



Usel

**Young People and Adults Safeguarding
Policy**

DOCUMENT MANAGEMENT

The purpose of this section is to provide details of the official versions and controls relating to the management of the Young People and Adults Safeguarding Policy

KEY PERSONNEL

Role	Responsible Person	Responsible Action
Author	SFLW Operations Manager	Draft/Review
Manager	Head of Employment Services	Review
Owner	Board	Approval

DOCUMENT HISTORY

Version	Date	Reason for update
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V5.0	January 2020	Annual Review
V6.0	November 2020	Annual Review
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V8.0	November 2022	Annual Review
V9.0	November 2023	Annual Review: Personnel Update
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V11.0	November 2025	Annual Review Personnel Update 1.8, 4.8, 4.93, 4.13, 5.1, 7, 7.3 & Appendix 6
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Date of next review: November 2026

Young People and Adults Safeguarding Policy

1. Introduction

- 1.1. Usel is committed to striving to provide an environment which is free from the risk of harm to individuals and those who may need protection, in order to safeguard young people and adults.
- 1.2. Within this policy the term 'safeguarding' is used in its widest sense, that is, to encompass both activity which prevents harm from occurring in the first place and activity which protects individuals at risk where harm has occurred or is likely to occur without intervention.
- 1.3. This Policy provides clear guidance on the procedures to follow in the event of a suspicion or allegation that an adult or young person appears to be at risk of abuse, exploitation, or neglect.
- 1.4. This Policy is intended for all staff and contractors who provide employment support, training or an activity that leads to the adult or young person being considered at risk of harm or in need of protection at that time.
- 1.5. The Policy provides clear guidance on the procedures for implementing *Operation Encompass*, in response to domestic abuse incidents.
- 1.6. It applies to young people aged 16-18 (aged 21 if leaving care) and adults aged 18+ (as defined by www.legislation.gov.uk/ukpga/2006/47/section/59).

Legal Framework

- 1.7. Usel's policy has been informed by the Northern Ireland Executive's Adult Safeguarding Prevention and Protection in Partnership Policy (July 2015) (<https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/adult-safeguarding-policy.pdf>)
- 1.8. The policy is also informed by Children (Northern Ireland) Order 1995 and Co-operating to Safeguard Children & Young People in NI (DoH, 2017) as the core child-protection framework.
<https://www.legislation.gov.uk/nisi/1995/755/contents/made>

2. Purpose

- 2.1. To provide advice and guidance to Usel staff when interacting with individuals who are carrying out an activity or receiving support in circumstances where the individuals may be considered at risk of harm or in need of protection at that time.
- 2.2. To ensure Usel has an adequate policy and procedures to protect individuals with whom we come into contact.
- 2.3. To promote and maintain the rights of all people and safeguard them from abuse, exploitation, or neglect.
- 2.4. To work within the relevant legislative framework.
- 2.5. To incorporate the principles of good practice into the provision of direct employment / employment support.
- 2.6. To highlight the importance of inter-agency working.

3. Guiding Principles

- 3.1. Safeguarding individuals is complex and challenging. The focus of any intervention must be on promoting a proportionate, measured approach to balancing the risk of harm with respecting the adult's or young person choices and preferred outcome for their own life circumstances. Usel upholds the principle of respect for the rights of people who are entitled to:
 - Privacy
 - Be treated with respect and dignity
 - Lead an independent life and be enabled to do so
 - Be able to choose how to lead their lives
 - The protection of the law
 - Have their rights upheld regardless of religious belief, political opinion, race, age, marital status, sexual orientation, gender, disability, or caring responsibilities.
 - Have the opportunity to fulfil personal aspirations and realise potential in all aspects of daily life
 - Input, where appropriate, from the views of others who have an interest in his or her safety or well-being

4. Definitions

- 4.1. **Adults who may be considered 'At Risk of Harm' and 'In Need of Protection'.**

'It is not possible to definitively state when an adult is at risk of harm, as this will vary on a case-by-case basis. The following definition is intended to provide guidance as to when an adult may be at risk of harm, in order that further professional assessment can be sought. An 'Adult at risk of harm' is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- personal characteristics AND/OR
 - life circumstances.
- 4.2. Personal characteristics may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain.
- 4.3. Life circumstances may include, but are not limited to, isolation, socio-economic factors and environmental living conditions.
- 4.4. An 'Adult in need of protection' is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased:
- a) by their personal characteristics AND/OR
 - b) by their life circumstances AND
 - c) by their inability to protect their own well-being, property, assets, rights or other interests; AND
 - d) where the action or inaction of another person or persons is causing, or is likely to cause, him/her to be harmed.

In order to meet the definition of an 'adult in need of protection' either (a) or (b) must be present, in addition to both elements (c), and (d).

(<https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/adult-safeguarding-policy.pdf>).

- 4.5. It is important that staff/contractors/volunteers are aware of this policy when interacting with individuals, especially in external settings. Should they be concerned about any suspected abuse they must follow the reporting procedures set out in this policy. **See Annex 9** (Reporting procedures)
- 4.6. At Usel, we recognise that the personal characteristics and life circumstances for many may mean that they are at risk of harm or in need of protection. Staff should use 'trauma-informed' practice is an approach to health and care interventions which is grounded in the understanding that trauma exposure can impact an individual's neurological, biological, psychological, and social development. It is important that all service users are treated with dignity and respect and free from abuse while we support them.
- 4.7. There are **six categories of workers who fall into the definition of regulated activity** relating to **adults**. Those who provide:
- Health Care - Regulated health care professionals or those acting under the direction or supervision of a health care professional, for example, doctors, nurses, health care assistants, physiotherapists.
 - Personal Care - Assistance with washing, dressing, eating, drinking and toileting, or teaching someone to do one of these tasks.
 - Social Work - Provision of social work by a social care worker which is required in connection with any health services or social services.
 - Assistance with General Household Matters - Includes helping a person with their cash, bills or shopping because of their age, illness or disability.

- Assistance in the Conduct of a Person's Own Affairs - Including enduring power of attorney, or deputies appointed under the Mental Health Order.
- Conveying - Conveying adults because of age, illness, or disability to, from or between places where they receive healthcare, personal care or social work.

4.8. From 10 September 2012 regulated activity relating to young people includes:

- Unsupervised activities: teaching, training, instructing, caring for or supervising children, providing advice/guidance on wellbeing, driving a vehicle only for children
- Work for a limited range of establishments (specified places) with opportunity for contact with children for example schools, children's homes, childcare premises, children's hospital. Work undertaken by supervised volunteers in these places is not regulated activity
- Work under 1 or 2 is regulated activity if undertaken regularly. Regular means carried out by the same person frequently (once a week or more) or on 4 or more days in a 30-day period or overnight.
- Relevant personal care, for example washing or dressing, or health care by or supervised by a professional; (even if carried out once)
- Registered childminding and foster care
- NB: the day-to-day line manager/supervisor of an individual in regulated activity is also in regulated activity.

<https://www.nidirect.gov.uk/articles/regulated-activity-vulnerable-groups>

4.9. Adult Safeguarding: Prevention and Protection in Partnership” does not include self-harm or self-neglect within the definition of an ‘adult in need of protection’. Each case will require a professional HSC assessment to determine the appropriate response and consider if any underlying factors require a protection response. For example, self-harm may be the manifestation of harm which has been perpetrated by a third party and which the adult feels unable to disclose.

4.9.1. Abuse (Adult): The current definition of abuse is derived from regional guidance issued by the Management Executive, Department of Health & Social Services, in 1996 which states that abuse is:

“The physical, psychological, emotional, financial or sexual maltreatment, or neglect of an individual by another person. The abuse may be a single act or repeated over a period of time. It may take one form or multiple forms. The lack of appropriate actions can also be a form of abuse. Abuse can occur in a relationship where there is an expectation of trust and can be perpetrated by a person/person, in breach of that trust, who have influence over the life of a dependant, whether they be formal or informal carers, staff or family members or others. It can also occur outside such a relationship” (accessed Dec 2016)

4.9.2. Abuse (Child): a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults or by another child or children.

4.9.3 Forms of abuse can be categorised as follows:

- Physical abuse (including inappropriate restraint or use of medication)
- Sexual abuse
- Psychological or Emotional abuse
- Neglect
- Discriminatory Abuse
- Institutional Abuse
- Financial (Adult)
- Exploitation (Adult)
- Child Criminal Exploitation CCE
- Domestic violence and abuse (Adult)
- Human trafficking/Modern Slavery (Adult)
- Hate Crime (Adult)

4.10 Operation Encompass ensures that there is a simple telephone call or notification to Usel's trained Designated Safeguarding Champion / to the start of the next education and training day, after an incident of police attended domestic abuse; where there are children related to either of the adult parties involved. Information is shared with a Usel's Designated Safeguarding Champion or Appointed Person, after officers have attended a domestic abuse incident. This sharing of information enables appropriate support to be given to children/young adults, when they arrive to training, dependent upon the needs and wishes of the individual. Further training and guidance for key adults can be located <https://www.operationencompass.org/operation-encompass-on-line-key-adult-briefing>

4.10.3 Points to consider when dealing with individuals who have the potential to be at a risk of harm and those who may need protection:

4.10.4 A person is not to be treated as unable to make a decision unless all practicable steps to help him do so have been taken without success.

4.10.5 A person should not be considered as being unable to make a decision merely because he makes an unwise decision.

4.10.6 An act done or decision made under the legislation for, or on behalf of, the person who lacks capacity, must be done, or made, in his/her best interest. Before any action is taken, or decision made, regard must be had as to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's right and freedom of action.

4.10.7 Under this legislation a person is deemed to lack capacity in a matter if, at the same time, he is unable to make decisions for himself in relation to the matter because of an impairment of, or a disturbance in the function of, the mind or brain. It does not matter whether the impairment or disturbance is permanent or temporary.

- 4.11** A person is deemed unable to make a decision for himself if he cannot:
- Understand the information relevant to the decision
 - Retain that information
 - Communicate his decision (by speech, gesture, signing or any other means).
- 4.12** Where a person is deemed unable to make a decision every reasonable and practicable effort must be made to encourage and permit the person to participate, or to improve his ability to do so as fully as possible in any act done for him / her and decision affecting him / her. If it is decided that an adult does not have capacity, then staff should act in a way which is in that person's best interests, i.e. what is necessary to promote health or wellbeing or prevent deterioration, consistent with existing legislation.
- 4.13** When working with adults (16+) whose capacity may be in doubt, staff will follow the Mental Capacity Act MCA (NI) 2016 principles (assume capacity, support decision-making, respect unwise decisions, best interests, least restriction) and the DoH Codes of Practice for commenced parts of the Act. <https://www.health-ni.gov.uk/articles/mental-capacity-act-code-practice-and-other-key-documents>
- 4.14 Young person or adults whose behaviour places them at risk of significant harm:** A young person or adult whose own behaviours, such as self-harm, alcohol consumption or consumption of drugs, whilst placing them at risk of significant harm, may not necessarily constitute abuse as defined for the purposes of this policy. If there are concerns these should be raised with the Designated Safeguarding Officer (under 18's) and/or Adult Safeguarding Champion (over 18's) who will make a professional judgement whether or not to initiate Safeguarding procedures. Each case will be considered individually by the Designated Safeguarding Officer and/or Adult Safeguarding Champion. External agencies will be informed as appropriate.
- 4.15 Children and Young People Who Display Harmful Sexualised Behaviour:** Harmful sexual behaviour (HSB) is developmentally inappropriate sexual behaviour which is displayed by children and young people and which may be harmful or abusive. It can be displayed towards younger children, peers, older children or adults. Issues of concern, including inappropriate sexual behaviour, should be notified to the Designated Safeguarding Officer (under 18's) and/or Adult Safeguarding Champion (over 18's) who will follow guidance under [Circular 2016_05-Children-who-display-harmful-sexualised-behaviour.pdf](#) to decide on the appropriate action to take.

5 Preventing Abuse

- 5.1.** There are a number of steps that staff/contractors/volunteers can take to reduce the risk of abuse occurring or the potential for abuse situations to occur. These are:

- Employing rigorous recruitment practices that include Enhanced ACCESS (NI) checking for all service delivery staff, contractors and volunteers as appropriate.
 - Where Usel removes (or would have removed had the person not resigned) an employee/volunteer from regulated activity because they harmed a child/adult or posed a risk of harm, Usel will make a statutory referral to the Disclosure and Barring Service (DBS), in addition to any referrals to HSC Trusts/PSNI.
 - Informing staff, contractors and volunteers of this policy at recruitment/appointment stage.
 - Requiring all service delivery staff and contractors to undertake mandatory training, which is updated as required. Refresher training should be completed every two years.
 - Providing all service delivery staff with these guidelines at induction stage. These provide practical guidance for staff on:
 - The types of abuse
 - Recognising abuse
 - Reporting suspected or alleged abuse.
 - Encouraging staff, contractors and volunteers to be vigilant and report all concerns.
 - Instructing service delivery staff/contractors/volunteers on how they can best design out sole access to individuals who have the potential to be at a risk of harm and those who may be in need of protection within their job or voluntary role.
 - Promoting a culture of openness and transparency.
 - Having clear service standards and policies and procedures.
 - Ensuring service users have access to the Complaints Procedure.
 - Having an effective risk assessment process.
 - Having an effective quality management system.
- 5.2.** Staff, contractors, and volunteers may be protected from false accusations by making sure that everyone is aware, as a general rule that they should not:
- Spend excessive amounts of time, away from others, with individuals who have the potential to be at a risk of harm and those who may be in need of protection.
 - Transport individuals who have the potential to be at a risk of harm and those who may be in need of protection in their car on journeys; and
 - Take individuals who have the potential to be at a risk of harm and those who may be in need of protection into their home.
- 5.3.** Usel makes it clear to staff, contractors, and volunteers they should never:
- Allow or engage in inappropriate touching of any form.
 - Make sexually suggestive comments to individuals who have the potential to be at a risk of harm and those who may be in need of protection.
 - Engage in sexually provocative activity.

- Engage in rough physical activity.
- Let allegations that an individual who has the potential to be at a risk of harm and those who may be in need of protection make go unchallenged or unrecorded
- Do things of a personal nature for individuals that they can do for themselves.

6. Information Sharing for Safeguarding Purposes

- 6.1.** In normal circumstances observing the principle of confidentiality will mean that information is only passed on to others with the consent of the service user. However, where there is concern about abuse, the service user needs to be made aware that information must be shared with statutory agencies in order to protect them and to potentially protect others or investigate an alleged or suspected criminal offence even if they are not happy for this to happen.

UK General Data Protection Regulation (UK GDPR) do not prevent the sharing of information for the purposes of keeping children safe and promoting their welfare. If in any doubt about sharing information, staff should speak to the designated safeguarding lead (or a deputy). Fears about sharing information must not be allowed to stand in the way of the need to safeguard and promote the welfare of children.

7. Safeguarding Responsibilities

Governance of safeguarding, care, and welfare within Usel is led by the Safeguarding Champion, supported by the Designated Safeguarding Officer (DSO), Deputy Designated Safeguarding Officers, and Appointed Persons. Together, this team provides strategic oversight and coordinates operational safeguarding activity across all Usel programmes. The Designated Safeguarding Officers report directly to the Safeguarding Champion, ensuring clear accountability and robust governance.

To further strengthen safeguarding practice, a number of Staff across Usel have completed Designated Safeguarding and Adult Safeguarding training, this training is refreshed every two years in line with the Safeguarding Board for Northern Ireland (SBNI) and Health & Social Care Trusts recommendations. These trained staff members provide advice, guidance, and support to colleagues, ensuring that any concerns are promptly referred to a member of the Designated Safeguarding Team, who will then take appropriate action to manage concerns involving a child, young person, or adult at risk of harm or in need of protection.

Safeguarding posters are displayed throughout Usel premises, identifying members of the Safeguarding Team, and providing contact details for staff, learners, volunteers, and visitors who may need to raise a concern. All visitors or contractors who identify a safeguarding concern must refer the matter immediately to the appropriate Safeguarding Officer or designated point of contact, to ensure compliance with Usel's safeguarding policies and procedures.

Key Roles in Usel (see Appendix 1)

7.1. **Adult Safeguarding Champion (ASC):** held by Head of Employment Services David Cowan. The main responsibilities of the ASC are summarised as follows:

- To ensure that only suitable individuals are recruited by Usel.
- to ensure that where a client is placed into a recognised post for a placement or employment opportunity that subject to satisfying the relevant criteria, they are subject to Enhanced Access NI vetting.
- to provide information and support for staff on adult safeguarding within the organisation.
- to ensure that the organisation's adult safeguarding policy is disseminated, and support implemented throughout the organisation.
- to advise within the organisation regarding adult safeguarding training needs.
- to provide advice to staff, contractors or volunteers who have concerns about the signs of harm, and ensure a report is made to HSC Trusts where there is a safeguarding concern.
- to support staff to ensure that any actions take account of what the adult wishes to achieve – this should not prevent information about any risk of serious harm being passed to the relevant HSC Trust Adult Protection Gateway Service for assessment and decision making.
- to establish contact with the HSC Trust Designated Adult Protection Officer (DAPO), PSNI and other agencies as appropriate.
- to ensure accurate and up to date records are maintained detailing all decisions made, the reasons for those decisions and any actions taken.
- to compile and analyse records of reported concerns to determine whether a number of low-level concerns are accumulating to become significant; and make records available for inspection.

7.2. **Appointed Person(s):** SFLW Operations Manager Claire Vaughan.

- This role ensures that there are points of contact internally within Usel where an allegation can be directed, and information collated to be passed to external agencies.

7.3. **Designated Safeguarding Officer:** Held by SFLW Tutors, Fiona Milliken and Curtis Lynn, as well as Empower trainer, Helen McGahan)

Usel has a Designated Safeguarding Officer with responsibility for Children (under 18 years old). They should be contacted for information, advice and reporting of concerns, disclosures or allegations of abuse relating to children (under 18 years old).

7.3..1. The role of the Designated Safeguarding Officer is to:

- Receive information from any staff, volunteers, children, parents, or carers who have safeguarding concerns and record it.

- Assess the information promptly and carefully, clarifying and obtaining more information about the matter as appropriate.
- Record statements and information relating to any safeguarding issues. Store all information and recording in a secure manner and in accordance with UK General Data Protection Regulation (GDPR).
- Advise the Adult Safeguarding Champion (ASC) of identified cases.
- Report concerns to PSNI/Social Services in the absence/unavailability of the ASC or in the instance of an immediate threat to a person(s) safety or welfare.

7.4. Designated Safeguarding Panel/ Criminal Disclosures Panel:

Usel have a designated safeguarding panel comprising of three managers: Head of Employment Services, Head of Manufacturing & Recycling and Skills for Life & Work Operations Manager. The role of the Designated Safeguarding Panel is to determine in conjunction with external professionals (PSNI, NIACRO, PBNI) any risk associated with applications from participants/learners with backgrounds of unspent criminal activity, or for certain courses background of both spent and unspent criminal activity. The panel then determines whether or not the associated risk can be safely managed, i.e., whether or not the applicant is approved for the admissions and enrolment process.

8. Procedure for Responding to Reports and Incidents of Abuse or Alleged Abuse

- 8.1.** Usel has a number of processes in place to ensure any report of alleged or actual abuse is handled efficiently and effectively. (see Appendix 2)
- 8.2. Operation Encompass** – Key Adults need to be available prior to the start of the education and training day, to receive reports of police attended incidents of domestic abuse from the police via telephone call. If the notification from the PSNI is sent electronically, then Key Adults must ensure that this is checked and opened prior to the start of the day. Any information provided relating to abuse or alleged abuse, should be made known to key staff working with the young person. This will ensure all young adults (aged 18 and under) experiencing domestic abuse receive timely support.
- 8.3.** The following resources may also help schools and colleges understand and teach about digital safeguarding:
- DfE advice for schools: teaching online safety in schools <https://www.gov.uk/government/publications/teaching-online-safety-in-schools/teaching-online-safety-in-schools>
 - UK Council for Internet Safety (UKCIS) Sharing nudes and semi-nudes: advice for education settings working with children and young people. <https://www.gov.uk/government/publications/sharing-nudes-and-semi-nudes-advice-for-education-settings-working-with-children-and-young-people/sharing-nudes-and-semi-nudes-advice-for-education-settings-working-with-children-and-young-people>

[people/sharing-nudes-and-semi-nudes-advice-for-education-settings-working-with-children-and-young-people](#)

• The UKCIS external visitors guidance will help schools and colleges to ensure the maximum impact of any online safety sessions delivered by external visitors.

https://assets.publishing.service.gov.uk/media/632b1800d3bf7f75c2a5fa08/OS_UKCIS_Draft_External_Visitors_to_Support_Online_Safety_Final.pdf

- 8.4. Usel **does not engage in the investigation of alleged abuse**, where such an allegation is made Usel's HR policies shall operate in parallel to the statutory bodies who will investigate the actual abuse allegation.
- 8.5. The role of the staff member responding to a report of abuse must only **record** the information and **not** investigate the circumstances. The account given must only be that of the person making the report and the response given. Leading questions must not be asked, nor a discussion entered into with either the alleged victim or alleged perpetrator. Safeguarding Do's and Don'ts (Appendix 4) acts as a reminder to staff when dealing with a safeguarding concern. All company mobile phones have a link to "Safeguarding Do's and Don'ts".
- 8.6. The alleged person at risk must be made aware of who you will pass the information on to and be advised that their report will be followed up by Usel's Appointed Person / Adult Safeguarding Champion / Designated Safeguarding Officer/Deputy Safeguarding Officer in conjunction with relevant organisations. **It is the role of the relevant professional agencies to decide if abuse has occurred or not.**

9. Procedure for Reporting Suspected Abuse:

- 9.1. Everyone working within a safeguarding role has a duty to report suspected, alleged, or confirmed incidents of abuse. Concerns about abuse must be reported immediately. The Safeguarding Concern Record may be used (Appendix 5).
- 9.2. Practical guidance for anyone suspecting abuse is covered in the Safeguarding Do's and Don'ts (Appendix 4).
- 9.3. All staff have a responsibility to recognise cases of abuse and report concerns to an Appointed Person or ASC without delay. If the person is under 18 then report the safeguarding concern to the Designated Safeguarding Officer, if they are over 18 then report to the Appointed Person or Safeguarding Champion.
- 9.4. Usel's Appointed Person / Adult Safeguarding Champion / Designated Safeguarding Officer will agree the subsequent action and who will undertake it.
- 9.5. Usel's Appointed Person / Adult Safeguarding Champion / Designated Safeguarding Officer/ Deputy Safeguarding Officer may seek advice from the appropriate Health & Social Care Trust's Gateway Team.

- 9.6.** Usel's Appointed Person / Adult Safeguarding Champion / Designated Safeguarding Officer/Deputy Safeguarding Officer will liaise with the appropriate Health & Social Care Trust's Adult Protection Gateway Team.
- 9.7.** The Chief Executive Officer (CEO) should be informed of all cases of suspected, alleged or confirmed incidents of abuse. The CEO is not permitted to hinder external disclosure.
- 9.8.** If the allegations relate to another employee, the staff member will inform Usel's Appointed Person / Adult Safeguarding Champion / Designated Safeguarding Officer who will follow normal internal disciplinary policy.
- 9.9.** Concerns about suspected abuse by staff should also be reported to the relevant local Health & Social Care Trust Designated Adult Protection Officer via the Usel Adult Safeguarding Champion.
- 9.10.** N.B. The Public Interest Disclosure (Northern Ireland) Order 1998 provides for the active safeguarding and protection of what are commonly known as "Whistle-blowers".

9.11. Actions:

- On receiving an alert of an allegation or suspicion of abuse, the Appointed Person / Adult Safeguarding Champion and Designated Safeguarding Officer should check that the individual who has the potential to be at a risk of harm and/or who may be in need of protection immediate needs are being met i.e., that they are in no immediate danger and that medical assistance, if deemed necessary, has been sought.
- All reporting of suspected, alleged or confirmed incidents of abuse must be made to the Appointed Person / Adult Safeguarding Champion / Designated Safeguarding Officer.
- Initial contact can be made immediately by telephone but should be confirmed in writing within 2 working days. The Adult Safeguarding Champion should then acknowledge receipt of the referral within 2 working days.
- Records should be stored so that the information can be easily collated and is tamper proof (In best practice, a hard-backed bound book should be used for any complaints against staff members and signed off and dated annually, even if blank, by the Manager and designated member or Chairperson of the Board.)

9.12. Guidance notes:

- The main priority should always be to ensure the immediate safety and protection of the individual who has the potential to be at a risk of harm and/or who may be in need of protection.
- This may involve calling the relevant emergency services, or in consultation with the individual, if they can move to an environment where they feel safe.
- Life threatening situations, such as severe physical abuse, require an immediate response. In all other circumstances, allegations of abuse should be the subject of an initial investigation within 3 working days.
- Situations arising outside of normal hours and requiring immediate intervention should be passed on to the appropriate Out of Hours Social Work Service or the PSNI (**Appendix 5**).

- The Duty Social Worker should give priority to the protection of the individual and Usel staff then report the situation to the appropriate Adult Safeguarding Champion or an Appointed Person at the earliest opportunity when Usel's office re-opens.

9.13. Reports Against Usel Staff/Contractors/Volunteers

- Allegations against staff /contractors/ volunteers will be treated seriously and dealt with appropriately through Usel's Disciplinary Policy & Procedures.
- Disciplinary investigations must be conducted separately from any enquiry or investigation under the Young People and Adults Safeguarding Policy, although there may be a need for simultaneous action and for the co-ordination and sharing of information.

9.14. The Health & Social Care Trust Gateway Teams have responsibility for:

- Establishing the substance of the suspected, alleged or known abuse
- Establishing that the individual falls within the scope of the policy
- Deciding whether further investigation is necessary
- Considering issues of consent and capacity
- Usel should be satisfied that the above is carried out and the CEO must be kept informed of all action being taken.

9.15. Usel does not have any investigative powers in relation to suspected, alleged, or confirmed incidents of abuse.

9.16. The appropriate agency to lead the investigation will be the Health and Social Care Trust.

10. Associated Policies

10.1. The following policies should be read in conjunction with this policy:

- Working well together Policy
- Positive Behaviour Policy
- Disciplinary Procedure
- Lone Mobile Working Policy
- Acceptable Use of IT Policy
- Social Media Policy
- Raising a concern Policy
- Recruitment and selection Policy
- Code of Conduct
- Health & Safety Policy
- UK General Data Protection Regulation Policy (GDPR)

11. Review

11.1. This policy will be reviewed annually, or earlier if required to reflect changes in legislation, statutory guidance, or organisational practice.

Appendix 1: Usel Safeguarding Team



Safeguarding is Everyone's Responsibility

Usel is committed to providing an environment which is free from the risk of harm to individuals.

Safeguarding means protecting people's health, wellbeing and human rights and enabling them to live free from harm, abuse, and neglect.

If you, or someone you know, have any concerns please contact one of the Safeguarding Team members below or confidentially email **safeguarding@usel.co.uk**






Alternatively, you can contact the below external organisations:

Childline - 0800 1111

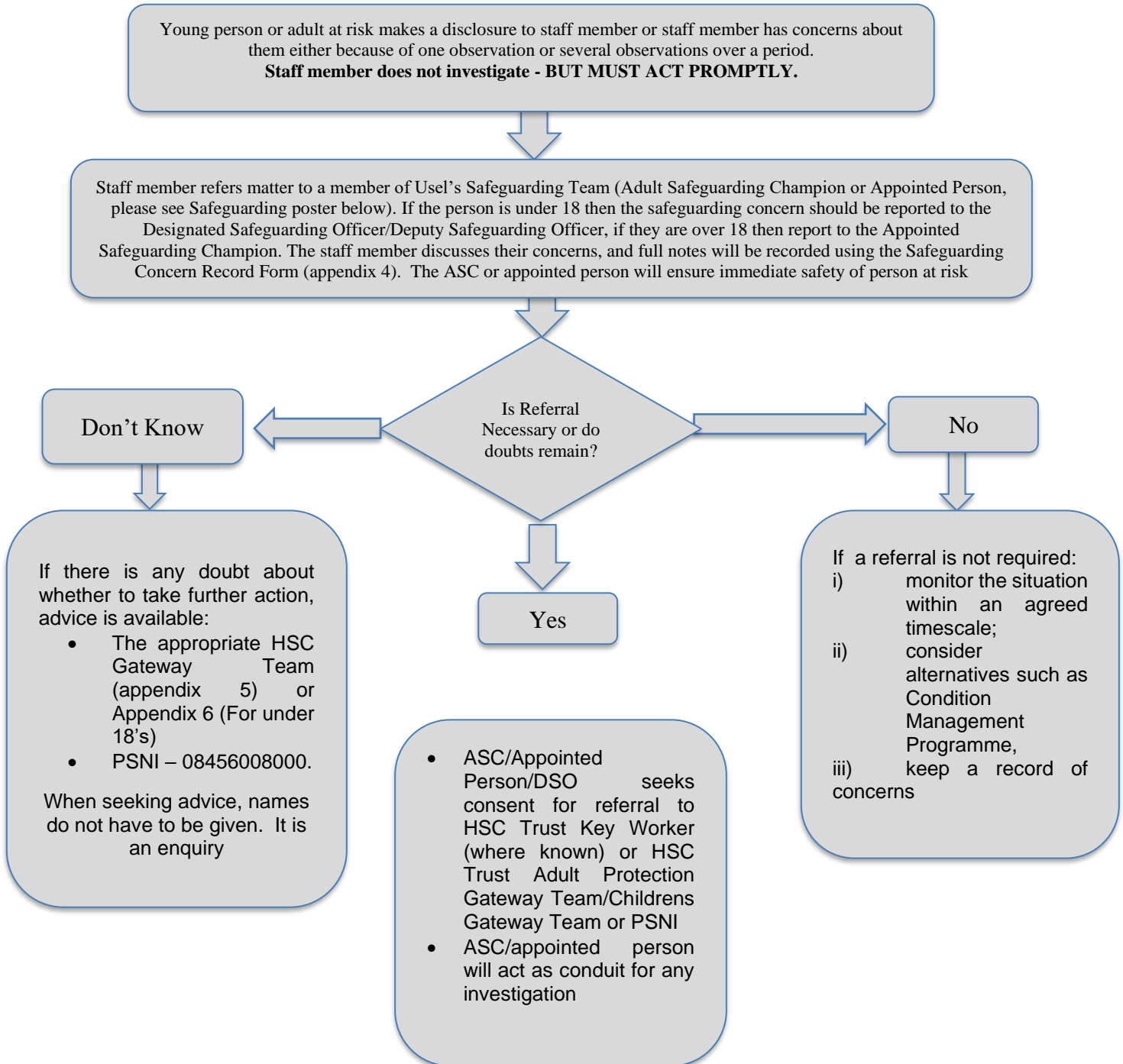
Gateway Team - 028 9050 7000/028 9504 9999

For Concerns relating to person aged 18+

For Concerns relating to person aged under 18

<p>David Cowan Adult Safeguarding Champion</p> <p>Tel: 028 9035 6600 Ext: 3116 Mobile: 07702 879 050 Email: dcowan@usel.co.uk</p>		<p>Fiona Milliken Designated Officer</p> <p>Tel: 028 9035 6600 Ext: 3119 Email: fmilliken@usel.co.uk</p>	
<p>Claire Vaughan Appointed Person</p> <p>Tel: 028 9035 6600 Ext: 3119 Mobile: 07703 831 052 Email: cvaughan@usel.co.uk</p>		<p>Curtis Lynn Deputy Designated Officer</p> <p>Tel: 028 9035 6600 Ext: 3119 Email: culynn@usel.co.uk</p>	
		<p>Helen McGahan Deputy Designated Officer</p> <p>Mobile: 07595 206 667 Email: hmcgahan@usel.co.uk</p>	

Appendix 2: Procedure for Safeguarding Reporting



Appendix 3: Police Information Sharing Pathways



Appendix 4: Safeguarding Do's and Don'ts

Do

- ✓ Remain calm, approachable and receptive
- ✓ Listen Carefully without interrupting
- ✓ Acknowledge you understand how difficult this may be
- ✓ reassure them that they have done the right thing in telling you
- ✓ let them know that you'll do everything you can to help them
- ✓ Call for emergency service if urgent medical/police help is needed
- ✓ Report concerns to the Adult Safeguarding Champion or an Appointed Person without delay
- ✓ Make a written record of exactly what has been said

Don't

- ❖ Promise to keep secrets or confidentiality
- ❖ Ask leading or probing questions
- ❖ Be judgemental or overreact
- ❖ Challenge the alleged abuser
- ❖ Investigate the concern yourself
- ❖ Do anything that could disturb evidence e.g. do not tidy up or encourage the person to bathe
- ❖ Discourage anyone from reporting concerns
- ❖ Leave details of your concerns on a voicemail

Appendix 5: Safeguarding Concern Record

This form can be used, by anyone, to raise a concern or report an issue relating to the safeguarding of individuals. Please complete the form in as much detail as possible and append any supporting information if applicable. DON'T delay submitting the form just because all of the information is not complete.

It should be noted that the information disclosed on this form will be regarded as confidential; however, it should be understood that concerns related to safeguarding may provide sufficient grounds for sharing of the information with other agencies in accordance with your own Safeguarding Policy and relevant legislation.

Name of person reporting concern and contact details	
Position of person reporting concern	
Location (office/contract)	
Name of individual who concern relates to	
Address of individual who concern relates to	
Date of birth of individual who concern relates to	
Name and address of carer or guardian	
Is this a client/staff/other (please explain)	
Other parties involved (i.e clients/staff/other)	
Date & Time reported	
Reported to	

Safeguarding concern

Please include dates and locations and a full description of any concern including any witnesses (continue on a separate sheet if necessary). Whilst gathering this information do not make assumptions or make suggestions.

Signed (the person making the disclosure) _____

Date _____

Form Submitted by: _____

Date _____

Safeguarding Concern Record

To be completed by the Adult Safeguarding Champion (ASC) /Appointed Person/Designated Safeguarding Officer (DSO)/ Deputy Safeguarding Officer (DDSO)

Name of ASC/Appointed Person/ DSO/DDSO	
Date alerted	
Date advice given	
Name of person advice given to	

Agreed Actions

Outcome

Follow - up

Any information held will be processed in accordance with the terms of the UK General Data Protection Regulation (GDPR). The information disclosed above will be held and processed securely and will be retained in accordance with the USEL records retention policy.

Appendix 6:

Contacting the Adult Protection Gateway Service

You can telephone the service in each Trust area.






HSC Trust	areas covered	9.00am - 5.00pm telephone number	out-of-hours emergency telephone number
Western Adult Protection Gateway Service	Londonderry/Derry, Limavady, Strabane, Omagh, Enniskillen	028 7161 1366	028 9504 9999
Southern Adult Protection Gateway Service	Craigavon, Banbridge, Dromore, Lurgan, Portadown, Gilford, Armagh, Coalisland, Dungannon, Fivemiletown, Markethill, Moy, Tandragee, Ballygawley, Newry, Bessbrook, Annalong, Rathfriland, Warrenpoint, Crossmaglen, Killeel, Newtownhamilton	028 3756 4423	028 9504 9999
Belfast Adult Protection Gateway Service	Greater Belfast area	028 9504 1744	028 9504 9999
Northern Adult Protection Gateway Service	Antrim, Carrickfergus, Newtownabbey, Larne, Ballymena, Cookstown, Magherafelt, Ballycastle, Ballymoney, Portrush, Coleraine	028 9441 3659	028 9504 9999
South Eastern Adult Protection Gateway Service	Lisburn, Dunmurry, Moira, Hillsborough, Bangor, Newtownards, Ards Peninsula, Comber, Downpatrick, Newcastle, Ballynahinch	028 9250 1227	028 9504 9999

Police To contact the police in a non-emergency situation telephone 101. If it's an emergency, telephone 999. If you are in immediate danger, contact the police. If you suspect abuse, exploitation or neglect is happening to someone, report your concerns to the Adult Protection Gateway Service. The service is available in the local Health and Social Care Trust. You can also tell the police.

Source: www.nidirect.gov.uk/articles/who-contact-if-you-suspect-abuse-exploitation-or-neglect

Appendix 7 Northern Ireland Health and Social Care (HSC) Trusts Gateway Services for Children's Social Work

Source: <https://www.nidirect.gov.uk/sites/default/files/publications/GatewayServiceTeamContactDetails.pdf>

Belfast HSC Trust			
Telephone (for referral)	028 90507000		
Areas	Greater Belfast area		
Further Contact Details (for ongoing professional liaison)	 Greater Belfast Gateway Team 110 Saintfield Road Belfast BT8 6HD		
Website	http://www.belfasttrust.hscni.net/		
Out of Hours Emergency Service (after 5pm each evening at weekends, and public/bankholidays)	028 90565444		
South Eastern HSC Trust			
Telephone (for referral)	03001000300		
Areas	Lisburn, Dunmurry, Moira, Hillsborough, Bangor, Newtownards, Ards Peninsula, Comber, Downpatrick, Newcastle and Ballynahinch		
Further Contact Details (for ongoing professional liaison)	 Greater Lisburn Gateway Team Stewartstown Road Health Centre 212 Stewartstown Road Dunmurry Belfast, BT17 0FGTel: 028 90602705 Fax: 028 90629827	North Down Gateway Team James Street Newtownards, BT23 4EPTel: 028 91818518 Fax: 028 90564830	Down Gateway Team Children's Services 81 Market Street Downpatrick, BT30 6LZTel: 028 44613511 Fax: 028 44615734
Website	http://www.setrust.hscni.net/		
Out of Hours Emergency Service (after 5pm each evening at weekends, and public/bankholidays)	028 90565444		
Northern HSC Trust			
Telephone (for referral)	03001234333		
Areas	Antrim, Carrickfergus, Newtownabbey, Larne, Ballymena, Cookstown, Magherafelt, Ballycastle, Ballymoney, Portrush and Coleraine		
Further Contact Details (for ongoing professional liaison)	 Central Gateway Team Unit 5A, Toome Business Park Hillhead Road Toomebridge, BT41 3SFTel: 028 7965 1020 Fax: 028 7965 1036	South Eastern Gateway Team The Beeches 76 Avondale Drive Ballyclare, BT39 9DBTel: 028 93340165 Fax: 028 9334 2531	Northern Gateway Team Coleraine Child Care Team 7A Castlerock Road Coleraine, BT51 3HP Tel: 028 7032 5462 Fax: 028 7035 7614
Website	http://www.northerntrust.hscni.net/		
Out of Hours Emergency Service (after 5pm each evening at weekends, and public/bankholidays)	028 94468833		
Southern HSC Trust			
Telephone (for referral)	08007837745		
Areas	Craigavon, Banbridge, Dromore, Lurgan, Portadown, Gilford, Armagh, Coalisland, Dungannon, Fivemiletown, Markethill, Moy, Tandragee, Ballygawley, Newry City, Bessbrook, Annalong, Rathfriland, Warrenpoint, Crossmaglen, Kilkeel, Newtownhamilton		
Further Contact Details (for ongoing professional liaison)	 Craigavon/Banbridge Gateway Team Brownlow H&SS Centre 1 Legahory Centre Craigavon, BT65 5BE Tel: 028 38343011 Fax: 028 38324366	Newry/Mourne Gateway Team Dromalane House Dromalane Road Newry, BT35 8AP Tel: 028 30825000 Option 1 Fax: 028 30825016	Armagh /Dungannon Gateway Team E Floor South Tyrone Hospital Carland Road Dungannon, BT71 4AUTel: 028 87713506 Fax: 028 87713671
Website	http://www.southerntrust.hscni.net/		
Out of Hours Emergency Service (after 5pm each evening at weekends, and public/bankholidays)	028 38334444		
Western HSC Trust			
Telephone (for referral)	028 71314090		
Areas	Derry, Limavady, Strabane, Omagh and Enniskillen		
Further Contact Details (for ongoing professional liaison)	 Derry Gateway Team Whitehill, 106 Irish Street Derry, BT47 2ND Tel: 028 71314090 Fax: 028 71314091	Omagh Gateway Team Tyrone and Fermanagh Hospital 1 Donaghane Road Omagh, BT79 ONS Tel: 028 66344103 Fax: n/a	Enniskillen Gateway Team 2 Coleshill Road Enniskillen BT747G Tel: 028 66344103 Fax: n/a
Website	http://www.westertrust.hscni.net/		

Out of Hours Emergency Service
(after 5pm each evening
at weekends, and public/bankholidays)

028 71345171

