Procedure for dealing with Safeguarding Incidents (including disclosures)

Purpose and scope

The purpose of this document is to provide a procedure for dealing with disclosures or observations of suspected abuse.

Flora Cultura's service users are adults who are in the 'at risk' category and they may also have family members in the 'at risk' category.

Types of abuse:

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

For more information on examples of each type and possible signs visit Social Care Institute for Excellence

Procedure

1. A concern is raised due to a disclosure by service user or service user's relative or by an observation that leads to suspected abuse (this includes abuse caused by Flora Cultura's staff or organisation).

1.1 during a disclosure, the person receiving the concern should bear the following in mind:

• Listen
• Empathise with the person
• Ask who, when, where, what but not why
• Repeat/ check your understanding of the situation
• Compile notes and exact quotes for the Designated Safeguarding Lead or Deputy Safeguarding Officer to include;-

- Name of person making report
- Name of alleged survivor of safeguarding incident
- Name of alleged perpetrator
- Description of incident (quotes)
- Dates, times and locations of incidents (quotes)
- Any urgent action taken
- Any relevant issues in the person's life (e.g. mental health condition)

1.2 If there is an immediate threat of harm and/or a crime has been committed then the police should be informed immediately by the Designated Safeguarding Lead (DSL) or the Deputy Safeguarding Officer (DSO).

Designated Safeguarding Lead (Director); - Rashid Benoy
rashid@floracultura.org.uk Tel: 07379121674

Deputy Safeguarding Officer (Trustee); - Rachel Philbrick
rachelptherapist@gmail.com Tel: 07963936176

1.3 If there is no immediate threat of harm and no crime has been committed then the information should be forwarded to the DSL or DSO asap so that they can inform the relevant bodies within 24 hours of the disclosure.

1.4 If the DSL is implicated in the disclosure or observation then the information and responsibility for reporting a safeguarding incident will be to the DSO.

1.5 Due to the sensitive nature of safeguarding concerns, confidentiality must be maintained during all stages of the reporting process, and information shared on a limited 'need to know'

basis only. No promise of confidentiality should be made to the person disclosing the alleged abuse.

2. Assess how to proceed with the concern

2.1 The DSL (or DSO in cases where DSL is implicated) will determine if there is sufficient information to file a report to the local safeguarding board at;-

ASSIST (Adult Social Services Information Support Team)

Tel: 0345 602 7050
Out of hours Tel: 0345 054 4847

Email: assist@powys.gov.uk

2.2 If there is insufficient information then the DSL (or DSO) may decide there is no cause for further action, however, if there is still a concern then advice should be sought from the local safeguarding board.

2.3 If after following points 1.1 - 1.5 a member of Flora Cultura's staff or volunteers are implicated then the DSL (or DSO) will carry out immediate disciplinary action if no further information is needed or suspend the member of staff/volunteer following an investigation if further information is needed. Followed by a report to ASSIST if there is sufficient information to do so.

2.4 If at any point it is suspected that a child (under the age of 18) has been abused, then the DSL/DSO should contact;-

Front Door Service

Tel: 01597 827666
Out of hours: 0345 054 4847

csfrontdoor@powys.gov.uk

2.5 If the reporting staff member/volunteer is not satisfied that the organisation is appropriately addressing the concern, they have a right to escalate the concern, either up the management line, to the Board of trustees, or to an external statutory body. The staff member/volunteer will be protected against any negative repercussions as a result of this report. See Flora Cultura's Complaints Policy and Disclosure of Malpractice in the Workplace Policy.

3. Provide support to survivor where needed/requested

3.1 Provide appropriate support to survivor(s) of safeguarding incidents. Nb. This should be provided as a duty of care even if the report has not yet been investigated. Support could include (but its not limited to)

- Psychosocial care or counselling
- Medical assistance
- Protection or security assistance (for example being moved to a safe location)

This care will not necessarily be provided by Flora Cultura's staff but may be accessed by referral.

3.2 All decision making on support should be led by the survivor.

4. Following up on a referral to ASSIST

4.1 ASSIST should respond within 1 day of filling a report. If they have not responded then the DSL (or DSO) should enquire as to the delay. If a decision is made to take further action then a strategy discussion will take place with the relevant professionals to decide the next steps.

4.2 If the DSL (or DSO) disagrees with ASSIST's decision then a request for the duty worker or manager of the adult social care team to carry out a review may be made. This could be followed by a formal complaint if deemed necessary.

5. Documentation and further reporting

5.1 Reports made during a disclosure/incident should be stored securely in Flora Cultura's Google non-profit account in the shared drive folder 'Safeguarding reports' Information in this folder should remain confidential with access only on a need to know basis. All information saved will be done in line with data protection law.

5.2 Record anonymised data relating to the case to feed into organisational reporting requirements (eg. serious incident reporting to the trustee Board, safeguarding reporting to donors), and to feed into learning for dealing with future cases.

Document Change Record

Date of Change:	Changed By:	Comments:
04/10/2021	R. Benoy	
17.07.23	J Powell	Reviewed
21/11/23	R. Benoy	contact for LADO updated
6.12.23	R. Benoy	Purpose and scope adjusted as requested by GCQM panel
15/5/24	R. Benoy	New safeguarding lead for trustees
14/10/24	R. Benoy	Reviewed - no change
10.11.24	R. Benoy	Review and adjustments made following advice from the Green Care Quality Mark assessment team. Wording is reduced to be concise and clear. Purpose and scope made clearer and distinct from the safeguarding policy.
11.7.25	R.Benoy	Contact details updated

Associated policies

Code of conduct for employees
Code of conduct for volunteers and partner employees
Equality, diversity and inclusion policy
Dealing with a problem raised by an employee
Grievance procedure
Disciplinary procedure
Safeguarding policy
Anti Bullying and Harassment policy
Disclosure of Malpractice in the Workplace (Whistleblowing) policy
Complaints policy
Safe recruitment policy
Handling of DBS certificate information