

Safeguarding Policy

Version Control:

Version	Reviewed by	Authorised by	Changes made	Date changed
1.0	Jen Picken	Rachel Howe	New policy	June 2016

1.0 Purpose

- 1.1. The Fund has a duty of care to report and record any concerns or safeguarding issues raised from any persons that come into contact with the Fund when operating its usual activities.

The purpose of this policy is to outline the process to be undertaken in the event of a concern of safeguarding for any persons who have contact with the Fund.

The policy will provide guidance as to what safeguarding triggers to look out for, possible approaches to take and how to log an issue or raised concern.

2.0 Scope

- 1.2. The aim of the policy is to provide a consistent approach to the way the Fund handles potential or actual safeguarding issues and concerns.

- 1.3. Persons who may come into contact with the Fund are as follows, but not limited to;

- Members
 - Active
 - Former members (I.e. left employment or moved their pension out to another scheme)Retired
 - Refund
 - Beneficiary members
- General public
- Staff
- Third parties
- Any other person/s who come into contact with the Fund

- 1.4. The definition of Adult(s) and children with care and support needs.

The safeguarding duties under the Care Act 2014 apply to an adult, aged 18 or over and a child under the age of 18 years, 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, abuse or 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 or neglect.

Care and support is the mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and carers. Care and support includes assessment of people's needs, provision of services and the allocation of funds to enable a person to purchase their own care and support. It could include care home,

home care, personal assistants, day services, or the provision of aids and adaptations.

3.0 Identifying potential or actual safeguarding issues

3.1 When an officer of the Fund is confronted with a potential safeguarding issue where concerns are raised by;

- Threats or accounts, direct or inferred, of self-inflicted harm
- Threats or accounts, direct or inferred, of harm to others
- Suspicion that the individual is being physically, sexually or emotionally threatened or harmed by others
- Suspicion that the mental state of the individual may be impaired
- Suspicion that the individual is being bullied or taken advantage of
- Use of indecent or violent images
- Suspicion that individual(s) are being radicalised or aiming to radicalise others. Radicalisation is the process by which a person comes to support terrorism and forms of extremism leading to terrorism.

3.2 Events that would not normally constitute a safeguarding issue unless other signs are present are;

- a failure to answer any questions in an examination
- isolated uses of indecent language
- generic doodles

4.0 Handling a potential or actual safeguarding issue

4.1 When faced with a concern over safeguarding of a person the officer who is communicating with the person should follow the below process (different if in person or in writing);

4.1.1 In person

- Remain calm when liaising with the individual/s
- Try to draw attention of a colleague
- Make notes and save them to relevant files and notify any relevant officers

4.1.2 In writing

- Notify a colleague or a manager who is able to assist you in escalating the issue with the Compliance team or Head of Governance
Ensure copies of correspondence are imported onto the member's record and forwarded to the relevant officer who will escalate the case and liaise with the relevant social care team.

4.2 Direct disclosure of an issue or concern (direct disclosure is when the individual at risk specifically identifies with an officer or other individual that they are experiencing a particular safeguarding issue/s defined in section 3.1)

4.2.1 When responding to a direct disclosure from an individual the officer must follow the below process;

- React calmly so as not to frighten the individual
- Listen carefully to the individual
- Do not show disbelief
- Tell the individual that he/she is not to blame and that they were right to tell you
- Take what the individual says seriously, recognising the difficulties inherent in interpreting what the individual says, especially if they have a speech disability and/or differences in language
- do not pre-suppose that the experience was bad or painful - it may have been neutral or even pleasurable
- always avoid projecting your own reactions or opinions onto the individual
- if you need to clarify, keep questions to the absolute minimum to ensure a clear and accurate understanding of what has been said
- if you need to clarify or the statement is ambiguous, use open-ended, non-leading questions
- do not introduce personal information from either your own experiences or those of other individuals
- reassure the individual

4.2.2 When receiving a disclosure, avoid the following;

- Panic
- Showing shock or distaste
- Probing for more information than is offered
- Speculating or making assumptions
- Making negative comments about the person/s whom the allegation has been made
- Approaching the person/s whom the allegation has been made
- Making promises or agreeing to keep secrets
- Giving a guarantee of confidentiality

5.0 Internal process of reporting a safeguarding issue or concern

5.1 When faced with an issue or raised concern, once you have followed the necessary steps outlined above all details (including when and how etc.) should be emailed to the Compliance & Risk Team and/or the Head of Governance, who are dedicated Safeguarding Officers for the Fund, to report to the relevant Adult Social Care Team.

5.2 You must provide the reporting officers with as much detail as possible in order for them to process the issue with the relevant authority team.

- 5.3 Unless further concern is raised after initial contact with the reporting officer/s the case will be handed over to the relevant authority's social care team and not applicable by Fund.
- 6.0 This policy is in line with the combined West Midlands "Multi-agency Policy and Procedures for the Protection of Adults with care and support needs in the West Midlands". A link to supporting papers and documents is provided below.

<http://www.wolverhampton.gov.uk/article/2958/Policy-and-procedures-for-professionals>