

Safeguarding Policy and Procedure

ADDITIONAL GUIDANCE

Scope	This guidance refers to and should be read in conjunction with VoiceAbility's Safeguarding Vulnerable Adults and Safeguarding Children and Young People Policy
Version	1
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This Guidance should be read in conjunction with VoiceAbility's Safeguarding Vulnerable Adults and Safeguarding Children and Young People Policy, both of which can be found on VoiceAbility World. It is intended to provide greater clarity around expectations on staff in recording safeguarding concerns and actions taken following the development and introduction of our MAAVIS case management system.

Our safeguarding policies must be followed at all times. Please contact your manager if you have any concerns that abuse of a vulnerable adult, a child or young person has taken place; even if you think that a paid professional or support/care worker knows about the concern or disclosure.

1. Recording a concern

1.1. Recording a concern about a person we are currently working with (Existing Partner)

1.1.1. Record your concern as a new issue under the referral on MAAVIS, coded as 'Safeguarding adult - alert' or 'Safeguarding children and young people - alert', as appropriate.

1.2. Recording a concern about a person we are NOT currently working with.

Please note: Where you have any concerns about potential abuse it does not matter whether we are working with the person who is subject of your concerns, nor whether that person fits the criteria for the particular service for which you work.

1.2.1. You may be concerned about potential abuse of someone who we are not currently working with. In this case, try to find out the person's name and add

them to MAAVIS as a new referral and then record your concern as in 1.1 above.

- 1.2.2. If you are unable to establish their name, add them to MAAVIS as a new Referral called "SG.[servicelocation].[number]". For the first such alert in Newham it would therefore be "SG.Newham.1" You should then try to ascertain the person's name at the earliest opportunity and update MAAVIS when you have this.
- 1.3. You must record your concern even if after discussion with your line manager no external alert is raised.

2. Written record of incident or allegation

- 2.1. Please note, and follow the guidance below:

It is vital that a written record of any incident or allegation causing concern about crime or abuse is made as soon as possible after the information is obtained, and kept by the person raising the concern. Written records must reflect as accurately as possible what was said and done by the people initially involved in the incident either as a victim, suspect or potential witness. The notes must be kept safe as it may be necessary to make records available as evidence and to disclose them to a court.

You must make an accurate record **at the time (and certainly on the same day)**, including:

- Date and time of the incident
- Exactly what the person (the adult or child at risk, other person raising the concern) said, using their own words (their account) about the incident and how it occurred or exactly what has been reported to you.
- Appearance and behaviour of the adult or child at risk, or the other person raising the concern
- Any injuries observed
- Name and signature of the person make the record
- If you witnessed the incident, write down exactly what you saw
- The record should be factual. However, if the record does contain your opinion or an assessment, it should be clearly stated as such and be backed up by factual evidence. Information from another person should be clearly attributed to them.'

(Based on SCIE 2011, SCIE Report 39, Protecting Adults at Risk, 2.3.1.3, P57)

3. **Keeping your record safe.**

- 3.1. You **must** ensure that you have signed and dated any handwritten notes that you made at the time. Once signed and dated, your notes **must** be scanned and attached under the Referral record in MAAVIS using the Notes and Attachments function.
- 3.2. If after discussion with your manager (although you should not delay reporting a safeguarding concern based on a managers availability) , a formal alert is to be made, you must use the reporting form, VoiceAbility Safeguarding Vulnerable Adults Policy Appendix C, or the appropriate local authority safeguarding reporting form to record the alert. You must attach the completed form to the Referral record on MAAVIS, by using the Notes and Attachments function as above.

4. **Recording Actions Taken**

- 4.1. Record **all** follow up or further actions taken on MAAVIS. These actions may include making an external safeguarding alert, and then following up on the alert until the case's conclusion. In some circumstances another course of action may be decided upon by your line manager. The recording should be done by the person taking the action.
- 4.2. When selecting the "Record Type" on the Issue page, select the type of advocacy that the Referral is for i.e. if it is an IMCA referral, select IMCA.
- 4.3. Where an external safeguarding alert is to be made, this **must** be recorded on MAAVIS within the Issue. This is done by selecting the appropriate option of the "Response to the Potential Abuse" pick list (Where you chose not to make an external alert, make brief notes in the "Reason no alert made or accepted" field and refer to any detailed notes in a Task record if appropriate.
- 4.4. Where the Local Authority Safeguarding Team did not accept the Alert, make brief notes in the "Reason no alert made or accepted" field and refer to any detailed notes in a Task record is appropriate.
- 4.5. Select the appropriate type of abuse from the "Type of Abuse" multi-picklist on the Issue page.

5. **Record the outcomes**

- 5.1. It is **your** responsibility to record the outcomes for the safeguarding issue on MAAVIS. All issues **should** have a recorded outcome on MAAVIS before the issue is closed.

6. **Risk Assessment**

- 6.1. Where appropriate you should conduct a Risk Assessment, or review any current Risk Assessment. Any records of this should be saved as a Note & Attachment under the Partner record and the risk section of the Partner Record should be updated.

7. **Closing a Safeguarding Alert Issue**

- 7.1. A safeguarding alert issue **may only be closed with the approval of your line manager**. You must record your discussion with your line manager and the decision taken on MAAVIS under 'Tasks'.

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