies being vigilant in reporting signs of abuse or neglect to vulnerable adults they are in contact with and in working together with other agencies to make and implement multi-agency Safeguarding plans that stop abuse and neglect of individuals at risk. “No secrets” (Department of Health and Home Office 2000) provided the first national guidance on working together to safeguard “vulnerable adults” and a recent government led review has resulted in more detailed guidance being issued, with changes in legislation to strengthen the responsibilities of organisations to safeguard vulnerable adults.

Safeguarding children and adults is multi-agency work. To prevent or stop abuse, agencies such as the police, social and health services need to work together. The Fire and Rescue Service can have an important role to play in preventing and reporting concerns of abuse.

Local Authorities have a statutory duty to promote inter-agency co-operation to safeguard children and adults. This includes a duty to set up Local Safeguarding children’s boards and for other agencies to co-operate in this work. The Local Authority Director for adult services has a duty to lead multi-agency Safeguarding adults work.

In every district of West Yorkshire, Safeguarding work is led at a strategic level by two multi-agency boards – a Local Safeguarding Children’s Board (LSCB) and a Safeguarding Adults Board (SAB).

West Yorkshire Fire and Rescue service will be represented at the appropriate level within the Boards’ structure, in relation to Safeguarding issues, in order to fulfil its level of responsibility.

4 What is Safeguarding?

4.1 Abuse and/or Neglect

Abuse includes:

- Physical abuse
- Sexual abuse
- Emotional or psychological abuse
- Neglect and acts of omission

Children and dependent adults who live in households where domestic violence is taking place may be at risk of emotional abuse even if they are not directly injured by any violence.

For adults the definition also explicitly includes:

- Financial or material abuse
- Discriminatory abuse (including racist, sexist, based on a person's disability and other forms of harassment)

For more information, see [Appendix 9 – Recognising Signs of Abuse and Neglect](#).

4.2 Intention

Abuse may be caused deliberately or unintentionally.

“Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm”

Working Together to Safeguard Children (HM Government 2006)

“Abuse is a violation of an individual's human and civil rights by any other person or persons”

“Abuse may be carried out deliberately or unknowingly”

No secrets (Department of Health and Home Office 2000)

4.3 Who and Where?

Abuse and neglect may take place in any setting and can be caused by anyone in any role or relationship to the victim.

“Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children.”

Working Together to Safeguard Children (HM Government 2006)

“People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.”

No secrets (Department of Health and Home Office 2000)

4.4 Domestic Violence

Domestic violence is any threatening behaviour, violence or abuse between adults who are or have been in a relationship, or between family members. It can affect anybody, regardless of their gender or sexuality.

Domestic violence can be psychological, physical, sexual or emotional. It can include honour based violence, female genital mutilation, and forced marriage.

[\(See Appendix 7 - Safeguarding Children & Vulnerable Adults - Training and Good Practice Guidance\)](#)

5 What is a Vulnerable Person?

Vulnerable Person cases are sometimes confused with Safeguarding. If a person's situation cannot be quantified by a HFSC form, and does not fall under the Safeguarding definition, it is likely they could be classed as a Vulnerable Person.

5.1 Definition

The definition of a Vulnerable Person is:

'A person aged 18 or over who is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him or herself, or unable to protect him or herself, against significant harm or exploitation.' (Department of Health, 2000. *No Secrets*)

5.2 Examples

Examples of Vulnerable Person cases;

'An elderly lady lives in a relatively clean and tidy house, but it is very cold and she is just coping with one gas heater to keep warm on an evening.'

'You visit a gentleman, who lives in an untidy property, with old newspapers and empty plastic milk cartons stored around the property. There is also evidence of smoking in bed and alcoholism.'

6 Safeguarding Procedures

West Yorkshire Fire and Rescue Service believes that everyone has the right to live their life free from abuse and neglect - regardless of race, gender, disability, age, sexual orientation, religion and belief, gender reassignment, marriage and civil partnership status, and pregnancy and maternity. The service acknowledges that Safeguarding children and vulnerable adults is "everybody's business" and is committed to playing an active role in Safeguarding work. For more information, please see [Appendix 1 – Policy Statement](#).

6.1 Noticing abuse or neglect

Fire service personnel may come across children and adults who may be at risk of abuse, or who are being abused or neglected, in the course of their duties. For example; children or dependent adults alone at the scene of a fire, during home fire safety checks or fire safety visits, when working with young fire-

fighters or when giving talks to school and youth groups or to members of the public. Concerns may also be raised by the circumstances of a fire or a pattern of fire setting.

You may not see the abuse but your concern may be raised by what you see. Don't ignore your concerns – you don't have to be certain that abuse is taking place.

The reason for your concern may be obvious or it may be more subtle. Try to decipher why you are worried, based on:

- What you have seen?
- What you have heard from others?
- What has been said to you directly?

Try to be as clear as you can about why you are worried but do not be afraid to listen to your instinct that something just does not seem to be right.

6.2 Duty to act

WYFRS staff should **not** investigate any incident of abuse unless they have been designated a specific role in the multi-agency Safeguarding strategy/plan. However you should **always** act on any concerns about:

- Actual or potential harm to a child
- Actual or potential harm to a vulnerable adult
- Any concerns that any adult/child is at risk of serious injury or threat to their life

These procedures should be followed by **contacting and [making a report](#)** to the relevant District Prevention Manager/First Call Area Manager (DPM/FCAM) **before leaving work** from the shift on which the concerns arise. (Contact details can be found in [Appendix 3 - WYFRS Safeguarding roles](#))

6.3 Responding to people who are being abused

Where personnel are a witness to abuse or become aware that abuse has just taken place or that children or vulnerable adults are at immediate risk e.g. unattended at a house fire, the priorities will be to:

- Maintain the immediate safety of themselves, other staff or volunteers and members of the public
- Ensure that emergency health services are called if needed
- Call the Police
- Preserve evidence
- Seek advice from the relevant DPM or FCAM
- Complete a Cause for Concern form via InfoPath on FireSpace

6.4 Responding to reports of abuse

Anyone communicating to a member of fire service personnel that they, or someone else, has experienced or are experiencing abuse, must be taken seriously and the information must be acted on in line with these procedures.

6.5 Raising a “Safeguarding Cause for Concern”

All personnel must report any concern that a child or adult is being abused or neglected to the relevant DPM or, out of hours, to the FCAM through means of a telephone call. Once this initial telephone contact with the relevant DPM or FCAM has been made, a Safeguarding cause for concern form should be completed and submitted via the InfoPath technology on FireSpace. This will then generate an e-mail that will notify all of the DPMs of the referral. For confirmation that this e-mail has been sent, the referrer will also be Cc'd into this e-mail. FCAMs will not receive this e-mail but will have access to Safeguarding Cause for Concern forms in the Safeguarding section of the Prevention team site on FireSpace. (See [Appendix 5 - Guidance for completing a Cause for Concern Form](#))

The Safeguarding Cause for Concern form will be an important tool for reporting all action taken as well as helping DPMs to create a referral to the relevant authorities.

If the Safeguarding issue has arisen from a HFSC, this needs to be recorded on the Prevention Database as soon as possible. To record this, open the contact information and add “Safeguarding cause for concern submitted” to the Considerations for WYFRS Personnel box. This will avoid more visits to the property whilst a Safeguarding case is open.

See [Appendix 2 - Safeguarding Flowchart](#) for information detailing this process.

6.6 Reporting to the Local Authority

The relevant DPM/FCAM will make a Safeguarding Children or Adults Referral to the relevant local authority where WYFRS have a reasonable concern that any of these circumstances apply:

- A child is at risk of abuse or neglect
- An adult is at risk of their life or of serious harm due to abuse or neglect
- There is a risk to other vulnerable people from the same perpetrator
- The abuse is being carried out by a person working or volunteering for an organisation that works with children or vulnerable adults
- There is neglect by the person or organisation responsible for the care of children or vulnerable adults
- Where an adult at risk of abuse has asked the Fire Service to help them start the Safeguarding adults procedure

The relevant DPM/FCAM may liaise with other relevant management or agencies to ensure an appropriate decision is made with regard to the course of action in each reported case.

6.7 Confidentiality

All members of staff and volunteers should be aware of the utmost need for confidentiality in relation to someone who is experiencing abuse. The risk of abuse becoming more intense is often greatest at the time the victim or others start to challenge that abuse. Do not discuss your concerns with anyone who does not have a “need to know”.

All members of the organisation should be aware of standards for safety and confidentiality for all service users, for example:

- Asking for identification before the door is opened and offering to show identification even when not asked
- Not giving information about people to anyone (including their relatives/ spouses) without that person's permission

6.8 Staff Safety

Care should be taken to protect everyone's safety including that of staff. Risk assessments will make reference to potential Safeguarding issues.

In order to avoid putting staff at risk, we **do not** revisit a property after a Safeguarding cause for concern has been raised.

When dealing with a Safeguarding case, the WYFRS employee who raised the Safeguarding cause for concern must record this on the Prevention Database before the end of their shift by putting "Cause for Concern Cause for Concern Submitted" in the Considerations for WYFRS Personnel box.

WYFRS staff should always check the Prevention Database before visiting a property.

7 Preventing Abuse

Violent, abusive and discriminatory behaviour will not be tolerated in any part of the service between members of staff, towards the public, from the public to staff or between members of the public in contact with WYFRS.

WYFRS will ensure it has conducted a standard Disclosure Barring Service (DBS) check for all relevant staff, and an Enhanced DBS for those in designated roles working closely with children and vulnerable adults prior to starting in post.

As is normal practice, references will be sought prior to confirmation of employment.

All staff will adhere to the current policies relating to dignity and respect when carrying out their duties.

Staff will not initiate renewed contact or unduly sustain contact with members of the public that they encounter through their work except in carrying out their duties.

Service users, staff, volunteers and authority members should have access to information about this procedure, the organisation's Complaints Policy and the Whistle Blowing Policy. Any concerns relating to work colleagues should first be raised with the relevant line manager where appropriate.

8 Vulnerable Persons

Sometimes, personnel may encounter situations where the lines between Safeguarding and vulnerable persons may be blurred. (For a definition see [What is a Vulnerable Person?](#)). It is **not** the responsibility of an employee to differentiate and make that judgement.

Should any WYFRS personnel discover a case in which a vulnerable person does not fall into the Safeguarding bracket (or is unsure) but feels that the person in question may be in **immediate danger**, the relevant DPM or FCAM should be contacted for further advice. Should further action need to be taken, it may be appropriate for the DPM or FCAM to make contact with the Duty Force Inspector or Duty Social Worker of West Yorkshire Police, who will have the jurisdiction to pursue the matter further.

DPMs and FCAM have been given extensive training on Safeguarding and vulnerable people, and can contact the Safeguarding and Vulnerable Persons Board should they need guidance.

--- IF IN DOUBT, REPORT IT ---

9 Organisational Responsibilities

The Authority will have appropriate arrangements in place to prevent abuse of children and adults and enable all staff to respond appropriately to safeguard the safety and wellbeing of anyone experiencing abuse.

WYFRS will offer support to the local authority's multi-agency Safeguarding children's and adults procedures and the Safeguarding board structure, through active attendance, information sharing and liaison.

Community Safety Committee will receive Safeguarding monitoring activity reports on an annual basis from the Policy Team within the Fire Prevention Team. This will include the number of Safeguarding concerns raised by WYFRS, action taken by WYFRS and the outcome of the cases.

WYFRS will provide relevant training courses to appropriate staff to enable them to recognise abuse and to operate these procedures. This includes regular updates and refresher training in line with maintenance of competence.

DPMs will ensure they maintain the files associated with Safeguarding cases to a good standard and ensure updated information is added at regular intervals while a case remains open. DPMs will also ensure that they update the status of a case to ensure that a closed case is clearly stated as such, and all notes reflect the outcome of any external agency feedback.

10 Responsibilities of key roles

10.1 First Call Area Managers Responsibilities

To act instead of the DPM in respect of their role as the designated lead for Safeguarding children and adults.

Specifically to receive out of hours reports of children or adults who may be at risk of abuse. To assess the information being given by personnel and to ensure that:

- Any action needed to protect the immediate safety of any person at risk of abuse is taken – e.g. Contact the police or emergency health services
- The Police are informed of any death or serious harm to a child or vulnerable adult
- If there is an urgent and immediate risk to a child or to a vulnerable adult, a referral is made to the local authority in which the child or vulnerable adult resides using the emergency duty team/out of hours service.
- A report is made of any information about a child or adult at risk to the DPM as soon as possible
- WYFRS personnel follow the content of this procedure and report their concerns appropriately via a Safeguarding Cause for Concern Form before leaving work
- Provide information, advice and support to WYFRS staff who are concerned about the possible abuse or neglect of a child or adult

10.2 District Prevention Manager Responsibilities

Note - These responsibilities will be assumed by an alternative DPM if the relevant DPM is not available at the time that a decision is needed.

- To be the designated Person for Safeguarding Children and Vulnerable Adults within WYFRS and take the lead responsibility for ensuring that the policy and procedures are effectively implemented with the support of the Policy Team
- Responding to concerns of abuse
- Provide information, advice and support to WYFRS staff who are concerned about the possible abuse or neglect of a child or adult
- Receive reports of such concerns and assess them to ensure that WYFRS has fulfilled its commitments including to others who might be at risk
- Ensure the WYFRS Prevention Database is checked for any additional relevant information i.e. Involvement with Fire Setters, Prevention Team, or Young Fire Fighters
- Ensure that details from any Safeguarding cause for concern forms are entered on to the WYFRS Firespace database and Prevention Database accordingly
- Ensure that any death or serious harm to a child or adult is reported to the police
- Ensure that where a member of staff, a volunteer, a manager or authority member is alleged to have been behaving abusively to children or vulnerable adults, a Safeguarding referral is made to the relevant local authority and facilitate liaison within the multi-agency Safeguarding process to ensure that the organisation's Disciplinary Procedures are co-ordinated with any other enquiries
- Ensure that any referral made to another agency has been received and obtain/record the outcome of that referral within a reasonable time
- Ensure feedback is provided on the final outcome to the original referrer
- Ensure all documents are kept up-to-date to allow the Policy Team to accurately report on Safeguarding work by WYFRS to the Management Board
- Ensure that information held about individuals at risk and those who may pose a risk is kept securely and confidentially with access only to those with a "need to know" and that it is kept for 6 years
- Ensure that effective liaison takes place with partner agencies in relation to Safeguarding children and adults
- Provide advice and guidance about creating and maintaining a safe environment for any activities involving WYFRS children, young people and vulnerable adults

See [Appendix 8 – DPM/First Call Area Manager Flowchart](#) for a flowchart of these processes.

10.3 Partnerships, Policy and Volunteering Supervisor

- Review the policy and procedures on an annual basis to ensure that they continue to reflect best practice and accurately reflect the current legal and policy framework
- Monitor Safeguarding concerns raised by WYFRS, including effective record keeping and statistical monitoring, and reporting any relevant issues to senior managers and to the appropriate Safeguarding Board
- Provide an annual report on Safeguarding work by WYFRS to the Management Board as requested by the Fire Safety Area Manager
- Provide advice and guidance about relevant training for WYFRS personnel

10.4 Human Resources Manager Responsibilities (Employment Services)

- To maintain an up to date register of those posts within the service that should be subject to a standard or enhanced DBS check
- To ensure that relevant staff have an up-to-date DBS check
- To provide guidance to recruiting Managers on the outcome of DBS checks
- To provide liaison, support and advice to the member of staff and Managers when an allegation is made about a member of staff via the discipline and grievance procedure

10.5 Area Manager Training and Development Responsibilities

- To ensure that training relevant to their role is provided to all staff in relation to Safeguarding children and adults, in liaison with the DPM and Policy Team. ([See Appendix 6 – Training Programme](#))

10.6 Control Personnel Responsibilities

- To ensure that any calls or contact made regarding Safeguarding concerns are passed directly to the DPM or FCAM
- To assist FCAMs who are out of the office by providing guidance from this procedure over the telephone

11 Appendices

11.1 Appendix 1 - Policy Statement

WYFRS will:

- Actively promote its commitment to preventing abuse and Safeguarding children and vulnerable adults
- Report concerns of abuse
- Be proactive in its work with other agencies to stop abuse occurring

WYFRS recognises:

- That staff are often in a position to identify vulnerable children and adults and will ensure concerns of abuse or neglect arising in the course of its duties are reported to the appropriate authority
- That its staff hold a position of trust with the public and will manage its services in a way which promotes safety and prevents abuse
- The welfare and safety of any child must be paramount at all times

WYFRS will:

- Ensure that all board members, staff and volunteers are aware that the policy and procedures are in place, and are aware of their responsibility to report any concerns of abuse to the relevant District Prevention Manager/First Call Area Manager
- Ensure that all personnel receive relevant training to enable them to fulfil their responsibilities under this policy and procedure
- Support anyone who, in good faith, reports his or her concerns that a person is being abused or neglected or is at risk of abuse, neglect or harm, even if those concerns prove to be unfounded
- Work with other agencies within the framework of the relevant Local Authority's Multi-Agency Safeguarding Children and Safeguarding Adults/Adult Protection procedures
- Inform the public that, where a person is in danger, a child is at risk or a serious crime has been committed, a decision may be taken to pass information to another agency without the person's consent
- Always pass information to the relevant local authority if there are concerns that a child or vulnerable adult may be at risk of harm from abuse or neglect
- Always inform the police where any person is at risk of serious injury or death due to violence, abuse or neglect

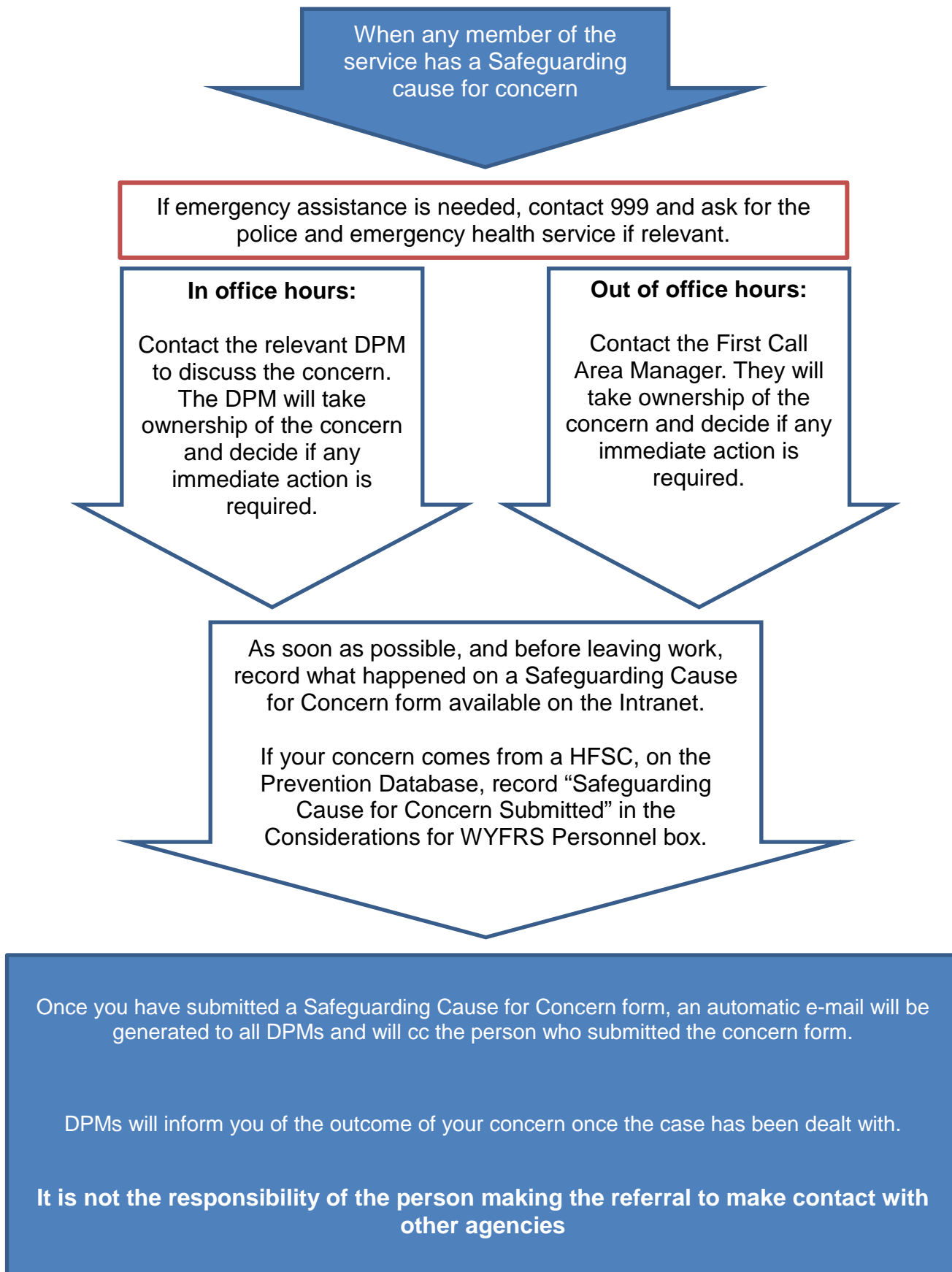
- Act within its Information Sharing Policy (Where it is possible, without jeopardising the safety of staff or the person who may be at risk, permission will be gained from adults before sharing information about them with another agency)
- Ensure that those staff who are in designated roles working with members of the public are suitable to carry out that work through appropriate pre-employment checks and on-going supervision and training
- Review this policy and procedure on an annual basis.

WYFRS will promote an organisational culture in which everyone is treated with respect; that bullying or discrimination are appropriately challenged and in which everyone feels comfortable enough to point out inappropriate attitudes and behaviour.

The designated persons in WYFRS for Safeguarding children and vulnerable adults are the District Prevention Managers or First Call Area Manager. They are responsible for leading the Safeguarding process and making appropriate reports.

The Policy Team can also provide support and advice on the implementation of this Safeguarding Procedure.

11.2 Appendix 2 - Safeguarding Flowchart



11.3 Appendix 3 - WYFRS Safeguarding roles

Lead Manager – contact for advice and information:

District Prevention Managers (DPMs):

Bradford

Office Hours only: Tom Rhodes
Mobile: 07717202250

Calderdale

Office Hours only: ADC Robin Ward
Mobile: 07810 101563

Kirklees

Office Hours only: Mohammed Ali
Mobile: 07786 431409

Leeds

Office Hours only: Lisa Toner
Mobile: 07747 602839

Wakefield

Office Hours only: Jayne Dando
Mobile: 07826 942935

Policy Team

Office Hours only: Jo-Elle Byrne
Telephone: 0113 3875726
Mobile: 07920 429270

Office Hours only: Daniel Mahon
Telephone: 0113 3875727
Mobile: 07899 917942

First Call Area Manager Contact Control

Note: In the unlikely event that none of the people you should report to are available (including any DPM, Area Managers and the Policy Team) and you believe a child or a vulnerable adult is at serious risk, then it may be necessary to make a report directly to the relevant Local Authority – [\(See Appendix 4\)](#) – then record your actions on a Safeguarding Cause for Concern form.

11.4 Appendix 4 - Referral contact details

If you have witnessed a crime of abuse – e.g. physical assault of a child or a vulnerable adult, or they are at immediate risk from others -

Contact: West Yorkshire Police – 999

BEFORE contacting the Local Authority

All other referrals should be made to the Local Authority covering the area where the abuse is taking place. State clearly that you are making a referral about the abuse or neglect of a child or a vulnerable adult.

Referrals

Local Authority	Contact Details	
	Safeguarding Children	Safeguarding Adults
Bradford	Initial Contact Point 01274 437500	Adult Services Direct 01274 431704
	Emergency Duty Team 01274 431010 (After office hours e.g. 17:00 hrs)	
Calderdale	First Response 01422 393336	Gateway to Care 01422 363561
	Emergency Duty Team 0845 1111137 (Out of Hours)	
Kirklees	Child Duty Line 01924 326076	Gateway to Care Information Point 01484 414933
	Emergency Duty Team 01924 326489 (Out of Hours)	
Leeds	Children and Social Work Service 0113 3760336	Adult Social Care 0113 2224401
	Emergency Duty Team 0113 240 9536 (Out of Hours)	
Wakefield	For Safeguarding Children and Adults Referrals Social Care Direct 0845 8503 503 (24 Hours)	

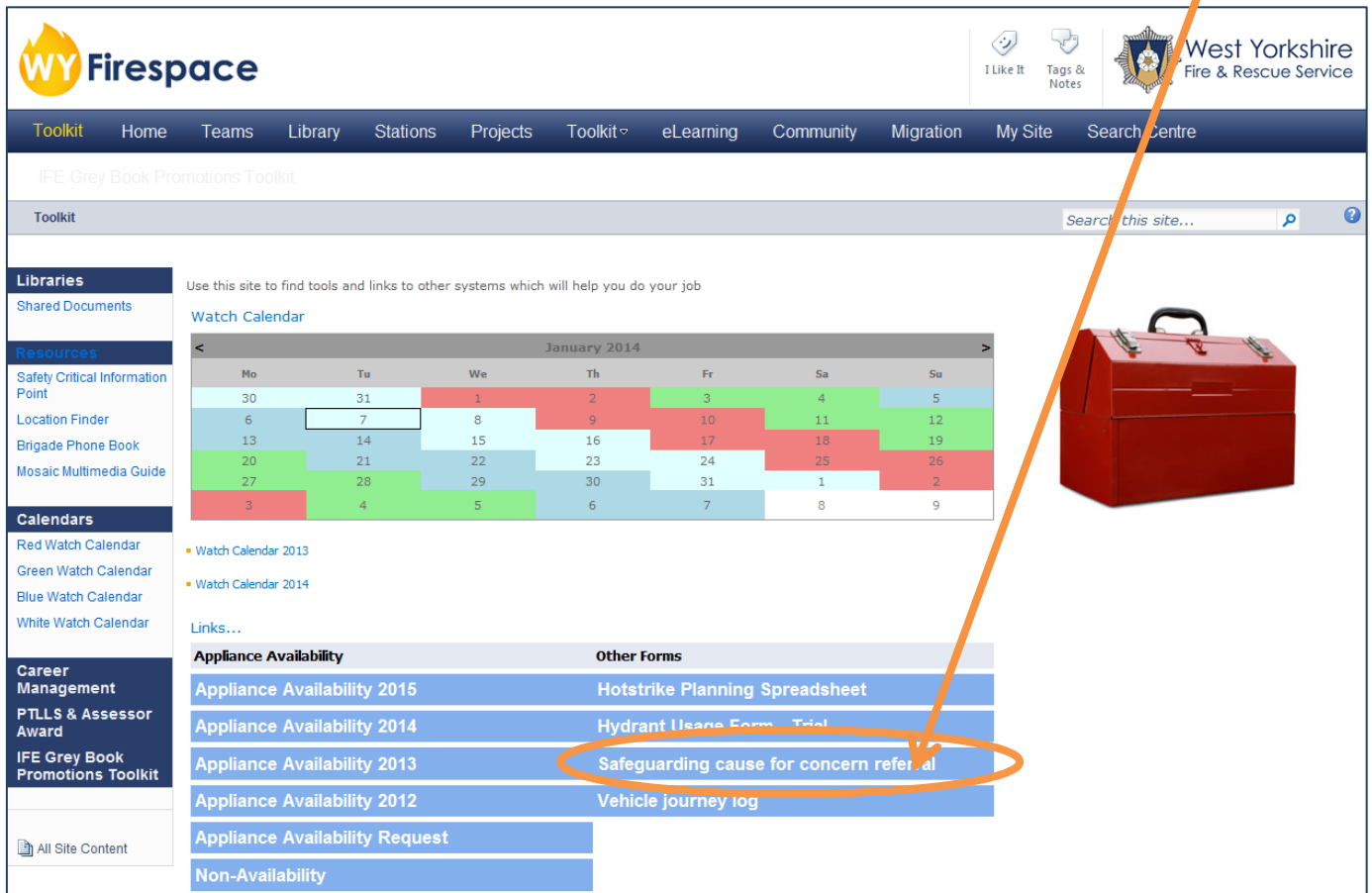
11.5 Appendix 5 - Guidance for completing a Cause for Concern Form

Cause for concern forms can be found via either:

[Opening FireSpace - Hovering over Teams, selecting Prevention - Then opening the Safeguarding section under the Documents heading](#)

Or by following:

FireSpace home page, Toolkit, then by clicking the "Safeguarding Cause for Concern Referral" link:



The screenshot shows the FireSpace website interface. The top navigation bar includes links for Toolkit, Home, Teams, Library, Stations, Projects, Toolkit, eLearning, Community, Migration, My Site, and Search Centre. The main content area is titled 'Toolkit' and features a search bar. On the left, there are sections for Libraries, Resources, Calendars, and Career Management. The 'Other Forms' section is highlighted, and the link 'Safeguarding cause for concern referral' is circled in orange. A red toolbox icon is positioned to the right of the 'Other Forms' section.

Mo	Tu	We	Th	Fr	Sa	Su
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Appliance Availability	Other Forms
Appliance Availability 2015	Hotstrike Planning Spreadsheet
Appliance Availability 2014	Hydrant Usage Form - Trial
Appliance Availability 2013	Safeguarding cause for concern referral
Appliance Availability 2012	Vehicle journey log
Appliance Availability Request	
Non-Availability	

Then follow these instructions to complete:

Safeguarding Cause for Concern Referrals



When RAISING a NEW Referral click SUBMIT - THEREAFTER click SAVE to update the current form.

Section A: Your Details

Name	<input type="text"/>	<input type="button" value="📍"/>	<input type="button" value="📄"/>	Service No		Date & Time of Concern	Select Date *	<input type="button" value="📅"/>
Location	<input type="text"/>			District	<input type="text"/>	Enter Time HH:MM *		

Section B: People You Are Concerned About

Full Name	Age Range	Address (Multi- Lines Available)	Ethnicity	Gender	Understanding Adult?
Enter Name *	Select..*	Enter Address *	Select Ethnicity	Select*	Select If U

Insert Next Person at Risk

Contacting the Person at Risk

Where	Enter Contact Location	Method	Enter Method of Contact
Contact Details	Enter phone numbers / email details		

People above are at risk from	Enter Person Causing Concern	Address	Enter Address Here if Known
Relationship to Person at Risk	Enter Relationship if any		

Section C: Reasons for Concern

What is Your Concern?	<input type="text"/>	*
What is Causing the Harm?	<input type="text"/>	*

Section A:

Complete with your details.

Select the station area where your concern is located from the location drop down list.

Section B:

Enter the details of the person/persons you are concerned about

Enter contact information for the person at risk if possible and details if appropriate of whom the person is at risk from

Section C:

Record what has happened. Be careful to record facts. If something is your opinion or belief, make sure you make this clear.

Section D: Actions

Have you sought advice from relevant District Prevention Manager or 1st Call Area Manager?	Yes	▼
Have you told the person at risk you will be making this report?	No	▼
Have you told the parent/carer of the child/adult that you are concerned?	No	▼
Have you passed your concerns to another agency?	No	▼
	Select Date	<input type="button" value="📅"/>
Have you taken any other action?	No	▼

Section E: Outcome - To be completed by the relevant District Prevention Manager or First Call Area

Referred to	<input type="text"/>	Authority	Date	<input type="button" value="📅"/>
Referred to	<input type="text"/>	Agency	Date	<input type="button" value="📅"/>
Advice Sought from	<input type="text"/>	Agency	Date	<input type="button" value="📅"/>
Outcome	<input type="text"/>			

When RAISING a NEW Referral click SUBMIT - THEREAFTER click SAVE to update the current form.

Section D:

Update this section with what actions you have taken. If you have taken any other action, a comments box will appear to record these actions.

Section E:

This section is to be completed by the District Prevention Manager or First Call Area Manager.

Click **SUBMIT** at the **top** of the screen.

An e-mail will then be automatically generated and sent to DPMs stating that a Safeguarding Cause for Concern has been submitted and for which District.

11.6 Appendix 6 - Training Programme

All staff: (Approx 1½ hours via e-learning module)

- What is abuse/neglect?
- Knowledge of who to contact if they have concerns
- How to make a referral
- Where to find further information and advice

Part of new employees' induction training/Leaflet/Quick guide reference

This training will be completed during induction, and every three years in line with maintenance of competence records.

Specialist Prevention Personnel – ½ day (in addition to All staff e-learning requirement)

All personnel identified as having a role where the exposure to vulnerable adults and children is increased
e.g. Fire Prevention Assistants

- A more in depth exploration of Child or Adult Abuse issues
- Knowledge of who to contact if they have concerns
- How to make a referral
- Where to find further information and advice
- To cover the reporting procedures - basic
- Information sharing in relation to multi-agency Safeguarding work.
- Identifying the difference between a vulnerable person and a Safeguarding issue - basic

Designated Safeguarding Leads – ½ day (in addition to All staff e-learning requirement)

- A more in depth exploration of Child or Adult Abuse issues
- Development of skills to deliver the basic Safeguarding referral process.
- To cover the reporting procedures.
- Information sharing in relation to multi-agency Safeguarding work.
- Identifying the difference between a vulnerable person and a Safeguarding issue

This training will be completed during induction into any relevant role, updated every 2 years, or as a result of significant changes to the procedure.

11.7 Appendix 7 - Safeguarding Children & Vulnerable Adults - Training and Good Practice Guidance

Agreed: July 2010
Personnel & Training Committee

Contents

1. Background
2. Responding to abuse or neglect – Guidance for Staff and volunteers
3. Responding to abuse or neglect – Guidance for District Prevention Manager/First Call Area Manager
4. Preventing abuse – Guidance for Staff and volunteers
5. Guidance for staff working directly with children and young people

1. Background

This training document gives guidance to staff to help WYFRS prevent child and adult abuse and to staff who have concerns or knowledge that a child or vulnerable adult is at risk of abuse or neglect.

2. Responding to Abuse or Neglect – Guidance for all Staff and Volunteers

What You Need to Know

Remember:

- Children and vulnerable adults have a right to be safe and well
- We all have a responsibility to safeguard children and vulnerable adults
- Your concerns are one small piece of the jigsaw
- Abuse and neglect are damaging
- If people are given help it can stop a child or vulnerable adult from being harmed
- Abuse and neglect continue because of the secrecy and silence that surround them
- Children rarely lie about abuse
- An abuser may abuse many other children or adults who also have a right to protection

What You Need To Do

Always prioritise the person's safety.

Do not act on behalf of an adult without their consent (if they are able to give it), and without consulting the District Prevention Manager/First Call Area Manager - unless the person is in immediate danger.

If someone is in immediate danger contact the Police and if needed ensure that they get medical treatment.

Record what has happened as soon as you can on a **cause for concern form**

Be careful to write down the facts – they may be important for agencies to take action to stop the abuse.

Be clear about who gave you information and if something you write is your opinion or belief then make it clear that this is this case.

Follow the **reporting flowchart** – tell the District Prevention Manager/First Call Area Manager, and fill in a **cause for concern form** before you leave work.

What You Should NOT Do

Do not dismiss any concerns because you make an assumption that people are safe with parents or relatives or with people who are paid carers or that no one would harm a child or vulnerable adult.

Do not talk about abuse or neglect in front of others involved in the person's life unless you have checked with the person at risk, confidentially, that this is OK.

Do not leave written information that might "tip off" a perpetrator that abuse has been disclosed.

Do not investigate the concerns or ask anyone any leading questions about those concerns – this is not your responsibility.

Do not confront or question the person who might be causing the abuse unless this is necessary for the immediate safety of anyone at risk.

Do not revisit/arrange for other agencies to revisit the property after a cause for concern has been submitted, including carrying out HFSCs or when a fire has occurred. This is the responsibility of the District Prevention Manager/First Call Area Manager.

Getting help to people

The organisations best able to help a person at risk vary depending on the situation. The help is co-ordinated by Local Authorities. Many types of abuse are a crime and the police may take a lead role. Your responsibility is to give information to managers within WYFRS so that referrals can be made to the Local Authority and/or the police as soon as possible after you have raised a concern. You may become concerned about abuse or neglect in several ways:

Someone tells you that they are being abused or neglected, or asks for your help. Children and adults choose who they tell about abuse for many reasons. It is often a sign that they trust you to help them. Remember that your reaction is important. Take what you are told seriously.

Make sure the person (adult or child) knows that you cannot keep information about abuse and neglect confidential to yourself – you must tell the District Prevention Manager/First Call Area Manager. If the person is an adult, and if safe to do so, ask if they are happy for you to tell other agencies about what is happening so that they can help – for example the police and social services. Ask the person where, when and how it would be safe for someone from the agency to contact them. Their response- consent/or not and how to contact - should be recorded when completing the Cause for Concern form.

You see that someone is being harmed; someone else tells you this is the case or you pick up signs of abuse or neglect. Make a report to the District Prevention Manager/First Call Area Manager before you leave work. They will decide if it is appropriate to make a Safeguarding referral to the relevant Local Authority. Within the boundaries of respect for the person's confidentiality the District Prevention Manager/First Call Area Manager will let you know what action has been taken as a result of your referral.

If the person does not have mental capacity to organise getting help to stop the abuse or neglect you **must** report your concerns to the District Prevention Manager/First Call Area Manager as soon as possible.

If more than one person might be at risk – for example several children in a household – you **must** report your concerns to the District Prevention Manager/First Call Area Manager as soon as possible.

Mental Capacity

Mental Capacity is the ability to make a decision.

Mental capacity is specific to the particular decision – so for example a person may have capacity to decide whether they want a cup of tea or a cup of coffee but may not have capacity to organise their own finances.

Mental capacity is legally defined to include:

- holding information relevant to the decision that needs to be made
- having the ability to weigh up the information and make a decision
- having the ability to communicate the decision that they have made
- having made the decision free from undue influence and coercion

A person does not have mental capacity in relation to Safeguarding themselves if they are not mentally capable to decide whether or not they want help to stop the abuse. This is a complex area and if you think someone may not be able to decide what to do about abuse or neglect you **must** contact the District Prevention Manager/First Call Area Manager who will be able to contact those with the relevant expertise to help. Assessing for mental capacity **is not** your responsibility.

3. Responding to Abuse or Neglect - Guidance for District Prevention Manager/First Call Area Manager

Take any concerns raised by staff or volunteers seriously.

Ensure that any actions to respond to concerns of immediate safety have been taken.

If you believe the child or vulnerable adult is at risk of harm, make a referral to the police and the relevant Local Authority ([see appendix 3](#)).

If you believe the person who may be at risk does not have mental capacity to decide what action they wish to be taken about abuse or neglect, make a referral to the relevant Local Authority ([see appendix 3](#)).

If you believe other children or vulnerable adults are at risk from the same person/organisation make a referral to the Local Authority.

If you need to seek advice about a situation where the person has not given consent, contact the relevant Safeguarding children's team or Safeguarding adults team and discuss the issue on an anonymised basis.

4. Preventing Abuse – Guidance for all staff and volunteers

All WYFRS staff are in a position of trust in relation to members of the public, and as such they are in a position to support people to be safe. However, it is important to be aware that positions of trust can be abused.

Ensure there is a record for others to see of where you are expecting to be during work time. Keep clear records of your work appointments and a record of visits/meetings.

Keep information you have gained about a person through your work confidential to those who have a “need to know” – as covered in the “Protecting Information” e-learning module completed by all staff.

Always ask consent to touch an adult or a child. Do not touch someone without their consent unless it is necessary to keep people safe in an emergency situation.

Any member of staff who becomes aware that a colleague is breaking professional codes or good practice should contact their manager. WYFRS provides support to employees and volunteers who “whistle-blow” in good faith.

5. Guidance for staff working directly with children and young people

Always respect a young person’s right to personal privacy. Never enter a room where a child may be changing their clothes or not be fully dressed. Adequate provision must also be made to ensure that children cannot enter areas where adults are changing/showering etc.

Plan to always work with a minimum of two adults present. Wherever possible work in pairs utilising ‘other’ professional people or responsible adults where necessary. Consideration must be given to ensuring mixed gender teams as appropriate.

Where possible, avoid unobserved situations of one-to-one contact with a child. If it is unavoidable, keep a door open and ensure you are within the hearing/vision of others. Alternatively, consider using open spaces i.e. drill yards where you are in clear view of others, but a degree of privacy from being overheard can still be achieved.

Staff are likely to come into physical contact with young people from time to time in the course of their duties. Examples include showing a young person how to use a piece of apparatus, equipment or demonstrating a move or exercise during an activity. Staff should be aware of the limits within which such contact should properly take place, and of the possibility of such contact being misinterpreted.

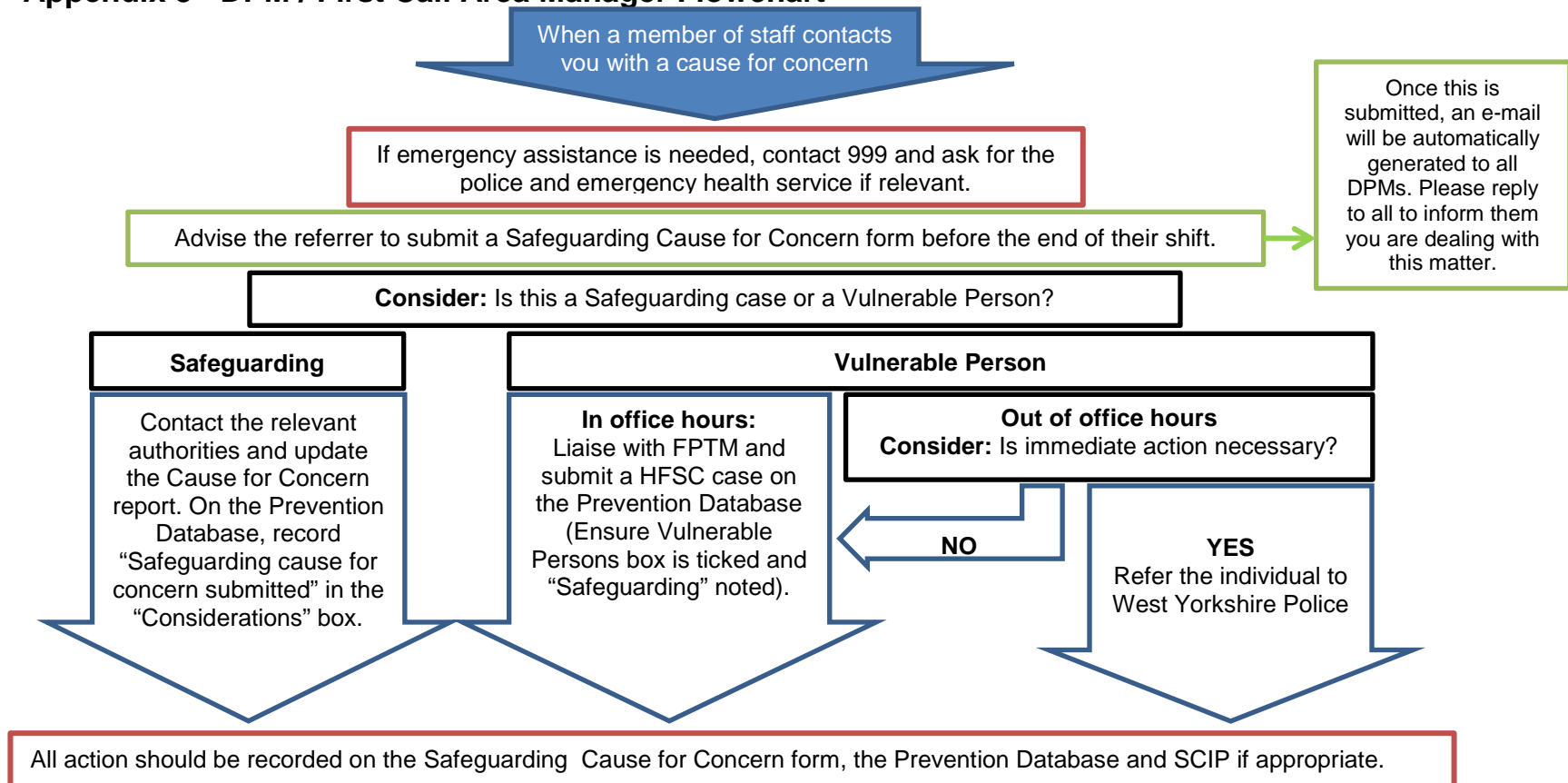
Any form of physical punishment of young people is unlawful.

In certain circumstances a young person's behaviour or their actions may endanger themselves or other people. If such an incident were to occur the following procedure must be followed:

- Draw the attention of the young person to their behaviour and make it clear that this needs to stop
- If this is unsuccessful the activity must be stopped immediately, taking into account safety requirements
- Physical intervention should not normally be carried out by Fire and Rescue Service personnel

- However, Fire and Rescue Service personnel are allowed to physically intervene in such emergency situations where, if they were not to intervene, there would be real and actual risk to person/s. Such intervention must only be sufficient and appropriate to contain the situation and prevent further injury or damage.

11.8 Appendix 8 - DPM / First Call Area Manager Flowchart



You may consult with other agencies (Such as Safeguarding Board), the Policy Team or appropriate Fire Prevention personnel to make any decisions. You should record, on the intranet InfoPath site, what has occurred and inform the person who raised the concerns.

First Call Area Managers:

Record all action taken and report this information to the relevant DPM. This should be done via the Cause for Concern form or by e-mail if WYFirespace access is not possible.

DPMs:

Ensure WYFRS is proactively involved in any child or adult protection process that may take place – eg. Joint visit with another agency to the person at risk and attending multi-agency meetings.

Ensure that you keep in contact with the appropriate agencies until you receive an outcome to referred cases. This should be fed back to the referrer. All actions taken and results should be recorded on the Cause for Concern form.

It is not the responsibility of the person making the referral to make contact with other agencies.

11.9 Appendix 9 – Recognising Signs of Abuse and Neglect

Types of abuse and neglect	Possible signs of abuse - The following signs may or may not be indicators that abuse has taken place, but the possibility should be considered.	Possible effects of abuse – Sustained abuse and neglect can have major long-term effects on all aspects of someone's health, development and wellbeing.
<p>Physical abuse is deliberately causing physical harm to a person. This might involve punching, kicking, biting, burning, scalding, shaking, throwing or beating with objects such as belts, whips, or sticks. It also includes poisoning, giving a child or vulnerable adult alcohol or illegal drugs, drowning or suffocation. Physical harm may also be caused when a parent or carer fabricates the symptoms of illness in a child or adult. In pregnancy an unborn child can be harmed by domestic violence.</p>	<ul style="list-style-type: none"> • Any injuries not consistent with the explanation given for them • Injuries which occur to the body in places which are not normally exposed to falls or rough games • Injuries which have not received medical attention • Bruises, bites, burns and fractures, for example, which do not have an accidental explanation and do not coincide with the lifestyle • The child or vulnerable adult gives inconsistent accounts for the cause of injuries 	<p>This can lead directly to neurological damage, physical injuries, disability and in extreme cases death. It has been linked to aggressive behaviour in children, emotional and behavioural problems and learning difficulties.</p>
<p>Emotional abuse is where repeated verbal threats, criticism, ridicule, shouting, lack of love and affection causes a severe adverse effect on a child's emotional development. It includes conveying to children that they are worthless, unloved, inadequate or valued only insofar as they meet the needs of another person. Emotional abuse may include not giving a child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature inappropriate expectations being imposed on a child, over protection and limitation of exploration and learning, or preventing the child from taking part in normal social interaction. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.</p>	<ul style="list-style-type: none"> • Depression, aggression, extreme anxiety, changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy • Obsessions or phobias • Sudden underachievement or lack of concentration • Seeking adult attention and not mixing well with other children • Sleep or speech disorders • Negative statements about self • Highly aggressive or cruel to others • Extreme shyness or passivity • Running away, stealing and lying 	<p>There is increasing evidence of adverse long-term effects on development from this type of sustained abuse. This abuse has a significant impact on a developing child's mental health, behaviour and self-esteem. It can be especially damaging in infancy and can be as important as the other more visible forms of abuse, in terms of its impact on the child. Domestic violence, adult mental health problems and parental substance misuse may be features in families where children are exposed to such abuse.</p> <p>Adults may experience panic, depression, despair, anxiety, or worthlessness. A sense of powerlessness, which is often the intention behind a partner's controlling and abusive behaviours, can seem to pervade every waking moment.</p>
<p>Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. This may involve physical contact including penetrative sex, oral sex, masturbation, kissing, rubbing, or touching outside of clothing, or it may involve non-contact activities such as involving children in watching sexual activities, producing or looking at sexual images, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Abusers can be men, women or other children.</p>	<ul style="list-style-type: none"> • The child has an excessive preoccupation with sexual matters and inappropriate knowledge of adult sexual behaviour for their age, or regularly engages in sexual play inappropriate for their age • Sexual activity through words, play or drawing • Repeated urinary infections or unexplained stomach pains • A child is sexually provocative or seductive with adults • Inappropriate bed-sharing arrangements at home • Severe sleep disturbances with fears, phobias, vivid dreams or nightmares which sometimes have overt or veiled sexual connotations • Eating disorders such as anorexia or bulimia. 	<p>Disturbed behaviour including self-harm, inappropriate sexual behaviour, sadness, depression and loss of self-esteem have all been linked to this abuse. Its adverse effects may last long in life. The severity of the impact on a child is believed to increase the longer the abuse continues, the more serious the abuse, the younger the child at the start, and the closeness of the relationship to the abuser. Some adults who sexually abuse children were themselves sexually abused as children.</p>
<p>Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in serious impairment of the child's health or development. Neglect is when a parent or carer fails to provide adequate food, clothing, shelter (including exclusion from home or abandonment), medical care, or protection from physical and emotional harm or danger. It also includes failure to ensure access to education or to look after a child because the carer is under the influence of alcohol or drugs. In pregnancy neglect may occur as a result of misusing alcohol or drugs.</p>	<ul style="list-style-type: none"> • Dirty skin, body smells, unwashed, uncombed hair and untreated lice • Clothing that is dirty, too big or small, or inappropriate for weather conditions • Frequently left unsupervised or alone • Frequent diarrhoea • Frequent tiredness • Untreated illnesses, infected cuts or physical complaints which the carer does not respond to • Frequently hungry • Overeating junk food 	<p>This can seriously impair a child or vulnerable adults health, physical and intellectual growth and development, and can cause long term difficulties with social functioning, relationships and educational progress. Extreme cases can cause death.</p>