

Safeguarding Adults and Young People Policy



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Version: 1.0
Approved: NHS Leadership Academy, Operations Management Group
Date: April 2019

Section one – Fundamental Principles

- ✓ All NHS Leadership Academy staff, patients, NHS Staff and Faculty know how to report and alleged malpractice or negligence and will be supported when speaking out
- ✓ The Academy has and maintains a national safeguarding team of employees to ensure appropriate support is provided to Academy staff, patients, NHS Staff and Faculty
- ✓ The National Safeguarding Lead attends ALB National Safeguarding Advisory group
- ✓ There is appropriate documentation for completion when recording a Safeguarding concern
- ✓ It maintains a register of all causes for concern in line with GDPR and liaises with external bodies
- ✓ Every employee receives safeguarding awareness training
- ✓ Clearly defined recruitment procedures including ID checks
- ✓ All those working directly with children or vulnerable adults receive an annual appraisal throughout their period in post
- ✓ DBS checks are updated every three years or whenever there is a change of role to one which involves working with children or venerable adults.



Section two – How to recognise abuse

Abuse is the violation of an individual's human and civil rights, usually for gratification. Abuse can be self-inflicted or inflicted by another person or persons. In the context of safeguarding, it is used to refer to any knowing, intentional or negligent act by another that causes harm or serious risk of harm to another. Any form of abuse is usually perpetrated as the result of deliberate intent. However vulnerable people can also be harmed, damaged or distressed by acts of neglect or ignorance.

Abusers are usually known to their victims and are trusted by them or dependant on them. An abuser will make every effort to establish trust and will seek to maintain the respect of friends and colleagues

alike. Contrary to common-held belief, strangers very seldom abuse because without having gained trust they cannot be confident that their victims will not tell.

Abuse may consist of single, multiple or repeated acts, either to one person in a continuing relationship or service context, or to more than one person at a time.

Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. It may result in death.

Types of abuse

Cyber and internet abuse

Cyber abuse is a form of bullying which involves the use of information and communication technologies to support deliberate, repeated and hostile behaviour by an individual or group that is intended to harm others.

New technologies have become central to modern life. They make it possible for people across the world to have instant communication with one another. They allow for the rapid retrieval and collation of information from a wide range of sources and provide a powerful stimulus for creativity. People may discuss sensitive topics which, face to face, they might find difficult.

However, these can enable children and vulnerable adults to access harmful and inappropriate materials. Those they engage with may not be directly known to them and because of the anonymity offered by the internet, children and vulnerable adults may be harmed or exploited.

Cyber bullying can take place at any time and follows the bullied wherever they go, so there is nowhere that they can feel private or safe. Cyber bullies can communicate to a wide and unknown audience, often doing things they would not be prepared to do more directly. Cyber and internet abuse includes:

- Anonymous, silent calls or abusive messages
- Text messaging containing threats or spreading rumours
- Still images and video clips circulated by mobile phone or email to cause embarrassment
- Threatening emails
- Instant messaging conveying threats or insults in real-time conversations
- Hurtful or embarrassing messages or images on websites, blogs and personal or social networking sites
- Menacing or upsetting responses in chat room

Discriminatory abuse

Discriminatory abuse is when someone picks on a person because something about them is different. This can include unfair or less favourable treatment due to a person's race, sex, gender reassignment, age, disability, religion or belief, sexual orientation, appearance or cultural background, marriage or civil partnership, pregnancy and maternity.

Signs of possible discriminatory abuse include:

- Harassment
- Offensive materials or graffiti
- Verbal abuse, gestures or statements which are unwelcome and intended as insults
- Threatening or obscene behaviour
- Jokes of a derogatory nature
- Bullying, offensive language or violence
- Excluding or threatening differently
- Preventing contact with individuals
- Domestic abuse

Abuse or violence in a relationship is about a pattern of behaviour that one person uses against another to intimidate them and get them to do what they want.

Domestic abuse is any incident of threatening behaviour, violence or abuse. Domestic abuse will include emotional, psychological, physical, sexual and financial abuse between those who are or have been intimate partners or family members, regardless of gender, sexuality, age, race, wealth or geography. Possible signs indicating this abuse can be found under the relevant headings in this section.

Emotional or psychological abuse

Emotional or psychological abuse is the emotional ill treatment of a person that adversely affects their wellbeing or development. Some level of emotional abuse is involved in all types of ill treatment, though it may occur alone.

Signs of possible emotional or psychological abuse include:

- Delayed physical or emotional development or sudden speech disorders
- Compulsive nervous behaviour, e.g. Highly anxious or obsessive behaviour
- Excessive deference, need for approval, attention or affection
- Reluctance to have parents/carers contacted
- Fear in the eyes, avoiding looking at individuals, flinching on approach
- Ambivalence towards individuals
- Low self-esteem
- Unexplained fear or defensiveness
- Threatening or aggressive behaviour
- Female genital mutilation (FGM)
- Female genital mutilation (sometimes known as female circumcision or referred to as cutting) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. The practice is illegal in the UK. It is also illegal to take a female out of the country to do this.

FGM is usually carried out on females before puberty. A high-risk time is the six-week summer holiday which is sometimes known as the 'cutting season'. The procedure is traditionally carried out by a woman with no medical training. Anaesthetics and antiseptic treatments are not generally used, and the practice is usually carried out using knives, scissors, scalpels, pieces of glass or razor blades. Females may have to be forcibly restrained.

Signs of possible recent abuse include:

- Severe pain
- Shock
- Bleeding
- Wound infections, including tetanus and gangrene, as well as blood-borne viruses such as HIV, hepatitis B and hepatitis C
- Inability to urinate
- Injury to vulvar tissues surrounding the entrance to the vagina
- Damage to other organs nearby, such as the urethra (where urine passes) and the bowel burning.

Signs of possible past abuse include:

- Chronic vaginal and pelvic infections
- Abnormal periods
- Difficulty passing urine, and persistent urine infections
- Cysts and the formation of scar tissue

- Complications in pregnancy and new born deaths
- Psychological damage, including low libido, depression and anxiety

Financial or material abuse

Financial or material abuse is the theft or misuse of a person's property or assets.

- Signs of possible financial or material abuse include:
- Money going missing and/or having no cash available
- Small items disappearing regularly
- Unusual or inappropriate financial transactions
- Person is without belongings, clothes or services which they can afford
- Person managing financial affairs appears evasive or difficult
- Carer seeks to secure financial assets rather than provide personal care
- Recent or long-lost relatives or acquaintances expressing sudden or disproportionate affection for a vulnerable adult with money or property

Neglect and acts of omission

Neglect is the continuing failure to prevent harm that damages or impairs health and/or development by not meeting a person's basic physical and/or psychological needs

- Signs of possible neglect include:
- Poor health
- Being constantly hungry or thirsty
- Loss of weight or being constantly underweight
- Being tired all the time
- Lack of personal care; inadequate or inappropriate clothing
- Being dressed inappropriately for the weather, unkempt, dirty or smelly
- Untreated medical conditions
- Injuries that have not been treated or have been treated inadequately
- Lack of respect for the privacy or dignity

Organisational abuse

Organisational abuse is the mistreatment, abuse or neglect of children or vulnerable adults by an organisation or its personnel.

It can take place within settings and service that children or vulnerable adults' line in or use, and it violates their dignity, resulting in a lack of respect for the human rights.

It can take the form of an organisation failing to respond to address incidents of poor practice brought to its attention.

Organisational abuse means that the culture is created where emotional, physical and sexual abuse become acceptable and can be regarded as the norm. As part of that culture all too often visits are discouraged, and the involvement of relatives or friends are kept to a minimum.

Possible signs indicating this abuse can be found under the relevant headings in this section.

- Physical abuse
- Physical abuse is deliberate injury to the person, however slight

Signs of possible physical abuse include:

- Any injury which is not fully explained or inconsistent with the account given
- Unexplained bruises or welts on face, lips, mouth, body, arms, back, buttocks or thighs

- Bite marks
- Bruises in various stages of healing
- Clusters of bruises forming regular patterns, reflecting the shape of an object or fingers
- Unexplained burns, especially on soles of feet, palms and back; immersion burns, scalds, rope marks, electrical appliance or carpet burns
- Cigarette burns
- Unexplained fractures to any part of the body, especially in various stages of healing; multiple or spinal injuries
- Unexplained lacerations or abrasions to mouth, lips, gums, eyes or external genitalia
- Avoidance of physical contact
- Malnutrition, rapid or continued weight loss, insufficient food on premises, dehydration, complaints of hunger
- Incontinence
- Loss of physical functions due to misuse of medication
- Restriction of freedom of movement

Sexual abuse

Sexual abuse is the involvement of the person in sexual activities which they do not want or truly understand, or to which they are unable to give valid or effective consent. This may involve rape, sexual assault, inappropriate sexual contact or exposure to inappropriate material.

Signs of possible sexual abuse include:

- Significant change in sexual behaviour, language or outlook
- Overtly sexual behaviour, often inappropriate to age or development
- Bruising or other injuries on areas of the body normally covered – for this reason, they may only be noticed during activities such as swimming
- Torn or stained underwear
- Pain or itching, bruises or bleeding in genital or anal area
- Stomach pains or discomfort when walking or sitting down
- Sexually-transmitted, urinary tract or vaginal infections
- Pregnancy in a person who lacks capacity or who is very young
- Self-inflicted injury or attempted suicide

Abusive behaviour

There are specific types of behaviour that are abusive and can result in harm. Although abuse is most often caused by others, on occasions it may be self-inflicted.

These include:

- Bullying
- Bulling is behaviour that is:
 - Threatening, aggressive or intimidating
 - Abusive, insulting or offensive
 - Cruel or vindictive
 - Humiliating, degrading or demeaning.

Bullying can occur between children, adults or between adults and children. Bullying can take many forms. It can be physical, verbal or non-verbal. Mobile phones, the internet or instant messaging can be used to bully. Whatever form the bullying takes, many who are bullied will not tell anyone.

Bullying can be inflicted by anybody whether as an individual It often occurs in circumstances where it is difficult for the bullied to defend themselves. Bullies will usually pick on those they consider to be vulnerable and less able to protect themselves, such as those who are younger, different or

disadvantaged in some way. Some individuals may be picked on because of race, class, religion, gender, sexuality, disability or appearance. Other are bullied for no obvious reason. It can leave those bullied feeling lonely, isolated and very unhappy.

Some children and adults have taken their own lives when bullying became too much to bear. Bullying influences everyone, not just directly involved. Some feel they can only stand on the side lines and do nothing because if they intervene, they run the risk of being turned on themselves. Bullying causes much fear and misery and should never be taken lightly.

Drug, alcohol and substance misuse

Misuse is defined as a pattern of habitually taking any substance which can cause harm for mood altering purposes. Substances which can be identified as causing harm may be legal or illegal.

Signs of possible drug, alcohol and substance misuse include:

- Unexplained change in personality or attitude
- Sudden mood swings, irritability or angry outbursts
- Lack of motivation, lethargy or appearing 'spaced out'
- Confusion
- Unexplained shortage of money
- Fraud, theft
- Unexplained weight loss / gain

Grooming

Grooming is the planned and deliberate act of manoeuvring another individual into a position that makes them isolated. They become dependent and likely to trust the abuser, and more vulnerable to abusive behaviour.

It occurs when someone builds an emotional connection with a child or vulnerable adult to gain their trust for the purpose of abuse or exploitation. They can be groomed online or in person, by a stranger or by someone they know – for example a family member, friend or professional. Groomers can be male or female. They can be any age.

The internet has created new opportunities for abusers to target the vulnerable. They do this by taking advantage of an unsuspecting individual and then proceed to groom. Because the internet is largely unregulated, it has become a significant tool for manipulation in the hands of an abuser.

Caring and concerned adult may also be groomed by the abuser, winning their trust, and as a result a situation which should cause concern becomes acceptable.

Those affected may not realise that they have been groomed, or that what has happened is abuse and abusers will try to overcome a child or an adult's natural resistance in stages by:

- Making and sustaining contact
- Offering gifts or rewards as bribes
- Using secrecy and possible threats so that they become isolated
- Introducing them to abuse that appears natural

Modern slavery (human trafficking)

Modern slavery includes forced labour, domestic servitude or coercing, deceiving and forcing an individual into a life of abuse.

Signs of possible modern slavery include:

- Physical appearance

- Isolation
- Poor living conditions
- Few or no personal effects
- Restricted freedom of movement
- Unusual travel times
- Reluctance to seek help

In addition, further possible signs that indicate modern slavery can be found under the heading Emotional and psychological abuse and Physical abuse in this section.

Radicalisation

Radicalisation is defined as the process by which those who are vulnerable come to support terrorism or violent extremism and, in some cases, to directly participate in or support terrorist groups. There is no obvious profile of a person likely to become involved in extremism or a single indicator of when a person might move to adopt violence in support of extremist ideas.

The process of radicalisation is different for every individual and can take place over an extended period or within a very short time frame. It may follow experience of racism or discrimination. They believe that joining a movement offers social and psychological rewards such as adventure, camaraderie and a heightened sense of identity.

Signs of possible radicalisation include:

- Changes in behaviour
- Sense of isolation or failure
- Expression of extremist views
- Use of inappropriate language – racist or hate terms
- Supporting violent methods and actions
- Accessing extremist material online, including
- Through networking sites (e.g. Facebook, YouTube)
- Travel for extended periods to international locations known to be associated with extremism.

Self-harm

Self-harm is the act of deliberately causing harm to oneself either by causing a physical injury or by putting oneself in dangerous situations.

Self-harm is primarily a coping strategy and can provide a release from emotional distress and enable an individual to regain feelings of control. There is no typical person who self-harms. It can be anyone.

Signs of possible self-harm include:

- Covering up cut marks with clothing
- Frequent thoughts of helplessness, hopelessness, or
- Worthlessness
- Shame, guilt, low self-esteem
- Unexplained injuries
- Fear
- Depression
- Loss of sleep
- Unexplained weight loss or gain
- Confusion
- Unexpected or unexplained change in behaviour
- Feeling guilty

Self-neglect

Self-neglect is neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Possible signs indicating self-neglect can be found under the heading of Neglect in this section.

Sexual exploitation

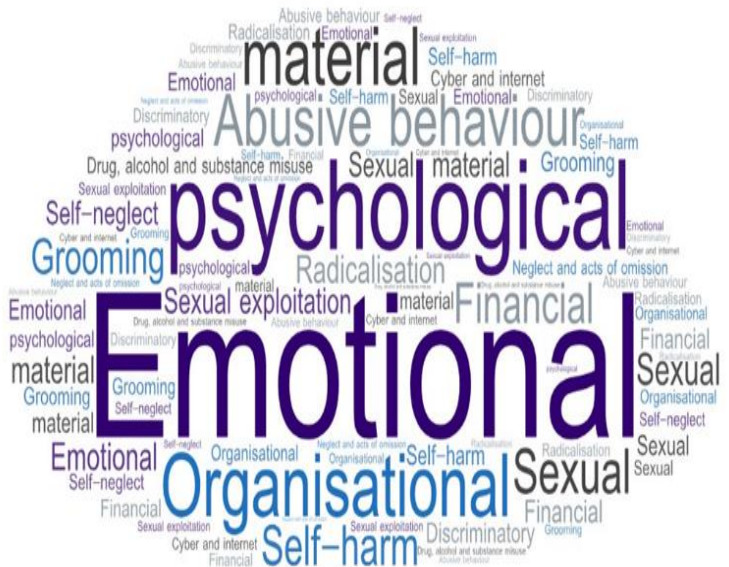
Sexual exploitation is a type of sexual abuse in which children or vulnerable adults are sexually exploited for money, power or status.

Some children and vulnerable adults are trafficked into or within the UK for this purpose. They may be tricked into believing they are in a loving, consensual relationship.

Abusers will use various means to gain compliance such as drugs, alcohol, gifts, threats and bribes.

Signs of possible sexual exploitation include:

- Being missing from home or care
- Physical injuries
- Drug or alcohol misuse
- Involvement in offending
- Repeated sexually-transmitted infections, pregnancy and terminations
- Absence from school
- Change in physical appearance
- Being estranged from their family
- Inappropriate use of social networking sites and other media devices
- Receipt of gifts from unknown sources
- Recruiting others into exploitative situations
- Poor mental health, self-harm
- Thoughts of or attempts at suicide.



Section three – How to respond to concern

Abuse can occur anywhere at any time. If you have any suspicions, concerns or are made aware of possible abuse you must follow the reporting procedure.

In the course of your work you will be party to information about individuals which is not in the public domain. Any information you receive belongs to NHS Leadership Academy.

Information cannot be shared outside the organisation without authority. In the case of information relating to children or vulnerable adults that authority will be given by the National Safeguarding Lead. If information is required immediately by an outside agency (e.g. social services or police) any relevant information must be shared on a need to know basis. This is because the safety, protection

and wellbeing of the child or vulnerable adult is paramount and will override the normal rules of confidentiality.

What to do if someone shares a concern with you

Someone who is worried about what is happening or someone who has been harmed may talk to you. They may raise concerns which may be internal or external to the organisation. In most cases a person will confide in someone they know and trust. As a part of the organisation this could be you. If a child or vulnerable adult confides in you or you learn from anyone else, then you must report that concern.

What you must do:

- ✓ Remain calm, approachable and receptive
- ✓ Listen carefully without interrupting
- ✓ Make it clear that you are taking what is being said seriously
- ✓ Acknowledge you understand how difficult this may be
- ✓ Reassure them that they have done the right thing in telling
- ✓ Let them know that you will do everything you can to help them
- ✓ Record carefully using the words of the child or vulnerable adult and sign, date and time your notes
- ✓ Record only what has been said, heard, seen and what you have done.

What you must **not** do

- ✗ Do not show any shock or distaste
- ✗ Do not probe or investigate yourself – only listen, record and report
- ✗ Do not ask any questions that suggest the answer
- ✗ Do not speculate or make assumptions
- ✗ Do not make any comments about any of the people involved
- ✗ Do not make promises you cannot keep
- ✗ Do not promise to keep the information secret but explain that there may be a need to share it in confidence with an appropriate person
- ✗ Do not delay in contacting your Safeguarding team, whatever the time, and always make sure you keep them aware of any further developments
- ✗ Do not discuss the situation with anyone who does not need to know.

Reporting a safeguarding concern

The flowchart below sets out the steps for reporting a concern or allegation of abuse in all cases

Is it an emergency?	
Is there an imminent risk of significant harm?	
YES	NO
Inform Police or social services immediately then inform National Safeguarding Lead	Inform National Safeguarding Lead within 24 hours who will give advice, information and support.

Imminent risk of significant harm means that a child or vulnerable adult is in danger at that moment and to do nothing would result in actual harm.

If there is an imminent risk of significant harm contact the police or your local social services immediately. Do not leave that person until you can hand them over to the appropriate responsible person; you **MUST** say that you are making a referral and need to speak to the appropriate person.

When making such a contact you should:

- Say who you are
- Give the details of the person at risk
- State what they have told you
- Provide any relevant background information
- Ask what will happen next
- Take the name, job role and contact details of the person you are making the referral to.

You should then contact your National Safeguarding Lead after you have spoken to the authorities. Do not delay in contacting your National Safeguarding Lead, whatever the time, and always make sure that you keep them aware of any further developments. Do not discuss the situation with anyone who does not need to know. Continue to be caring and supportive for the child or vulnerable adult.

Once you have made contact with your Safeguarding lead the following steps will be taken:

- The NHS Leadership Academy National Managing Director will be informed.
- Once the matter has been reported to the National Safeguarding Lead a unique case number will be allocated, which will be passed onto you as confirmation that the matter is being dealt with appropriately.

Media Enquires

The media may also become involved; if you are approached do not give any comment. Never provide a statement to the media or answer any questions from them – simply ask for their details and say a representative of NHS Leadership Academy will contact them. Then immediately pass this information onto NHS Leadership Academy Safeguarding Lead and / or Head of Communications and Engagement.

To report or not to report

There are times when individuals question if they should report or not report a safeguarding concern. There may be a time when an individual may be wrong, not to report could represent a lost opportunity to help the child or vulnerable adult and could then result in criticism of you and the organisation.

It is vital that you act immediately. There is no guarantee that what you have seen will be noticed elsewhere and once rebuffed, ignored or not taken seriously the person may be reluctant to tell anyone else. Delay could be very serious to the individual concerned. You are not making a definitive judgement and it is not your role to investigate but to report. However, your information may be an important piece of a jigsaw puzzle which, when put together, may provide a fuller picture.



Section Four – How to meet your responsibilities

Your responsibilities

- ✓ Understand and be familiar with the National Safeguarding policy
- ✓ Undertake training to the appropriate level to support your role and ensure that this is updated every 3 years
- ✓ Follow safe working practice
- ✓ Act appropriately and be able to challenge inappropriate behaviour in others
- ✓ Be able to recognise signs of abuse
- ✓ Know how to follow and use the procedure for reporting concerns or alleged or suspected incidents of abuse
- ✓ Where there is a role requirement ensure that you have a current DBS certificate.

Supporting you in your responsibilities

The National Safeguarding Lead will support you by providing advice, guidance and practical support to ensure that they you work safely with children and vulnerable adults.

National Safeguarding Lead will:

- Develops strategy, policy and procedure for working safely with children and vulnerable adults
- Managing any causes for concern that occur Nationally and Regionally
- Promotes safe practice
- Ensure that appropriate safeguarding training is available to employees
- Advise on any issues or concerns about working practices
- Manages and provides support to teams across the academy
- Representing the NHS National Leadership Academy and advises and supports Managing Director, regions and teams.
- Advises and oversees the management of all causes for concern.
- Seeks to ensure compliance with this policy

Safe working practice

Developing an atmosphere of mutual support and care is essential in helping all employees to be comfortable about discussing inappropriate attitudes or behaviour. Always ensure your own behaviour is always beyond reproach. Do not believe that 'it won't happen to me'. The reality is that people who may be blameless, but disregard safe practice, may be subject to accusations of wrongdoing including abuse. If you have any concerns about an individual or suspect that abuse is taking or has taken place, it is your responsibility to report in accordance with this policy.

Safe working practice means working professionally to create a safe environment. You can help to achieve this by:

- ✓ Being friendly, courteous and kind; never making suggestive or discriminatory comments
- ✓ Treating all with dignity and respect regardless of race, gender, age, disability, religion, sexuality
- ✓ Appearance or cultural background
- ✓ Respecting personal privacy
- ✓ Considering where possible individual needs, likes and dislikes
- ✓ Being available to listen being ready to refer to someone more experienced than yourself if required
- ✓ Never ignoring a concern or failing to act
- ✓ Knowing how to contact your National Safeguarding Lead
- ✓ Avoiding any questionable activity e.g. rough or sexually provocative games – horseplay and violent games must be avoided
- ✓ Challenging unacceptable behaviour and reporting any concerns or allegations of abuse
- ✓ Avoiding favouritism or singling out those who cause trouble or offer challenging behaviour
- ✓ Avoiding one-to-one contact – whenever possible ensure other people can see or hear you
- ✓ Not using any form of inappropriate language or subject matter – be careful not to do or say anything that could be misinterpreted as innuendo
- ✓ Never ignoring or trivialising bullying
- ✓ Not allowing or engaging in any kind of physical contact that is inappropriate – remember someone else may misinterpret your actions
- ✓ Establishing links with parents and carers
- ✓ Making sure you have all appropriate contact details readily available for those in your care.

If an exceptional situation occurs, seek advice immediately. Where policy cannot be followed or a situation arises that could be misconstrued, detail the circumstances and reasons for what has occurred in a report, which must be forwarded to **your** National Safeguarding Lead within 24 hours.

Physical contact

Physical contact should be avoided wherever possible. If inappropriate, such contact will be construed as indicating some form of abuse. Where physical contact is required, take the following steps:

- ✓ Respect the dignity, privacy and feelings of the individual
- ✓ When a person is upset, try to provide comfort and support without unnecessary or excessive physical contact

It is not acceptable to restrain. If restraint and control are required, appropriate qualified support will need to be obtained, e.g. the police. Only in an emergency where immediate intervention is required to preserve life or limb is restraint justified e.g. grabbing a child to prevent them running into the road in the event of any physical aggression seek appropriate assistance immediately.

Communication

Ways of communicating have changed. Today this includes the wider use of technology such as mobile phones, text and multimedia messaging, emails, videos, web-cams, websites and blogs. Communication between adults and those who are vulnerable, by whatever method, should take place within clear and explicit boundaries.

Communication principles

- ✓ Always respect other people in the way that you would like them to respect you
- ✓ Adhere to terms and conditions laid out by social media channels.

Safe practice

- ✓ You should ensure that all communications are transparent and open to scrutiny
- ✓ For children under 11, you should make all arrangements by contacting parents or carers direct. If you send text messages or emails or use social media to contact older children, send copies to parents or carers.
- ✓ Adults must not share their personal social networking site contact details with those under 18.

Photography and videos

It may be appropriate on occasion to record photographic and video images of employees, Patients / Service Users or Carers, or to allow them to record images of each other, e.g. to assist learning, to celebrate success or for publicity.

- ✓ Only record images when it is agreed and understood that this will be done
- ✓ Be clear why images are being recorded and what will happen to them
- ✓ Ensure that all images are available for scrutiny, in order to screen for acceptability
- ✗ Do not take images in one-to-one situations
- ✗ Do not take images 'in secret' or in a situation that may be construed as being underhand
- ✗ Report any concern about inappropriate or intrusive photographs being taken or subsequently found
- ✗ If any image is used, do not name the individual, unless you have specific consent and there is a need to do so
- ✗ Where NHS Leadership Academy has decided that images should be retained for further use, they should be securely stored and accessed only by those authorised to do so
- ✗ No photos or videos of NHS Leadership Academy events or activities should be taken without the agreement of the individual (s) and following the principles set out above.

Because of the potential for images of children to be misused for pornographic or grooming purposes:

- ✗ Images of children must not be displayed on NHS Leadership Academy website, in publications or in a public place without the consent of both the child and the parent or carer
- ✗ Parents or carers are to be routinely asked to give general consent for their child to be photographed or images recorded.

Activities – minimising the risk of harm

A risk assessment is simply a careful examination of what could cause harm, so that you can weigh up whether you have taken sufficient precautions or should do more to prevent it. The aim is to try to make sure that no one suffers harm.

A hazard is anything which can cause harm. Risk is the likelihood or chance of that happening. So, the important thing you need to decide is whether the hazard is significant and what action you can take so that the risk is minimised, or whether the activity should be discontinued.

There are several practical matters to consider when planning activities, including:

- The type of activity
- The environment where the activity is taking place
- The number of participants
- The age of participants
- The skill, ability and competence of those taking part and of the persons supervising or leading the activity.

The risk assessment must be formally recorded. This will provide a clear audit trail, which can be used in the event of an inquiry or complaint.

Basic principles of making a risk assessment

- ✓ Complete a thorough risk assessment of the venue, the activity and its suitability for the proposed participants. This should also include detail of action to be taken in the event of an untoward incident or occurrence
- ✓ Undertake a risk assessment for every activity. If it is a regular activity the existing assessment will need to be reviewed regularly and amended as required
- ✓ Inform and obtain permission from those with parental or caring responsibilities for the activities that are being organised
- ✓ Ensure that all participants are aware of identified risks and safeguards in place
- ✓ Ensure that appropriate supervision is in place.

In the event of any dangerous or inappropriate behaviour by anybody present ensure that it is stopped immediately.

Ensure that those with caring responsibilities for children or vulnerable adults are aware of where they are and what they are doing, and that appropriate staffing ratios are maintained.

Five steps of risk assessment

1. Look for the hazards and think how they could cause harm

- Walk around venue and look at what could reasonably be expected to cause harm
- Take all hazards into account but concentrate on significant hazards which could result in serious harm or affect several people at a time and revise it when necessary
- Ask other people what they think. They may have noticed things which are not obvious to you or you have taken for granted
- Reported incidents, accidents and health records can also help you identify hazards.

2. Decide who might be harmed and how

For instance:

- Younger members of a group
- Those with a disadvantage or a disability
- Visitors who may be unfamiliar with the environment or activity
- Parents or carers
- Members of the public.

3. Evaluate the risks and decide whether existing precautions are adequate, whether more can be done or whether the activity should be discontinued

- How likely is it that each hazard could cause harm?
- Do you need to do more to reduce the risks?
- Can you do more to reduce the risks?
- For each significant hazard decide whether the risk is high, medium or low – your aim is to take precautions which will reduce the level of all risks to low
- Ask yourself whether you have done all that you can
- Unacceptable risks and any discontinued events must be notified to the appropriate manager.

4. Record your findings

A thorough risk assessment is no substitute for vigilance. You need to be able to show that:

- A proper check was made
- You dealt with all the significant hazards, considering the likelihood of the number of people involved
- The precautions are reasonable
- The remaining risk is low.

5. Review your assessments from time to time and revise them when required

- Assessments need to be reviewed regularly to check that safeguards are still in place and are effective
- Make any changes that are necessary
- Keep each venue's assessment and add to it as required. The venue may be used again.



Supervision

All employees have a duty of care, specifically, about children and vulnerable adults this means acting as a prudent parent or carer would and protecting them from harm whether intentional or unintentional.

Deciding for proper supervision is one of the most effective ways of preventing harm to any of its personnel or to the reputation of the NHS Leadership Academy.

Having clearly defined supervision arrangements will not only minimise the risk of accidents but will contribute to the safety of all.

It is your duty:

- To inform the responsible parent or carer of any accidents that have occurred within the activities provided
- To complete a report form and send it to the National Safeguarding Lead
- To make sure there is a follow-up call to those with parental or caring responsibility
- To inform the National Safeguarding Lead of any injuries you have been told about that occurred outside the organisation.

Additional requirements for working safely with children:

- ✓ Ensure that a copy of Safeguarding policy and National Safeguarding Leads is displayed in Academy buildings.
- ✓ Never plan to run an event on your own.
- ✓ Always maintain a minimum of four adults per 24 to those under 18 years of age.
- ✓ In case of emergency ensure you have contact details of parents and carers.
- ✓ Try to ensure you have the appropriate balance of male and female personnel at an event
- ✓ Plan the arrival and departure of children. Ensure that responsible adults are at the event before the children are expected to arrive. Do not leave the premises until all children have left or been collected by parents or carers.
- ✓ Only with written parent or carer approval and the agreement of the event organiser will those under 16 be allowed to make their own way to events and leave without supervision. For children under 11, arrangements should be made by contacting parents or carers direct.
- ✓ If you send text messages or emails to older children, send copies to parents or to the child's nominated person.
- ✓ Details of mobile numbers and email addresses must be kept in a safe place.
- ✓ Involve children in establishing their own list of rules at an event what is and is not acceptable. These should be prominently displayed and followed by all adults and children.
- ✓ Be firm and fair with children. Avoid favouritism and singling out those who cause trouble. Remember it's the behaviour that is not acceptable and not the child.
- ✓ When you find a child is trying to get a lot of attention, re-direct them into positive activity.
- ✓ Do not allow children or adults to engage in abusive activities such as initiation ceremonies, ridiculing or bullying.
- ✓ Avoid all one-to-one situations with a child. Where such a situation is unavoidable, always keep a door open and ensure someone else can see or hear you.
- ✓ In an emergency which requires physical contact, parents and carers should be fully informed as soon as possible of what has happened.
- ✓ Adults in charge of children should not drink alcohol.
- ✓ On residential events, do not allow males to enter female accommodation (or vice versa). If the need arises for a male to enter female accommodation (or vice versa), that person must always be accompanied.
- ✓ Never plan to drive or walk a young person home. In the most exceptional circumstances, or in absolute emergencies, alert the National Safeguarding Lead to the situation and the action you are taking, and report back when the child is safely delivered.
- ✓ Never take a child to your own home or any other premises where you will be alone with them.
- ✓ Never trivialise child abuse.
- ✓ Record and report any allegations by a child including any made against you.

Section Six – Useful Organisations

Action on Elder Abuse

A nationwide charity working to protect and prevent the abuse of vulnerable older adults.

Telephone 020 8835 9280

Helpline 0808 808 8141

elderabuse.org.uk

Alcohol Concern

Directory of local advice centres and services across the nation. Works to try to change the conversations and attitudes people have about alcohol.

Telephone 020 7566 9800

Alcoholconcern.org.uk

Action on Hearing Loss

Sign Language Support and Interpreters, Deafblind Interpreters, Lipspeakers and Notetakers.

Telephone 0845 68580

www.actiononhearingloss.org.uk

Barnardo's

Works to transform the lives of vulnerable children and young people.

Telephone 020 8550 8822

barnados.org.uk

Child Exploitation and Online Protection Centre (CEOP)

Works across the UK tackling child sexual abuse and providing advice for parents, young people and professionals. Also see ThinkuKnow on page 46.

Helpline 0870 000 3344

ceop.police.uk

Childline

A free and confidential helpline for children and young adults in the UK. It offers help and advice plus volunteering and fundraising details.

Helpline 0800 1111

childline.org.uk

Citizens Advice

Helps people resolve legal, money and other problems by providing free, independent and confidential advice.

citizensadvice.org.uk

Cruse Bereavement Care

The leading national charity for bereaved people in England, Wales and Northern Ireland.

Helpline 0844 477 9400

cruse.org.uk

Drinkaware/Drinkline

Telephone support for adults and young people. Offers free, confidential, accurate and consistent information and advice to callers who are concerned about their own or someone else's drinking.

Telephone 020 7766 9900

Helpline 0300 123 1110

drinkaware.com.uk

Drugscope

The UK's leading independent centre of information and expertise on drugs.

Telephone 020 7928 1211 (Mon-Fri 10am-4.30pm)

drugscope.co.uk

Equality and Human Rights

Helps to promote equality and human rights, provides guidance and raising awareness of your rights.

Helpline 0808 800 0082

equalityhumanrights.com

Family Lives (formerly Parentline Plus)

A free, confidential 24-hour helpline for parents concerned with a range of issues

Telephone 0808 800 2222

familylives.org.uk

Gingerbread

Information help and local groups for lone parents.

Helpline 0808 802 0925 (Mon-Fri 9am-5pm)

gingerbread.org.uk

Kidscape

Kidscape produces leaflets and booklets on bullying and runs a helpline.

Telephone 020 8830 3300 (Mon-Fri)

kidscape.org.uk

Language Line

Immediate interpreter provision in 100 languages, 24-hour service.

Telephone 0800 169 2879

languageline.co.uk

LGBT Foundation

A national charity that aims to achieve change with and on behalf of LGBT people and continue to meet their needs by providing vital and inclusive services.

Helpline 0345 3 30 30 30

lgbt.foundation

Life Signs

A self-injury guidance and support network that helps raise awareness about self-injury and helps people who rely on self-injury.

lifesigns.org.uk

Mankind

A helpline service for male victims of domestic abuse or domestic violence.

Telephone 01823 334 244

mankind.org.uk

Mind

The leading mental health charity promoting understanding of mental health.

Telephone 020 8519 2122

Helpline 0300 123 3393

mind.org.uk

National Domestic Violence

Gives information on housing, welfare, health and legal rights, refers women and children to refuges across the country, makes referrals to temporary emergency accommodation and helps to get support from the police. Free 24-hour national domestic violence helpline.

Telephone 0808 200 0247

ncdv.org.uk

NSPCC

Works to end cruelty to children in the UK by standing up for their rights, listening to them, helping them and making them safe. Free 24-hour national helpline for information and confidential advice about all types of problems. Also see there4me.com on page 46.

Telephone 0808 800 5000

nspcc.org.uk

One in Four

Offers a voice to and support for people who have experienced sexual abuse and sexual violence.

Telephone 020 8697 2112

Email admin@oneinfour.org.uk

oneinfour.org.uk

Rape and Sexual Abuse Support Centre (RASASC)

National Freephone helpline for female and male survivors, partners, friends and family.

Telephone 0808 802 9999

Email info@rasasc.org.uk

www.rasasc.org.uk

Refuge

National charity that provides emergency accommodation and support for women and children experiencing domestic violence.

Telephone 020 7395 7700 Helpline 0808 200 0247

refuge.org.uk

Respect

Information on national services for perpetrators of domestic violence.

Helpline 0808 802 4040

respect.uk.net

Samaritans

National free suicide helpline 116 123

samaritans.org

Scope

Scope's Disablement Information and Advice Lines (DIAL) UK offer information and help for people with disability and their families.

Helpline 0808 800 3333 (9am-9pm)

scope.org.uk

The Silver Line

Confidential free helpline for older people across the UK, open every day and night of the year offering information, friendship and advice

Helpline 0800 4 70 80 90

thesilverline.org.uk

Stonewall

Working for equality and justice for all lesbian, gay, bi and transsexual people.

Telephone 020 7593 1850

Helpline 0800 050 2020

Stonewall.org.uk

The Silver Line

Confidential free helpline for older people across the UK, open every day and night of the year offering information, friendship and advice

Helpline 0800 4 70 80 90

thesilverline.org.uk

There4me.com

NSPCC's confidential online service for young people aged 12 to 16 years old.

Helpline 0800 1111

there4me.com

ThinkuKnow

A programme from the Child Exploitation and Online Protection Centre (CEOP) that aims to help children stay safe online.

thinkuknow.co.uk

UK Safer Internet Centre

Helpline for professionals working with children and young people, specifically tackling the area of e-safety.

Helpline 0844 381 4772

saferinternet.org.uk

Young Minds

Support for anyone with concerns about the mental health of a child or young person.

Telephone 020 7089 5050

Helpline 0808 802 5544

youngminds.org.uk