



Sussex Search and Rescue Safeguarding – Procedure





Change Log

Version / Changes:	Date of issue:	Change Author:
Version 1:		
Initial issue, based on LR model (as revised Nov 2019)	June 2021	Richard Nicholls (Training Support)
1.1: Names updated.	June 2022	Jazz Kirkby (Designated Safeguarding Lead and Welfare Officer)
1.2: Update section SusSAR: Member Responsibilities	September 2023	Jazz Kirkby (Designated Safeguarding Lead and Welfare Officer)

Approvals

	Name:	Date:	Signature:
Responsible Leads:			
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Deputy Designated Safeguarding Lead	Lucy Howell	11/9/2023	<i>(Signed electronically)</i>
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INTRODUCTION

Purpose

This procedure provides guidance on how to apply our Safeguarding Policy, published concurrently, and details the procedures and measures to be adopted for the protection of all young people and vulnerable adults who come into contact with Sussex Search and Rescue (SusSAR). It is a how-to procedural guide describing our responsibilities, the importance of working with our local safeguarding partners and how to recognise, respond to and report a safeguarding concern.

This document will be reviewed annually in line with the SusSAR Safeguarding Policy and with LR guidelines, statutory requirements, regulatory guidance and current best practice.

Definitions

The term child or young person refers to anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a representative of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.

A vulnerable adult is someone who has needs for care and support, and/or is experiencing or is at risk of harm, abuse or neglect and is unable to protect themselves.

We may refer to the term vulnerable people throughout this document to incorporate children, young people and vulnerable adults. For the purposes of applying this procedure, all missing persons for whom SusSAR searches are to be regarded as vulnerable people.

RESPONSIBILITIES

SusSAR Members

All SusSAR Members should conduct themselves in such a way that promotes best practice, and they shall have the following key responsibilities:

- Carry out their role in accordance with the SusSAR Safeguarding Policy and the procedures set out in this document, and confirm they understand the provisions of these documents annually via the central system for confirming acceptance SusSAR's governing documents.
- Take all reasonable precautions to protect young people and vulnerable adults from harm.
- Whenever working with vulnerable people ensure that they see and speak to the person concerned; listen to what they say; take their views seriously; immediately report any signs or suspicions of abuse or harm; know the signs and different types of abuse or harm; and know how to report an incident or concern in a timely manner. Additional consideration needs to be given to the support needs of vulnerable people who have communication difficulties, live alone or are unaccompanied children, refugees and those who are victims of modern slavery and/or trafficking.
- Be vigilant and report any potentially unsafe practices to the Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead (DDSL).
- Always work in an open environment (eg, avoiding private or unobserved situations and



encouraging open communication).

- Treat all young people and vulnerable adults equally, and with respect and dignity.
- Uphold the principle that the welfare of the vulnerable person is paramount.
- Maintain an appropriate relationship based on mutual trust which empowers the vulnerable person to share in the decision-making process.
- Where any form of manual/physical support is required, ensure it is provided openly and according to positive handling guidelines.
- Be an excellent role model – this includes not smoking or drinking in the company of young people.
- Adequately supervise young people and vulnerable adults at all times.
- Take personal responsibility for the constant supervision of any young people or vulnerable adults who are legally under your personal care and who come into contact with SusSAR.
- Avoid spending time alone with vulnerable people.
- Avoid taking vulnerable people alone in any vehicle.
- Not share any personal information and not request, or respond to, any personal information from a young person or vulnerable adult (other than as required under this procedure for recording and reporting purposes, or where essential for SusSAR's operations).
- Avoid sharing or viewing pictures of young people or vulnerable adults (other than for SusSAR operational reasons).
- Ensure all communications, including online, are transparent and open to scrutiny and transmitted only through approved channels.
- Participate in and request any relevant training to remain informed and keep up to date.
- Be aware there are special rules governing the handling, retention and storage of safeguarding information in addition to other requirements of the General Data Protection Regulations (GDPR) and associated guidelines.

The following behaviour should **never** be sanctioned:

- Engage in rough, physical or sexually provocative games.
- Allow or engage in any form of inappropriate touching.
- Make sexually suggestive comments to a vulnerable person, even in fun.
- Allow allegations made by a vulnerable person to go unrecorded or not acted upon.
- Take a vulnerable person to your home.
- Engage in inappropriate online communications including gaming.

If these practices are not adhered to or any of the following occurs, you should report this immediately to the Designated Safeguarding Lead or their Deputy and record the incident (see section below on how to report a concern).



You should also ensure the parents, carer or other responsible adult are informed:

- If you accidentally hurt a vulnerable person.
- If a vulnerable person seems distressed in any manner.
- If a vulnerable person appears to be sexually aroused by your actions.
- If a vulnerable person misunderstands or misinterprets something you have done.
- If a vulnerable person makes contact with you outside of your official role, including by social media.

(But always providing that so informing them does not place the vulnerable person at greater risk.)

Trustees

The SusSAR Trustees are ultimately accountable for ensuring SusSAR and its Members uphold safeguarding requirements and commitments in accordance with the SusSAR Safeguarding Policy and this Procedure, and that the Policy and this Procedure are reviewed and updated in accordance with statutory requirements, regulatory guidance and current best practice.

Day to day responsibility for meeting the Trustees' safeguarding obligations is delegated by the Trustees to the Designated Safeguarding Lead (DSL) who is assisted by the Deputy Designated Safeguarding Lead (DDSL). The appointment of individuals to these two roles is a matter reserved to the Trustees. The Trustees are responsible for informing Lowland Rescue of the names of individuals appointed to these two roles.

Designated Safeguarding Lead (DSL)

The DSL's overall responsibility is to provide assurance to the Trustees that their safeguarding obligations are met, and in particular to:

- Ensure the safeguarding policy and procedures are accessible, and that SusSAR Members work within these requirements in their areas of responsibility and confirm they understand the provisions of these documents annually.
- Ensure SusSAR Members complete the right level of safeguarding training appropriate to their role and undergo regular refresher training (*see Appendix 1 for training levels*).
- Discuss safeguarding as a topic in meetings and at other relevant opportunities.
- Ensure the environment in which we operate, including all SusSAR locations, sites or activities, are safe and include safeguarding precautions (bearing in mind that safeguarding includes environmental and physical safety for young people and vulnerable adults).
- Encourage and develop an open, safe and inclusive environment.
- Conduct risk assessments which account for the safeguarding and other needs of young people and vulnerable adults for all SusSAR environments, events or activities.
- Ensure applicants for SusSAR membership demonstrate the necessary safeguarding behaviours and attitudes and are appropriately vetted.
- When inducting new SusSAR Members, ensure they are made aware of and understand



the Safeguarding Policy and this Procedure, complete the relevant training (*see Appendix 1*), and confirm they understand the provisions of the policy and this procedure via the central recording system.

- Complete the appropriate level of safeguarding training relevant to your own role (*see Appendix 1*).
- Ensure young people and vulnerable adults are adequately supervised at all times by an appropriate person.
- Ensure that arrangements are in place to supervise non-members and unvetted probationary members whenever they may come into contact with vulnerable people.
- Ensure that where a representative has caring responsibilities (ie they are present with their dependent) that their first priority is the supervision of their dependent.
- When working with partner organisations, ensure they commit to safeguarding practices and that we commit to their safeguarding expectations, and that inter-operability procedures are in place that are compatible with the provisions of this procedure document.

The DSL is supported in discharging the above responsibilities by the Deputy Designated Safeguarding Lead (DDSL) who will act in place of the DSL when required.

Operational Responsibilities of the DSL and Deputy DSL

The DSL, or their Deputy, is to be available 24/7 for any safeguarding calls or incidents relating to SusSAR. If the concern is regarding either of them, a SusSAR Trustee should be informed immediately.

The DSL and DDSL's key operational responsibilities include:

- Providing a 24/7 on call service.
- Be the first point of contact for all safeguarding incidents or concerns.
- Ensure all relevant details are taken from the person reporting the concern or incident and that a Safeguarding Incident Report Form is completed (*see Appendix 2*).
- Make a decision as to whether any emergency services or other statutory agencies need to be contacted.
- Inform the Lead Trustee (or other Trustee in their absence).
- Ensure appropriate levels of confidentiality are maintained.

The DSL's key operational responsibilities also include to:

- Be informed of all suspected safeguarding cases and ensure they are appropriately dealt with.
- Provide training, information, advice and guidance on safeguarding across the organisation, ensuring adherence to the provisions of the Safeguarding Policy and these procedures.
- Act as the liaison point with the SusSAR PR Officer and with the LR DSL and LR National PR Team, as appropriate, to alert them to any impending media interest.
- Act as a link between SusSAR Members who have concerns about vulnerable people and



the relevant statutory authorities.

- Store all information securely with access limited to designated people, in line with data protection legislation (ie ensuring that information is accurate, regularly updated, relevant and secure) and in accordance with SusSAR's GDPR Policy and national safeguarding guidelines.

HOW TO RECOGNISE ABUSE

Introduction

Abuse is a form of maltreatment of a vulnerable person. Somebody may abuse or neglect a vulnerable person by inflicting harm, or by failing to act to prevent harm. Vulnerable people 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. Vulnerable people may be abused by an adult or adults, or another child or children.

It should be recognised that some individuals may be particularly vulnerable, for instance young people with disabilities may be at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves. Please note it is NOT your responsibility to decide if it is abuse or to decide if an investigation is warranted BUT it is your responsibility to take action and to act on your concerns immediately.

Abuse comes in various forms for both children and adults with potential indicators to help recognise each, which are outlined below.

Physical abuse/injury

In relation to children and young people physical abuse/injury can be defined as:

'A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child'. *Working Together to Safeguard Children (2018)*.

In relation to vulnerable adults, types of physical abuse could include:

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (eg opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (eg over-sedation)
- Forcible feeding or withholding food



- Unauthorised restraint, restricting movement (eg tying someone to a chair)

Possible indicators of physical abuse:

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

Social Care Institute for Excellence: Safeguarding Adults, Types and Indicators of Abuse (2018)

Neglect and acts of omission

In relation to children and young people neglect and acts of omission can be defined as:

'The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter, including exclusion from home or abandonment
- protect a child from physical and emotional harm or danger
- ensure adequate supervision, including the use of inadequate caregivers
- ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs'

Working Together to Safeguard Children (2018).

In relation to adults, neglect can be defined as:

- 'Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs



- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc
- Failure to ensure privacy and dignity

Possible indicators of neglect and acts of omission:

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing'

Social Care Institute for Excellence: Safeguarding Adults, Types and Indicators of Abuse (2018)

Self-neglect

This primarily relates to adults and can be:

- 'Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

Possible indicators of self-neglect:

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding



- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury'

Social Care Institute for Excellence: Safeguarding Adults, Types and Indicators of Abuse (2018)

Sexual abuse

In relation to children and young people sexual abuse can be defined as:

'Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children'.

Working Together to Safeguard Children (2018).

In relation to adults sexual abuse can be determined but not exclusively as:

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non-consensual masturbation of either or both persons
- Non-consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

Possible indicators of sexual abuse:

- Bruising, particularly to the thighs, buttocks and upper arms, and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse



- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person'

Social Care Institute for Excellence: Safeguarding Adults, Types and Indicators of Abuse (2018)

Child Sexual Exploitation

In relation to children and young people child sexual exploitation can be defined as:

'Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity

- a) in exchange for something the victim needs or wants, and/or
- b) for the financial advantage or increased status of the perpetrator or facilitator.

The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.'

Working Together to Safeguard Children (2018)

Child Criminal Exploitation

In relation to children and young people, child criminal exploitation can be defined as:

'As set out in the Serious Violence Strategy, published by the Home Office, where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity

- a) in exchange for something the victim needs or wants, and/or
- b) for the financial or other advantage of the perpetrator or facilitator, and/or
- c) through violence or the threat of violence.

The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.'

Working Together to Safeguard Children (2018)

Emotional or psychological abuse



In relation to children and young people emotional or psychological abuse can be defined as:

'The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone'

Working Together to Safeguard Children (2018)

In relation to adults emotional or psychological abuse could be defined as:

- 'Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

Possible indicators of psychological or emotional abuse:

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger



- Apparent false claims, by someone involved with the person, to attract unnecessary treatment’.

Social Care Institute for Excellence: Safeguarding Adults, Types and Indicators of Abuse (2018)

Extremism

In relation to children and young people extremism can be defined as:

‘Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of SusSAR, the police, or our armed forces as extremist’.

Working Together to Safeguard Children (2018)

County Lines

In relation to children and young people county lines can be defined as:

‘As set out in the Serious Violence Strategy, published by the Home Office, a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of ‘deal line’. They are likely to exploit children and vulnerable adults to move and store the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons’.

Working Together to Safeguard Children (2018)

Financial abuse or material abuse

This primarily relates to vulnerable adults and could include:

- ‘Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- Arranging less care than is needed to save money to maximize inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits



- Misuse of personal allowances in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, eg unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority
- Rogue trading – eg unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

Possible indicators of financial or material abuse:

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Disparity between the person's living conditions and their financial resources, eg insufficient food in the house
- Unnecessary property repairs'.

Social Care Institute for Excellence: Safeguarding Adults, Types and Indicators of Abuse (2018)

Domestic Abuse

In relation to adults, 'domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this procedure relating to:



- psychological
- physical
- sexual
- financial or
- emotional matters

Domestic violence and abuse include any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family regardless of gender or sexuality. It also includes so called 'honour' based violence, female genital mutilation and forced marriage. Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour

Possible indicators of domestic violence or abuse include:

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money'

Social Care Institute for Excellence: Safeguarding Adults, Types and Indicators of Abuse (2018)

Modern Slavery

Could include:

- 'Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography



- Debt bondage – being forced to work to pay off debts that realistically they never will be able to clear

Possible indicators of modern slavery:

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and / or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers'

Social Care Institute for Excellence: Safeguarding Adults, Types and Indicators of Abuse (2018)

Discriminatory abuse

Discriminatory abuse could be:

- 'Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the *Equality Act 2010*)
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

Possible indicators of discriminatory abuse

- The person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

Organisational or institutional abuse

Types of organisational or institutional abuse in relation to adults:

- 'Discouraging visits or the involvement of relatives or friends



- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

Possible indicators of organisational or institutional abuse:

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support'.

Social Care Institute for Excellence: Safeguarding Adults, Types and Indicators of Abuse (2018)



HOW TO RESPOND TO AND REPORT SAFEGUARDING CONCERNS

Responding to a concern from or about a vulnerable person

If a vulnerable person confides in you or you otherwise have reason to suspect actual or potential abuse, or if you learn from anyone else about a safeguarding concern, then you have a duty to respond and report this in the following manner.

Stay calm

Do not frighten the vulnerable person and do not rush into actions that may be inappropriate. Remain calm, approachable and receptive. Do not show any shock or distaste.

Safety of the young person or vulnerable adult is paramount

If the vulnerable person needs urgent medical attention call an ambulance, inform the ambulance crew of the concern and ensure that they are made aware that this is a safeguarding issue. If you believe that the vulnerable person is at risk of imminent harm or in need of immediate protection, inform the police straight away. Do not leave the person until you can hand them over to the appropriate authority. (Note that in the case of missing persons for whom we search we only discharge them into the care of either the police or, in the event of a medical emergency, the ambulance service.)

Reassure

Explain to victims of actual or possible abuse that they are not to blame and that they were right to tell you. Acknowledge that you understand how difficult this may be. Let them know that you will do everything you can to help them, but do not make any promises you cannot keep.

Listen

Make it clear that you are taking what is being said seriously. Believe what the vulnerable person says. Do not make any comments about any of the people involved.

Keep questions to a minimum

There should be a clear and accurate understanding of what has been said. The law is very strict, and an abuse case can be dismissed if it appears a vulnerable person has been led, or words and ideas have been suggested. Do not ask questions that suggest an answer. Do not speculate or make assumptions.

Explain next steps

Do not promise to keep the information secret but explain that there is a need to share it in confidence with appropriate people.

Record

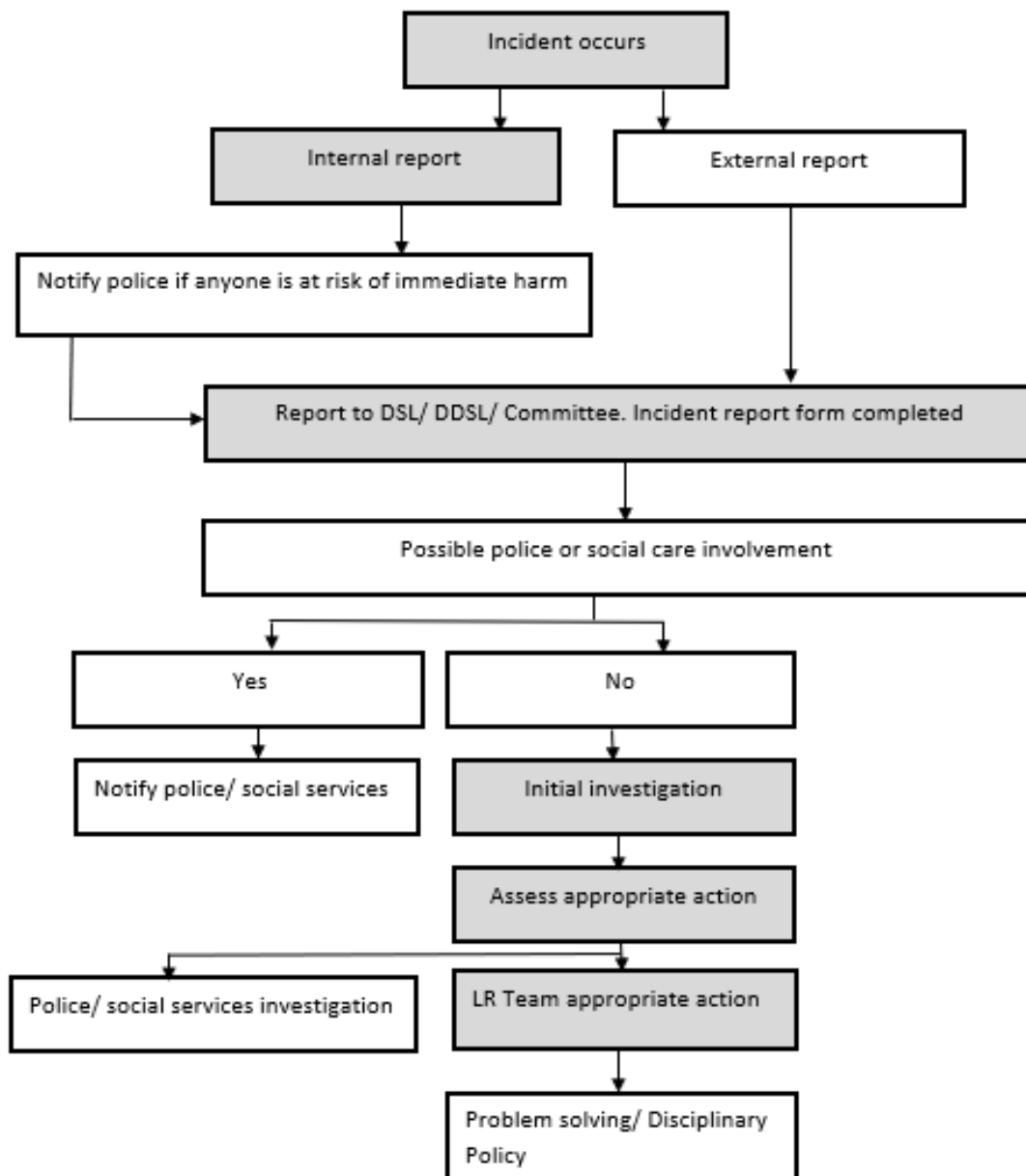
Make a full record of the conversation immediately to ensure it is as accurate a representation as possible. Record only what has been said, heard, seen and what you have said.

Report the incident

Contact the Designated Safeguarding Lead or their Deputy as soon as you have a concern or have received a disclosure/concern. The Designated Safeguarding Lead or their Deputy can support you to or make a referral through the Local Authorities reporting procedures or through the police. Do not discuss the situation with anyone who does not need to know. (Note that in the case of missing persons for whom we search all such referrals would be made to the police in the first instance.)

For further information please refer to statutory guidance see: *What to do if you're worried a child is being abused (March 2015)* and *Care, and Support, Statutory Guidance (October 2018)*

The Designated Safeguarding Lead or their Deputy will decide how best to manage and progress the situation and whether further investigation or involvement from other agencies is required – see *diagram below*.



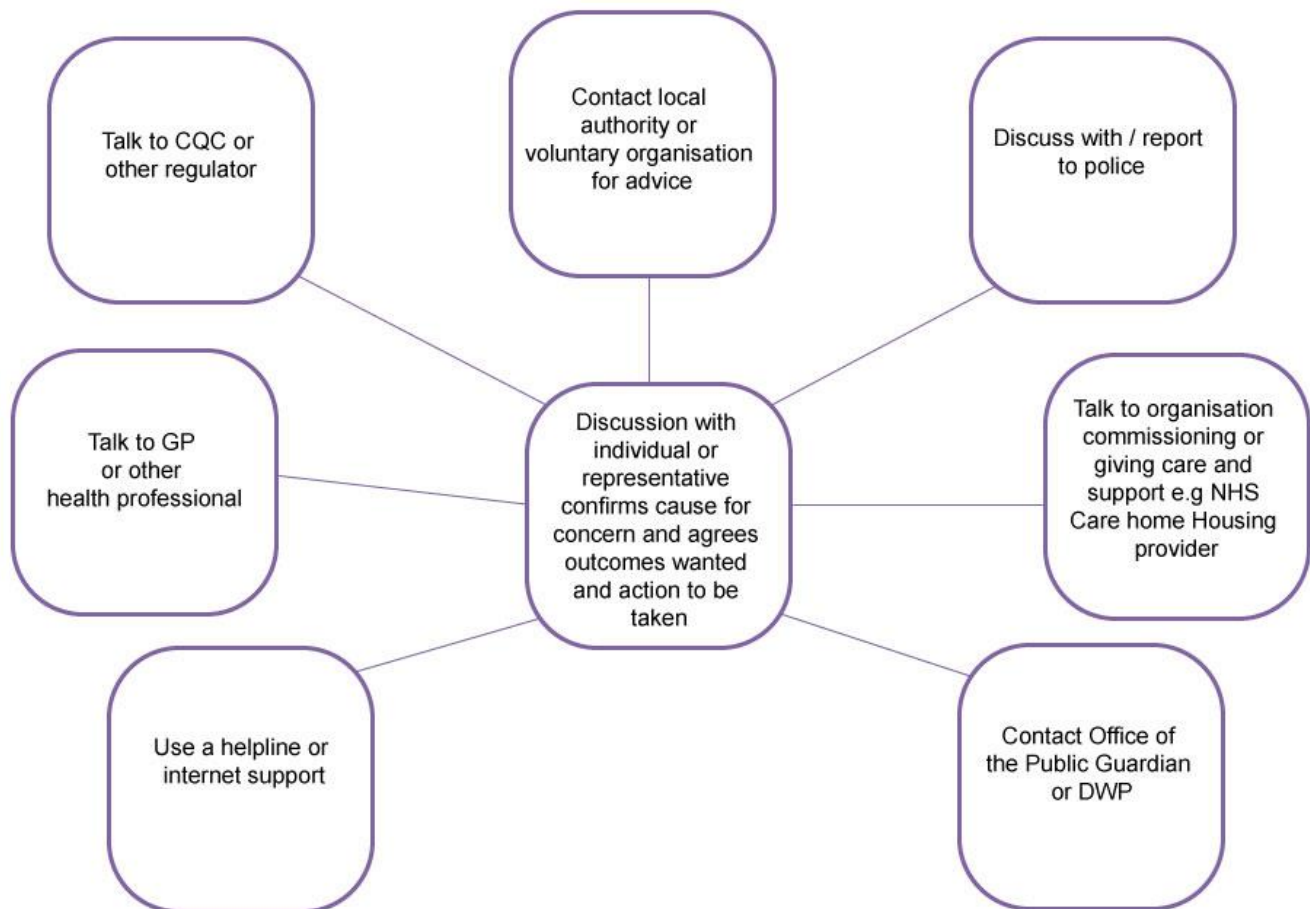
The Care Act (2018) stipulates a criminal investigation by the police takes priority over all other enquiries, although a multi-agency approach should be agreed to ensure that the interests and personal wishes of the adult will be considered throughout, even if they do not wish to provide any



evidence or support a prosecution. The welfare of the adult and others, including children, is paramount.

The Care Act (2018) has provided the following information. In most Lowland Rescue cases any concerns will be passed directly to police and where appropriate the individual concerned should be made aware of this.

The Care Act, Statutory Guidance (October 2018)



Child Deaths

SusSAR will be aware of, and will work in accordance with, the requirements set out under Chapter 5 of *Working together to Safeguard Children (2018)* in regard to Child Deaths.

This section will provide information on the new *Child Death Review Partners* and the role of SusSAR within this.

Child Death Review Partners are local authorities and any clinical commissioning groups for the local area as set out in the *Children Act (2004)*, as amended by the *Children and Social Work Act (2017)*, *Working Together to Safeguard Children (2018)*.

Child death review partners may request a person or organisation, such as a Lowland Rescue Team, to provide information to enable or assist the reviewing and/or analysing of a child's death.



SusSAR Members should be aware but should not assume that the police will notify the local *Child Death Review Partners*, via the local CDOP (*Child Death Overview Panel*) administrator (or equivalent) of the death of any child of which they become aware by using the notification form.

Note: Any representative of the community eg family, SusSAR Members, etc can complete and submit a *Child Death Notification Form*. Further details of this can be found with your local safeguarding partners, and *Child Death Review Forms* can be found here:

<https://www.gov.uk/government/publications/child-death-reviews-forms-for-reporting-child-deaths>

Investigating a concern / allegation made against a SusSAR Member

Once a concern has been raised or an allegation has been made, an individual will be selected by the Designated Safeguarding Lead or Lead Trustee. The nominated person will make contact with the individual involved as soon as possible and arrange a face-to-face meeting to investigate the allegation to ascertain the facts.

Following this initial meeting further investigation may be required, which might include meetings with the nominated representative, the Designated Safeguarding Lead and outside agencies.

The investigation will allow the nominated person to consider the allegation made against the SusSAR Member. They will need to consider if the following is required:

- a police investigation of a possible criminal offence
- enquiries and assessment by social service or whether a vulnerable person is in need of protection or support services
- consideration of whether the person against whom the allegation is made should be subject to the SusSAR disciplinary procedure contained in the Policy Document 'SusSAR Problem Solving'.

In the interests of fairness to all parties every effort will be made to maintain confidentiality and to guard against publicity while a concern or allegation is being investigated and reviewed.

Suspension, or asking the Member to stand down will be considered where the allegation would be serious enough to be grounds for dismissal, or where the presence of the person in the organisation could jeopardise the investigation or impact adversely on SusSAR operations. This not only protects the organisation but also the individual until the investigation has been carried out. The Designated Safeguarding Lead or nominated representative will keep the subject of the allegation informed of the progress of the investigation and is responsible for ensuring that they receive any support that may be appropriate. The subject of the concern or allegation should not make contact with other SusSAR Members while the investigation is being carried out other than by prior agreement with the Designated Safeguarding Lead.

Should the SusSAR Member against whom the allegation has been made resign or stand down from their position, to meet our safeguarding responsibilities investigations and considerations will



not cease. Notwithstanding the commitment to confidentiality the organisation will liaise with relevant police and social services if appropriate.

If an allegation is substantiated, action against the SusSAR Member will be considered under the SusSAR disciplinary procedure – see *Policy Document 'SusSAR Problem Solving'*.

Where it has been decided that a suspended a Member can return to their duties, the DSL will ensure that the organisation makes arrangements to best facilitate this, including the provision of any support that may be necessary.

Where an allegation is found to be false or unfounded the representative will be immediately reinstated, the organisation will ensure that the police, Social Services or other agencies are asked to consider whether support is needed by the child or vulnerable adult or whether possible abuse by another party needs to be investigated. Where it can be shown that the allegation was deliberately invented or malicious, the Member will be supported appropriately and the matter will be referred to the police for investigation.

Confidentiality

Every effort will be made to ensure that confidentiality is maintained for all concerned. Members must have due regard to the relevant Data Protection principles which allow them to share personal information, as provided for in the *Data Protection Act (2018)* and the *General Data Protection Regulations (GDPR)*. Note the Act and Regulations contain specific provisions regarding the sharing of safeguarding information, details of which can be obtained from the DSL or DDSL.

Information should be handled and disseminated on a need to know basis only, which may include:

- The parents/carer of the person who is alleged to have been abused
- Delegated SusSAR Members
- The person making the allegation
- Social services, police or other relevant bodies
- The Designated Safeguarding Lead for SusSAR or their Deputy
- The alleged perpetrator
- Appropriate representative appointed by the Trustees
- If involved, the agency/partner organisation
- SusSAR's PR Officer regarding any media enquiries

All Members should be confident of the processing conditions under the *Data Protection Act (2018)* and the GDPR which allow them to store and share information for safeguarding purposes, including information which is sensitive and personal, and should be treated as 'special category personal data'.

In the event that SusSAR Members need to share special category personal data, they should be aware that the *Data Protection Act (2018)* contains *Safeguarding of Children and Individuals at Risk* as a processing condition that allows practitioners to share information. This includes allowing



SusSAR Members to share information without consent, if it is not possible to gain consent, it cannot be reasonably expected that a representative gains consent, or if to gain consent would place a child or vulnerable adult at risk.

The DSL will store all safeguarding information in a secure place with access limited to designated people on a need to know basis in order to meet SusAR's obligations under the Act that information is accurate, regularly updated, relevant and secure. See SusSAR's GDPR Policy, but note there are particular rules governing the storage, review and retention of safeguarding records (including a requirement to record who has accessed confidential files, when and titles they have used).

Any questions on the processing, storage and disposal of safeguarding information should be referred to the DSL or DDSL.

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Appendix 1 – Safeguarding Levels & Assurance Measures

Safeguarding Level and Scope	Learning Outcomes	Training Provision	Assurance Measures
<p>Level 0: Safeguarding Awareness</p> <p>All new members as part of their induction and before participating in physical training exercises and fundraising events</p> <p>Also to be used as first step in 2021 rollout of SusSAR safeguarding policy and procedures to all Members</p>	<p>Awareness of the key provisions of SusSAR safeguarding policy</p> <p>Understand individual member's safeguarding responsibilities</p> <p>Appreciation of situations that may give rise to safeguarding concerns</p> <p>Understand nature and principles of SusSAR safeguarding procedure</p> <p>Know where to go for further information and support</p>	<p>Briefing presentation and guided discussion, with opportunity to ask questions and resolve queries</p> <p>May be delivered face to face or via MS Teams</p> <p>To be included in programme for new member initial training course</p>	<p>Training content to be reviewed annually in line with SusSAR safeguarding policy and procedure documents</p> <p>Training delivery to be undertaken by competent and experienced personnel</p> <p>Completion by new members to be recorded on individual PST induction record</p>
<p>Level 1: Introduction to Adult and Child Protection</p> <p>All members, to equip them to operate in search teams and when representing SusSAR at other events and occasions</p> <p>Re-qualification requirement TBD</p>	<p>Aware of the statutory and regulatory framework governing adult and child protection</p> <p>Understand the provisions of SusSAR safeguarding policy and individual members' responsibilities</p> <p>Aware of situations that may give rise to safeguarding concerns and able to perform basic risk assessments</p> <p>Familiar with the main types and common indicators of abuse and neglect and the likely safeguarding risks and concerns arising</p> <p>Able to provide an appropriate initial response to safeguarding disclosures and concerns</p> <p>Know how to record and report safeguarding concerns</p>	<p>Training content to be based on current syllabus and training provision applicable to all members of LR Teams</p> <p>It is envisaged this training will be delivered internally – training format and design TBD</p>	<p>Training content to be reviewed annually in line with SusSAR safeguarding policy and procedure documents</p> <p>Training delivery to be undertaken by competent and experienced personnel</p> <p>Training design, delivery and completion subject to formal IQA process</p> <p>Existing occupational competency to be recognised and accredited under a formal APEL process</p> <p>Attainment of competence to be recorded on individual member's qualification card</p>

Safeguarding Level and Scope	Learning Outcomes	Training Provision	Assurance Measures
<p>Level 1+: Supplementary Training for TLs / SMs / LRFRs</p> <p>Search Team Leaders and ICV Personnel, to equip them to oversee the initial response to safeguarding disclosures and concerns with particular emphasis on recording and reporting cases and on liaison with the police or other statutory agencies (in consultation with the DSL or DDSL)</p> <p>Supplementary training at this level may also be applicable to others with existing occupational competency and those with management responsibility within SusSAR</p>	<p>Able to provide guidance to individual team members on handling the initial response to safeguarding concerns and disclosures</p> <p>Possess a working knowledge of the SusSAR Safeguarding Procedure, including individual roles and responsibilities and process for recording and reporting safeguarding concerns</p> <p>Know when it is appropriate to involve the police or other statutory agencies, and the information likely to be required</p> <p>Understand the need to support those who may be affected by safeguarding concerns and how to initiate appropriate follow up action</p>	<p>Training to be tailored to the needs of different groups and delivered as part of regular group meetings or group training events</p>	<p>Training content to be reviewed annually in line with SusSAR safeguarding policy and procedure documents</p> <p>Training delivery to be undertaken by competent and experienced personnel</p> <p>Existing occupational competency to be recognised and accredited under a formal APEL process</p> <p>Attainment of competence to be recorded on individual member's qualification card</p>
<p>Level 2: Further Adult and Child Protection</p> <p>External safeguarding training for the Designated Safeguarding Lead and Deputy DSL to equip them to implement and develop SusSAR's Safeguarding Policy and Procedure and provide assurance to SusSAR's Trustees on safeguarding compliance</p> <p>Others may be nominated in order to develop competency within SusSAR and for succession planning</p>	<p>Determined by the training provider, as adapted to ensure SusSAR's defined scope and intent is fully addressed</p>	<p>Externally delivered training by the current LR recommended training partner (or an acceptable equivalent)</p>	<p>Overall training provision to be reviewed annually in conjunction with SusSAR safeguarding policy and procedure documents</p> <p>Quality assurance to be the responsibility of the training provider</p> <p>Successful completion to be certified by the training provider</p> <p>Existing occupational competency to be recognised and accredited under a formal APEL process</p> <p>Attainment of competence to be recorded on individual member's qualification card</p>

Appendix 2 – Safeguarding Incident Report Form

CONFIDENTIAL – INCIDENT REPORT FORM

Please complete this form as fully as possible and attach any previous/subsequent notes – once completed please return to the SusSAR Designated Safeguarding Lead or their Deputy

Safeguarding Incident Report Form			
DATE and TIME (of completing this CONCERN)		Date:	Time:
Name of person who is the Subject of Concern:			
Subject's approximate age / D.O.B:			
Subject's contact details:			
Parent / Carer / Guardian's details:			
Is this your concern or someone else's? <i>If someone else state who and contact details.</i>			
Describe the nature of your concern?			
Consider: > What is your concern? > How did this happen? > Where is this said to have happened? > When did it happen? > Who is involved?			
Detail (see body map diagram overleaf for physical marks):			
Reported directly to:		Name:	Role:
Continuation/additional sheet(s) attached?		Y / N	No of attached pages:
Signed:			
Details of person completing this form: (Print)		Name:	Team:
		ID Number:	
Received by SM/SP/Event Organiser:			
Signed:		Name and role:	
Date:		Time:	URN:
Received by DSL/DDSL:			
Signed:		Name and role:	
Date:		Time:	URN:

Body map

Where appropriate use this form to provide further information to support a safeguarding concern.

