

1.0 INTRODUCTION

This policy has been produced in accordance with the Department of Health and the Home Office Guidance on developing and implementing multi-agency policies and procedures to protect children, young people and adults at risk from abuse.

The objective of this policy is to establish common practice within Rockliffe Hall Hotel, Golf and Spa which operates zero tolerance concerning the abuse of children, young people and adults at risk.

The abuse of children, young people and adults at risk, is regarded as a clear infringement of their rights and liability. This will include any and all types of abuse which may be perpetrated as the result of deliberate intent, negligence or ignorance.

Incidents of abuse may be multiple, either to one person in a continuing relationship or service context, or to more than one person at a time. In some instances, abuse will constitute a criminal offence.

In this respect children, young people and adults at risk are entitled to rely on the same standard of legal protection as any other member of society.

2.0 DEFINITIONS

Child Applies to all children up to the age of 18 years whether living with their families, in state care, or living independently

Adult at Risk – a person who is aged 18 years over and who is or may be in need of care services from the community due to frailty, learning and physical disabilities and impairments or has mental health difficulties/illnesses and who is unable to take care of themselves or take steps to protect themselves from harm and exploitation.

Harm – In the Children Act 1989 "harm" should be taken to include not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also the impairment of, or an avoidable deterioration in physical or mental health; and the impairment of physical, intellectual, emotional, social or behavioural development

Abuse – Is a violation of individual human and civil rights by any other person(s). This definition of abuse includes singular and repeated acts or mistakes. Abuse may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction, to which he or she had not consented, never could consent to or whose consent was deemed invalid due to a real lack of understanding as to the issue they were consenting to.

Categories of abuse:

Physical Abuse – Includes hitting, pushing, kicking, misuse of medication, restraint or inappropriate touch or punishment.

Sexual Abuse – Includes rape and sexual assault or sexual acts of touching of intimate places to which the vulnerable adult has not or could not consent to and/or was pressured into consenting.

Emotional/Psychological Abuse – Includes emotional abuse, obvious or implied threats of harm or abandonment, deprivation of contact, humiliation, blaming controlling, intimidation, compulsion, inappropriate language, verbal or racial abuse, isolation or withdrawal from services or supportive

and/or spiritual networks, withdrawal or omission to provide opportunities and choice including choice of gender of carer.

Neglect is 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 care-givers); or

Ensure access to appropriate medical care or treatment.

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

Financial / Material Abuse – Including theft, fraud, exploitation, pressure in connection with wills property or inheritance or financial transactions or the misuse or misappropriation of property, possessions or benefits. Damage or threats of damage to property

Organisational Abuse – Includes poor care practice within an institution or specific care setting such as a hospital or care home and poor practice in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Discriminatory Abuse – Includes racist, sexist opinions, or opinions based on an individual's disability, or other forms of harassment, taunts or similar treatment.

Neglect – Failing to act appropriately whether intentionally or negligently. This may include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational and leisure services, the withholding of the necessities of life such as; medication, adequate and appropriate nutrition, information, clothing, comfort, relationships, safety and environment.

Signs of Neglect may include:

- An individual showing obvious signs, such as low weight and appearing hungry.
- Soreness, chafing to areas of skin owing to poor personal hygiene.
- Deterioration of condition of skin around pressure areas.
- Changes in behaviour/interaction with staff and other service users.
- Loss of interest in activities

Domestic Abuse – Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

Psychological

Physical

Sexual

Financial

Emotional

This includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage

N.B. Children, young people and adults at risk need to be protected even when it appears that they are not aware that the physical abuse, or sexual activity that they are involved in or witness, or the neglect they experience, is harmful to them.

3.0 WHO CAN ABUSE?

1. Those regarded as an abuser might be anyone, including family members, professional staff, paid care workers, volunteers and fellow service users, neighbours, friends and associates.
2. There should be particular concern when abuse is perpetrated by someone in a position of power or authority who uses his/her position to the detriment of the health, safety, welfare and general wellbeing of children, young people and adults at risk.
3. Abuse may take place in any context; occurring when children, young people and adults at risk live alone or with a relative, it may also occur within Nursing, Residential or Day Care settings, in hospitals, custodial situations, support services into people's own homes, and other places previously assumed safe, or in public places.

4.0 WHAT TO DO WHEN CONCERNS HAVE BEEN RAISED

4.1 ADULTS AT RISK

If any concerns about any adults at risk arise the following actions should be taken.

If the concern relates to a vulnerable adult in the community and with whom the hotel has contact through one of its projects, the project manager must be informed immediately and a Vulnerable Adult form must be completed detailing what concerns are being expressed, how they have been identified and when they were identified.

If the concern is related to the action of a team member, as well as the actions detailed above taking place, the appropriate manager will remove the team member or volunteer from the situation and an interview should take place as soon as possible. If appropriate, the team member or volunteer will be suspended until an investigation can be completed, working in conjunction with the First Contact Team.

Concerns must be reported to Darlington Safeguarding Adults contact point
Contact the First Point of Contact Team (Adult Social Care at Darlington Borough Council)
You can explain that you wish to report a suspected case of adult abuse.

Telephone - 01325 406111 or out of hours 01642 524552

Minicom - 01325 468504

Text - 07538 601527

If you require help urgently outside office hours, you can contact the Emergency Duty Team from 5pm on Friday to 9am on Monday and also on Bank holidays.

Telephone - 01642 524552 or Minicom: 01642 602346

Or you can report abuse to adults at risk by Completing the Safeguarding Adults Concern Form (Found on <http://www.darlingtonsafeguardingboards.co.uk/adults-safeguarding-board/worried-about-an-adult/>) and emailing it too ssact@darlington.gcsx.gov or using the Vulnerable Adult Form for your own records.

4.2 CHILDREN AND YOUNG PEOPLE

It is recognised that a child or a young person may seek an adult out to share information about abuse or neglect with or talk spontaneously, individually or in groups when a member of your team is present. In these situations, they must:

- Listen carefully to the child, and NOT directly question the child.
- Give the child time and attention.

- Allow the child to give a spontaneous account; do not stop a child who is freely recalling significant events.
- Make an accurate record of the information given taking care to record the timing, setting and people present, the child's presentation as well as what was said. Do not throw this away as it may later be needed as evidence.
- Use the child's own words where possible.
- Explain that they cannot promise not to speak to others about the information they have shared.
- Reassure the child that:
 1. They are glad they have told them;
 2. S/he has not done anything wrong;
 3. What they are going to do next.
 4. Explain that they will need to get help to keep the child safe.
 5. They must NOT ask the child to repeat his or her account of events to anyone.

It is good practice to ask a child or young person why they are upset or how a cut or bruise was caused or respond to a child wanting to talk. This practice can help clarify vague concerns and result in appropriate action.

If team members are concerned about a child or young person, then they must share their concerns. Initially they should talk to their line manager, or another team member who is designated as being responsible for child protection.

In this organisation this person is Mr Brian Robinson – 07834687980 If one of those people is implicated in the concerns, team members should discuss their concerns directly with Children's Access Point Team.

The hotel should consult externally with Children's Access Point Team on the following circumstances:

- When they remain unsure after internal consultation as to whether child protection concerns exist
- When there is disagreement as to whether child protection concerns exist
- When they are unable to consult promptly or at all with your designated internal contact for child protection
- When the concerns relate to any member of the organising committee.

Concerns must be reported to Children's Access Point Team.

In office hours

Telephone: 01325 406222

Email: childrensaccesspoint@darlington.gcsx.gov.uk

Police: **Emergency 999/ or 101**

Telephone: **Emergency 999/ or 101**

Out of Hours Children's Services

Emergency Duty Team Telephone: **01642 524552**

5.0 CONFIDENTIAL RECORDS OF CONCERN

Ensure that any records in respect of the children, young people, adults at risk, their parents and / or carers are kept confidential in a secure place. Information should only be shared on a need to know basis. Where the sharing of information is vital to protect a child, the issue of confidentiality is secondary to the child's need for protection.

6.0 SAFE RECRUITMENT AND SELECTION

Rockliffe Hall Hotel, Golf and Spa will undertake necessary procedures which ensure that only suitable people will be employed to work with children, young people and adults.

When interviewing potential staff, the hotel will ensure:

- There is an open recruitment process
- There is a rigorous interview
- Verify the applicant's identity
- References are taken up by direct contact with referees
- Evidence of the date of birth and address of the potential employee is sought
- Where appropriate an enhanced disclosure via the Criminal Records Bureau is provided for those coming into contact with children, young people and adults at risk.

Where a position requires an enhanced disclosure make this clear on the application form, job advert and any other information provided about the post. All applicants will complete an application form enabling each of them to have the same opportunity to provide information about themselves and which can assist in identifying any gaps in employment.

7.0 ALLEGATIONS AGAINST TEAM MEMBERS OR VOLUTEERS

If anyone has a concern about a professional or volunteer where they have:

- Behaved inappropriately in a way that has harmed or may have harmed a child or
- Possibly committed a criminal offence against or related to a child or
- Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children

They should follow the reporting procedure outlined below:

Rockliffe Hall Hotel, Golf and Spa has a Named Senior Officer with specific responsibility for safeguarding of children. The Officer should be advised of any allegations that are being made by a child. To make sure the child is protected the Named Senior Officer will consider, after seeking advice from the Local Authority Designated Officer if necessary, whether a serious criminal offence has been committed and if so s/he must inform the Police.

The Senior Nominated Officer must inform the Darlington Local Authority Designated Officer for the Allegations Management.

LADO – **Darlington LADO** Amanda Hugill Tel: 01325 406450 or **The Hub Darlington** 01325 405000

Secure email - LSCB@darlington.gscx.gov.uk

If you have concerns about a child's welfare you can also contact Children's Social Care.

Here are their telephone numbers:

- County Durham 03000 267979
- Darlington 01325 406222

The LADO will advise on how to proceed, whether the matter can be dealt with within the organisations own arrangements or whether a multi –agency strategy meeting is required.

Where the LADO decides that the issue can be dealt with internally by the hotel concerned, the reasoning and advice will be recorded and sent to the Senior Nominated Officer, Children's Access Point Team and the Police Child Protection Unit. Rockliffe Hall Hotel, Golf and Spa will comply with the timescales in the guidance and inform the LADO of the outcome of their investigation.

Where the LADO decides the case needs to proceed to a strategy meeting s/he will make a referral to Children's Access Point Team and convene a strategy meeting in accordance with guidance.

Complaints made directly to the police will be reported to the LADO as soon as possible and again s/he will decide whether to hold a strategy meeting. This however will not prevent the Police interviewing the complainant if they feel this is appropriate.

8.0 WHISTLEBLOWING POLICY

Rockliffe Hall has a whistleblowing policy that is applicable to situations where a person is concerned about the safety of a child and is available from the HR office.

9.0 COMPLAINTS PROCEDURE

Rockliffe Hall Hotel, Golf and Spa has an agreed complaints policy which is available from the HR Office.

10.0 STAYING SAFE

It is essential that care is taken to minimise the possibility for abuse and misunderstanding and misinterpretation. False allegations are rare but general good practice will help prevent them. The following list includes behaviour that the majority of team members/volunteers working with children, young people and adults at risk should never engage in:

- Be alone with children out of public view. Leaders should not ask team members/volunteers to work with children in situations where team members/volunteers will be completely unobserved
- Kiss children
- Engage in rough or sexually provocative games
- Make sexual comments
- Invite or allow children into their home (childminders being an exception)
- Give a child a lift in their car except in emergencies (unless it is part of their job)
- Let allegations, made by anyone, go unacknowledged, unresolved or not acted upon

Team members/volunteers should be aware of the potential for misunderstanding when touching children, young people and adults at risk.

If it is an accepted part of an activity, touching should be appropriate to the situation and follow accepted guidelines where they exist. Consoling a child who is upset, administering first aid or supporting a participant in an activity is acceptable and necessary behaviour.

Team members/volunteers should, however, endeavour to minimise any possible misunderstanding of their actions.

11.0 Additional Contacts

England Golf Useful Contacts, Lead Safeguarding Officer; England Golf

National Golf Centre

The Broadway

Woodhall Spa

Lincolnshire

LN10 6PU

01526 351824

safeguarding@englandgolf.org

Local Contacts **Darlington Borough Council – Safeguarding Adults** 01325 406111

Darlington Borough Council -Social Care-Emergency Duty Team 01642 524552

National Contacts **Ann Craft Trust - Safeguarding Adults in Sport and Activity**

www.anncrafttrust.org

0115 951 5400

Ann-Craft.Trust@nottingham.ac.uk

Samaritans 01522 782333

The Welfare Officer for Rockliffe Hall Golf Club is:

Jonny Dye – 01325 729980

jonny.dye@rockliffehall.com

Guidance and legislation

The practices and procedures within this policy are based on the principles contained within the UK and legislation and Government Guidance and have been developed to complement the Safeguarding Adults Boards policy and procedures, and take the following into consideration:

1. The Care Act 2014
2. The Protection of Freedoms Act 2012
3. Domestic Violence, Crime and Victims (Amendment) Act 2012
4. The Equality Act 2010
5. The Safeguarding Vulnerable Groups Act 2006
6. Mental Capacity Act 2005
7. Sexual Offences Act 2003
8. The Human Rights Act 1998
9. The Data Protection Act 2018

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