



Safeguarding Training Level 1

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Aims and Objectives of this learning

On completion of this elearning you will:

- Have knowledge of the background as to how Safeguarding came about,
- Be able to explain why Safeguarding is important to Guide Dogs,
- Identify how it relates to you as an employee or volunteer.
- Have an awareness of the key legislation and guidance that safeguards the welfare of vulnerable groups.
- Demonstrate an understanding of confidentiality and consent.

Introduction to Safeguarding

As Guide Dogs is an organisation that works with potentially vulnerable people, we have a duty of care that all our staff and volunteers are equipped with relevant knowledge so that you can carry out your role. Within your role you may come into contact with people who are potentially vulnerable or at risk of harm.

In order to ensure that you can respond to concerns that may arise, Guide Dogs requires all staff and volunteers who work directly with our service users to complete mandatory Safeguarding training.

Safeguarding Training

Level 1 eLearning – all staff will complete this during their induction. This training is also mandatory for all volunteers in disclosure roles.

At the end of this e-learning you will be asked to complete a short quiz.

Level 2 workshop

This is a half day workshop that follows on from the eLearning. It is delivered locally and is mandatory for staff and volunteers in disclosure roles.

Help and advice

Safeguarding can be a sensitive topic.

During this e-learning you will be reading about aspects of abuse which some people may find difficult to read.

If you have been affected by any issues and feel you cannot complete this, please contact:

- your line manager.
- your volunteer supervisor .
- A member of the Safeguarding team.on 0345 143 0199 or safeguarding.training@guidedogs.org.uk

What is Safeguarding

Safeguarding has a wide remit which requires us to:

- Promote the welfare of vulnerable groups;
- Prevent harm from occurring;
- Protect those that have been or are likely to be exposed to the risk of harm.

Agencies that investigate and prosecute such as police and social care, rely on people such as us that work with potentially vulnerable people to inform them of any safeguarding concerns and play our part in protecting them, the same as the fire service relies on the public to alert them to a fire!

Guide Dogs as a whole organisation has a legal duty of care to protect those we work with who may be considered potentially vulnerable.

By having appropriate and effective safeguards in place, Guide Dogs ensures that:

- We meet this duty of care;
- Safeguarding practice is embedded in the culture of the organisation;
- Which promotes our reputation as a safe service provider;
- And protects our finances by being an organisation that is open, honest and ethical.

Why do I need to know about Safeguarding?

Safeguarding is everyone's responsibility from frontline staff and volunteers through to the board of trustees that govern us.

You need to have an understanding of what safeguarding is and what to be aware of so that you know what to do if someone tells you something or you have any concerns about a vulnerable person.

The Charity Commission places an expectation on Guide Dogs to ensure all staff and volunteers have an understanding of this area.

Our insurers require us to have robust safer recruitment practice, Safeguarding training, criminal disclosure checks in place and ongoing support and supervision of staff/volunteers.

Government Guidance

- “Working Together to Safeguard Children” (HMSO 2015) states that:
- ‘Organisations in the voluntary sector need to have safeguarding arrangements’, and
- ‘paid and volunteer staff need to be aware of their responsibilities for safeguarding’.

This includes Guide Dogs having the right policies and procedures in place, safeguarding training, criminal disclosure checks and promoting a safer working environment for vulnerable people.

Legislation

Legislation and terminology varies in different countries. Please select the country from the following links that represents your area.

[England](#)

[Northern Ireland](#)

[Scotland](#)

[Wales](#)

Safeguarding Definitions England

Safeguarding can be defined as: Protecting vulnerable groups from harm and promoting their wellbeing.

It's important to understand the difference between the legal definitions for children and adults in relation to Safeguarding.

A child is:

- Someone who is under the age of 18 who has a right to be protected in law. It's important to note that **all children are potentially vulnerable**.

An adult is:

- Someone who is 18 years or over who is and may not be able to protect themselves from abuse and harm.
- Every adult has the right to live how they choose, even in risky situations, unless by doing so they put others at risk or if they are deemed to lack the mental capacity to make a reasonable judgement about the risk posed to themselves and others.

Miss Smith

- Miss Smith is an 84 year old, ex headmistress who lives alone. She suffers from arthritis, is quite bent over and is fiercely independent.
- She told you that recently she had a visit from those interfering busy bodies at social services who tried to force her to have central heating installed in her little cottage and meals on wheels. Claiming these are for old people she refused and said she hadn't had it for 84 years and wasn't about to start having it now.
- She walks a mile in all weathers to the nearest shop and often has a sit down along the route feeling tired. When offered a lift she is offended, picks up her trolley and continues on her way.

Is Miss Smith considered to be vulnerable?

Please choose from the following links:

[Yes](#)

[No](#)

You're right!

Although Miss Smith is elderly she is able to make clear decisions on how to live her life.

[Follow this link to continue](#)

No, although Miss Smith is elderly she can is able to make decisions clearly on how to live her life.

Safeguarding History England

We are now going to look at some of the steps in Safeguarding history that have formed some of the key pieces of legislation and guidance we work with today.

This information will cover the development of key pieces of legislation and the cases that have influenced this.

Please take time to read about every case.

Childrens Legislation Timeline

1844: Poor Laws

- This was the earliest legislation to support children and their families.

1944: Death of Dennis O'Neill

Dennis's death prompted the first child death inquiry.

- Dennis had been placed in foster care and died of neglect and physical abuse inflicted by his foster father.
- One of the key principles of today's child care practice stemmed from this tragedy - this is keeping children with their birth family where possible.

1973: Death of Maria Colwell

Following Maria's death an inquiry took place as key agencies (police, social services, health, education, housing and NSPCC) had been involved. It established:

- That physical abuse by parents and carers was a
- major problem in society and preventable if
- professionals did the right thing.
- Identified lack of inter-agency co-operation and lack of sharing information - it focused on what the professionals didn't do, instead of the harm that the parents caused.
- The enquiry suggested the government needed to provide a Child Protection system.
- Guidance and legislation followed in 1974. The guidelines were for "non-accidental injury to children".

1980: Definitions of abuse (DHSS)

Definitions of abuse were updated in 1980 to cover additional forms of abuse to non-accidental injury.

This now meant neglect, emotional harm and sexual abuse would now be recognised as abuse.

1987: Cleveland Inquiry

In 1987 the Cleveland Inquiry identified that:

- Sexual abuse is a major problem in society.
- It is critical that evidence should be sought from a variety of sources during investigations.
- It recommended guidelines be established for interviewing children as vulnerable witnesses, so as to facilitate criminal proceedings.

1989: Children Act

This is the key piece of legislation that protects children, bringing together over 100 pieces of legislation and includes:

- That local authorities should work to support families whose children are deemed "in need" wherever possible.

- A legal threshold of "significant harm". The local authority MUST undertake an investigation. Only when this threshold is met can a child be taken away from their family without the family's agreement.
- It continued the recommendation that children can be brought up in their own family whenever possible.

2000: Death of Victoria Climbié

Victoria died despite being known to many agencies including voluntary and statutory agencies.

The inquiry into her death identified many failures in protecting children including:

- Failure to share information properly
- Lack of understanding of their role in protecting children believing it to be the sole responsibility of police and social workers.
- Lack of training for staff.

Over 70 individuals had contact with Victoria leading up to her death.

Including:

Teachers, dinner ladies, teaching assistants, doctors, nurses, French speaking nurse, social workers, neighbours, taxi driver, GP.

Who was it that took action that brought the abuse to light?

Please select one of the following:

[Teacher](#)

[Teaching assistant](#)

[Doctor](#)

[Nurse](#)

[French speaking nurse](#)

[Social workers](#)

[Neighbours](#)

[Taxi driver](#)

[GP](#)

No – despite concerns being raised, there was a lack of information sharing across the various agencies.

It was a taxi driver who realised Victoria was very sick, and against the wishes of Victoria's aunt locked the taxi doors and took her to hospital where the extent of her injuries were discovered.

There was a lack of understanding that individuals had a responsibility to report their concerns. When concerns were raised there was a lack of information sharing across the various agencies. This led to changes in legislation (2004 Children Act).

2004: Children Act

The Children Act created a shift in emphasis from child protection (the responsibility of social services and police) to safeguarding (responsibility of all those working with children).

This places a duty on all agencies to ensure that they fulfil their functions in the need to safeguard children (this has been in force since 2005).

How does this affect Guide Dogs?

Guide Dogs has to evidence how we meet Section 11 compliance when we enter into a contract with Local Authorities.

We need to demonstrate how:

- Staff and volunteers are recruited safely.
- Staff and volunteers are trained appropriately.
- Staff and volunteers are supported and supervised.
- Staff and volunteers know how to safeguard children.

2007: Baby Peter dies in Haringey

Baby P died less than a mile from where Victoria Climbié died seven years earlier.

This led to a review of how child protection was working after the Victoria Climbié inquiry recommendations.

His death is thought to have contributed to the rise in care applications being made by local authorities to the courts and an increase in referrals.

- The number of children 'in need' at 31st March 2016 was 394,400.
 - This number has remained relatively stable over the last seven years.
 - The number of children who were the subject of a 'child protection plan' at 31st March was 50,310 in 2016, an increase of 28.8% since 2010.
- (Source: National Statistics – Department for Education SFR 52/2016, 3 November 2016)

Statistics -England

- There are over 11 million children under 18 in England.
- Over 390,000 children received support from children's services in the last year.
- Over 50,000 children in England were identified as needing protection from abuse last year.
- Reports of sexual offences against children have increased sharply in England.
- There are over 70,000 children in care.
- Neglect is the main concern in 46% of child protection plans in England.

Consequences

- These cases show why legally and morally we have a duty of care to check and recruit staff and volunteers safely.
- They also show how being 'vulnerable' makes a difference in how a person is treated by statutory agencies.
- The law now recognises a person can be culpable by association even if it is not proved the abuse was committed by them.
- The cases demonstrate how sharing information is vital between agencies.

Adults Legislation Timeline - England

1998 – The Longcare Inquiry

Residents with learning disabilities living at Longcare residential homes in Buckinghamshire suffered various forms of abuse over a 10 year period. This was despite a number of concerns being raised. The Longcare inquiry was launched and resulted in 95 recommendations.

Since 1975 there have been various inquiries into the abuse of vulnerable adults within institutions such as care homes. All have raised issues including:

- quality of care,
- staff training,
- ability of staff to whistleblow safely,
- empowering service users and
- governance.

2000 – No Secrets

- This provided guidance on multi-agency responsibilities in relation to adult protection.
- Including advice on how to develop and put in place multi-agency policies and procedures to protect vulnerable adults from abuse.
- All local authorities were required to follow the No Secrets guidance unless it could demonstrate that there was a 'good reason' to not.

2001 – Death of Margaret Panting

- Margaret Panting died aged 78 within 5 weeks of moving to live with her son-in-law and his children aged 18 and 16 years old.
- She suffered multiple injuries, described at her inquests as torture, including cigarette burns, razor cuts and bruised eyes.
- The police were unable to prove which person was responsible for her death, so no one was charged.

2004 Bichard Inquiry

Holly Wells and Jessica Chapman died at the hands of caretaker Ian Huntley, in Soham.

Following his inquiry, Sir Michael Bichard made 31 recommendations to improve processes and practice around children and vulnerable adults including:

- Ensuring that those who work with vulnerable people, are safely recruited, have a criminal disclosure check, are trained in safeguarding and are monitored and supervised appropriately.
- 'Safer recruitment' methodology was developed which included assessing a candidate's motivation, values and behaviors alongside of the competency skills needed for a role.
- The legislation that followed was the Safeguarding Vulnerable Groups Act of 2006.

2006 – Serious Case Review into the death of Steven Hoskins

Steven had a significant learning disability and was known to adult social services. His care package had been cancelled in August 2005 without a risk assessment taking place.

This is what followed:

- Steven made numerous visits to A&E with a number of unexplained injuries, however he was not classified as 'vulnerable'.
- Steven also made 12 calls to police including reporting threats to him before his death.
- He was 'befriended' by two people known to police who visited him at home, tortured and financially abused him.
- He died after falling from a local viaduct where he was forced to hang by his finger tips from the railings by his abusers.
- A lack of information sharing was a key factor in the failings by professionals.

2007 Fiona Pilkington and her daughter failed by police

- Fiona killed herself and her daughter after suffering years of torment by local youths. Part of the abuse was aimed at her daughter's disability.
- The Independent Police Complaints Commission found that Leicester Police failed to classify the family as vulnerable and respond appropriately.
- This abuse is classified as a Hate Crime - motivated by hostility or prejudice based on a personal characteristic.

2014 The Care Act

The Care Act has taken safeguarding of vulnerable people to another level. There is a new duty to consider the physical, mental and emotional wellbeing of the individual service user and provide preventative services to maintain health.

Also introduced were:

- Statutory Safeguarding Boards.
- Mandatory serious case reviews.
- Duty of candour.
- Choice and control.
- Person centred approach to services and care.

These cases show why legally and morally we have a duty of care to check and recruit staff and volunteers safely.

They also show how being 'vulnerable' makes a difference in how a person is treated by statutory agencies.

The law now recognises a person can be culpable by association even if it is not proved the abuse was committed by them.

The cases demonstrate how sharing information is vital between agencies.

Disclosure and Barring Service

2012 Disclosure and Barring Service (DBS)

- The DBS provides a service which allows us to do background checks on anyone in a role that involves working closely with children and or vulnerable adults.
- The DBS replaced what was the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA).
- Guide Dogs have a duty to carry out disclosure checks on all staff and volunteers who provide support and training to our service users on a regular basis.
- We also have a duty to refer staff and volunteers to the DBS where we believe harm has been caused to a vulnerable person, even if that staff member or volunteer is no longer in our organisation.

[Follow this link to go to the next section of the training.](#)

Northern Ireland

Safeguarding Definitions Northern Ireland

In terms of Safeguarding it's important to understand the difference between the legal definitions of vulnerable adults and children.

A child is:

- Someone who is under the age of 18.

An Adult at Risk of harm is:

- Someone who is 18 or over;
- Whose exposure to harm through abuse, exploitation or neglect may be increased by their;
- Personal characteristics and/or b) Life circumstances.

An Adult in need of protection is all of the above AND:

- c) Unable to protect their own well being, property , assets, rights or other interests AND
- d) Where the action or inaction or another person(s) is causing or likely to cause them to be harmed.

It is important to note that **all** children are potentially vulnerable.

However, **not all** adults with a disability are automatically considered as being vulnerable. Some of the Vulnerability factors which increase risk include:

- Being emotionally or socially isolated.
- Where a pattern of violence exists or has existed.
- Drugs or alcohol are being misused.
- Relationships are under stress.
- Staff are inadequately trained or /or poorly supervised.
- Staff are lacking support/ working in isolation.

Every adult has the right to live how they choose, even in risky situations, unless by doing so they put others at risk or if they are deemed to lack the mental capacity to make a reasonable judgement about the risk posed to themselves and others.

Miss Smith

- Miss Smith is an 84 year old, ex headmistress who lives alone. She suffers from arthritis, is quite bent over and is fiercely independent.
- She told you that recently she had a visit from those interfering busy bodies at social services who tried to force her to have central heating installed in her little cottage and meals on wheels. Claiming these are for old people she refused and said she hadn't had it for 84 years and wasn't about to start having it now.
- She walks a mile in all weathers to the nearest shop and often has a sit down along the route feeling tired. When offered a lift she is offended, picks up her trolley and continues on her way.

Is Miss Smith considered to be vulnerable?

Please choose from the following links:

[Yes](#)

[No](#)

You're right!

Although Miss Smith is elderly she is able to make clear decisions on how to live her life.

[Follow this link to continue](#)

No, although Miss Smith is elderly she can is able to make decisions clearly on how to live her life.

Safeguarding History NI

We are now going to look at some of the steps in Safeguarding history that have formed the pieces of key legislation and guidance.

Over the next couple of screens are timelines that show the development of key pieces of legislation and the cases that have influenced this.

Please take time to read about every case.

Children's Legislation Timeline

Criminal law act 1967:

In respect of safeguarding vulnerable people, everyone in NI has a legal duty to report concerns that they believe to be of a criminal nature. Offences against children and 'adults at risk' must be reported.

The Children (NI) Order 1995

This act provides the legislative framework for the NI child protection system. Guide Dogs duty of care toward children stems from this Order.

2000: Death of Victoria Climbié

Victoria died despite being known to many agencies including voluntary and statutory agencies.

The inquiry into her death identified many failures in protecting children including:

- Failure to share information properly
- Lack of understanding of their role in protecting children believing it to be the sole responsibility of police and social workers.
- Lack of training for staff.

Over 70 individuals had contact with Victoria leading up to her death.

Including:

Teachers, dinner ladies, teaching assistants, doctors, nurses, French speaking nurse, social workers, neighbours, taxi driver, GP.

Who was it that took action that brought the abuse to light?

Please select one of the following:

[Teacher](#)

[Teaching assistant](#)

[Doctor](#)

[Nurse](#)

[French speaking nurse](#)

[Social workers](#)

[Neighbours](#)

[Taxi driver](#)

[GP](#)

No – despite concerns being raised, there was a lack of information sharing across the various agencies.

It was a taxi driver who realised Victoria was very sick, and against the wishes of Victoria's aunt locked the taxi doors and took her to hospital where the extent of her injuries were discovered.

There was a lack of understanding that individuals had a responsibility to report their concerns. When concerns were raised there was a lack of information sharing across the various agencies. This led to changes in legislation (2004 Children Act).

Cooperating to Safeguard Children 2003/2016:

This provides the policy framework for safeguarding children and young people in all sectors including charities. Everyone must work both individually and in partnership. All Guide Dogs staff and volunteers have a duty to work to this standard.

The Safeguarding Vulnerable Groups (NI) Order 2007:

Sir Michael Bichard carried out an inquiry in England into the deaths of Holly Wells and Jessica Chapman at the hands of caretaker Ian Huntley, in Soham.

Bichard made 31 recommendations to improve processes and practice around children and vulnerable adults including:

- Ensuring those working with all vulnerable people, are safely recruited.
- Have a criminal disclosure check.
- Training in safeguarding, and are monitored and supervised appropriately.

Safeguarding Board Act (Northern Ireland) 2011

Sets out the law for the creation of a new Safeguarding Board for all of Northern Ireland.

2011 Our Duty to Care & Getting it Right- Standards of Good Practice for Child Protection:

This is a guide to help voluntary agencies such as Guide Dogs.

‘Safeguarding Children from Abuse and Neglect’ 2017 This strategy guides Health and Care Trusts, and other key agencies, to work together to protect children.

Citing “no one organisation will have all the answers”,

“Safeguarding concerns are often like a jigsaw puzzle, people across and within organisations have their own pieces but when information is shared, all those pieces come together to make a picture.”

Safeguarding is everybody’s business

Statistics

There were over 430,000 children under 18 in Northern Ireland (2015).

Over 24,000 children received support from children's services in Northern Ireland last year (2016).

Almost 2,100 children in Northern Ireland were identified as needing protection from abuse (2015-16).

There were over 2,800 children in care in Northern Ireland (2015-16).
Source NSPCC

Adults Timeline

Safeguarding Vulnerable Groups (Northern Ireland) Order 2007

This builds on The Protection of Vulnerable Children and Adults (Northern Ireland) Order 2003.

It sets out measures to prevent unsuitable adults from working with children and vulnerable adults. This follows legislation in England where the Inquiry by Sir Michael Bichard into the deaths of Holly Wells and Jessica Chapman at the hands of Ian Huntley, a school Caretaker, made 31 recommendations to statutory services.

This saw the introduction of:

- Safer Recruitment practice, a robust selection and vetting process to help identify and deter unsuitable individuals who seek to work with vulnerable groups.
- The creation of Barred lists of people found to be unsuitable to work with vulnerable groups and duty to refer unsuitable people.
- Criminal Disclosure checks via Access NI for relevant roles.

Health and Social Care Board NI - Adult Safeguarding Board for Northern Ireland established 2012

Guide Dogs is one of the voluntary sector members who is subject to the policies and procedures produced by the Trusts.

Adult Safeguarding Prevention and Protection in Partnership 2015

A Shared Responsibility looking at Prevention from harm, Protection from Harm and working in partnership with organisations.

This outlines Guide Dogs responsibility to ensure people who are at risk of harm or in need of protection receive the correct level of response from those they come into contact with. It is not someone else's responsibility to report a concern it is yours.

Consequences

- This legislation shows why legally and morally we have a
- duty of care to check and recruit staff and volunteers safely.
- Being 'vulnerable' makes a difference in how a person is treated by statutory agencies.
- The law now recognises a person can be culpable by association even if it is not proved the abuse was committed by them.
- Cases such as the Soham murders and the Victoria Climbié inquiry demonstrate how sharing information is vital between agencies.

[Follow this link to go to the next section of the training.](#)

Safeguarding Definitions Scotland

In terms of Safeguarding it's important to understand the difference between the legal definitions of vulnerable adults and children.

A child is:

Someone who is under the age of 16 who has a right to be protected in law. It's important to note that **all children are potentially vulnerable**.

An Adult at Risk is:

- Someone who is 16 or over; who is unable to protect themselves from abuse or harm, usually due to a specific set of circumstances.
- This could be because they may be old or frail or have a learning or physical disability including a vision impairment.
- Every adult has the right to live how they choose, even in risky situations, unless by doing so they put others at risk or if they are deemed to lack the mental capacity to make a reasonable judgement about the risk posed to themselves and others.

Miss Smith

- Miss Smith is an 84 year old, ex headmistress who lives alone. She suffers from arthritis, is quite bent over and is fiercely independent.
- She told you that recently she had a visit from those interfering busy bodies at social services who tried to force her to have central heating installed in her little cottage and meals on wheels. Claiming these are for old people she refused and said she hadn't had it for 84 years and wasn't about to start having it now.
- She walks a mile in all weathers to the nearest shop and often has a sit down along the route feeling tired. When offered a lift she is offended, picks up her trolley and continues on her way.

Is Miss Smith considered to be vulnerable?

Please choose from the following links:

[Yes](#)

[No](#)

You're right!

Although Miss Smith is elderly she is able to make clear decisions on how to live her life.

[Follow this link to continue.](#)

No. Although Miss Smith is elderly she can is able to make decisions clearly on how to live her life and is therefore not considered to be vulnerable.

Safeguarding History – Scotland

We are now going to look at some of the steps in Safeguarding history that have formed the pieces of key legislation and guidance.

Over the next couple of screens are timelines that show the development of key pieces of legislation and the cases that have influenced this.

Please take time to read about every case.

Children's Legislation

1986 - National Guidance for Child Protection Scotland was introduced

A new National Guidance framework for Child Protection in Scotland was published in 2010, and refreshed in 2014. This was for agencies and practitioners at local level to understand and agree processes for working together to safeguard and promote the wellbeing of children.

Voluntary agencies are duty bound to follow this framework to promote the wellbeing of children in their care.

Age of Legal Capacity (Scotland) Act 1991

This legislation sets out the types of contract that may be made by young persons, it sets out the legal age of consent and exceptions.

For example, a young person may consent on their own behalf to any surgical, medical or dental procedure or treatment where, in the opinion of a qualified medical practitioner attending them, they are capable of understanding the nature and possible consequences of the procedure or treatment.

The Children (Scotland) Act 1995

This marked a significant stage in the development of legislation on the care of children in Scotland. It is centred on the needs of children and their families and defines both parental responsibilities and rights in relation to children.

It sets out the duties and powers available to public authorities to support children and their families and to intervene when the child's welfare requires it.

There are numerous updates the latest being 2014.

2000: Kennedy Mc Farlane - Dumfries.

Kennedy McFarlane died aged 3 after a blow from her mother's boyfriend sent her crashing into the leg of a bed. Thomas Duncan, 33, was sentenced to life for the child's murder.

The 2001 Hammond Inquiry into her death highlighted a failure of 'partnership working', a lack of effective 'information sharing' between agencies and need for training.

Existing concerns could have identified that she was 'at risk of significant harm'

It led to a review, reported as 'It's everyone's job to make sure I'm alright.'

Caleb Ness Edinburgh, 2001

- Caleb Ness was known to be at risk when his dad Alexander killed him by shaking him in 2001.
- Caleb lived with his mother, who was known to be dependent on illegal drugs and his father who had convictions for violence and dealing illegal drugs.
- Caleb was the subject of two child protection orders when he died.

A report concluded he had been failed at “almost every level” before he was killed.

His father was sentenced to 11 years in prison for culpable homicide at the High Court in Edinburgh.

An inquiry by Edinburgh and Lothians child protection committee under the chairmanship of Susan O’Brien QC concluded that the parents should not have had care of the child. Caleb’s was an “avoidable child death”, according to the report.

2008 – Getting It Right For Every Child (GIRFEC)

GIRFEC is the National approach to improving the wellbeing of children and young people in Scotland.

It requires that services aimed at children and young people – social work, health, education, police, housing and voluntary organisations , adapt and streamline their systems and practices and work together.

The approach encourages earlier intervention by professionals to avoid crisis situations at a later date.

GIRFEC became embedded in 2012.

2010 - Declan Hainey

Baby Declan was found mummified in his cot in March 2010. Declan had not been seen by any formal organisation or extended family since July 2009 Aged 15 months.

This was due to 'a pattern of concealment' by his mother.

The report made 16 recommendations including the referral of pregnant mothers who misuse substances to be subject of a child protection. It also identified that training and information sharing should be reviewed.

2014 – The Children and Young Person (Scotland) Act 2014)

and National Guidance for Child Protection in Scotland

It's purpose is to set standards for individual services re: safeguarding.

- To strengthen the rights of children and young people.
- Have a named contact for every child.
- Created a new systems to support children and young people.
- Place the emphasis on identifying problems at an early stage, rather than waiting until a child or young person reaches crisis point.

Agencies are required to work together to create a single Child's Plan so that people involved in supporting a child or young person can store the information in one place.

Mikaeel Kular, 2014

- Mikaeel died two days after being beaten by his mum Rosdeep Adekoya at the family's flat in Edinburgh in January 2014.
- She put the three-year-old's body in a suitcase and left it behind her sister's house in Kirkcaldy.
- However, she told police that Mikaeel had disappeared from her home, leading to a major two-day search. She was jailed for 11 years in August 2014 after admitting culpable homicide. A significant case review concluded his death "could not have been predicted".
- Mikaeel's dad Zahid Saeed, said: "The biggest disappointment is Fife Council took no responsibility for their dealings with Mikaeel and his siblings."

Consequences

- These cases show why legally and morally we have a duty of care to check and recruit staff and volunteers safely.
- They also show how being 'vulnerable' makes a difference in how a person is treated by statutory agencies.
- The law now recognises a person can be culpable by association even if it is not proved the abuse was committed by them.
- The cases demonstrate how sharing info is vital between agencies.

Statistics

- Last year over 2,700 children in Scotland were identified as needing protection from abuse.
- There are over 1 million children under 18 in Scotland.
- Over 15,000 children were referred to the Children's Reporter in Scotland.
- There are over 15,000 children in care in Scotland Reports, sexual offences against children have increased sharply.
- Concerns about neglect were identified for 37% of children on the child protection register in Scotland.

Source NSPCC (2016)

Adults Legislation Scotland

Adults with Incapacity (Scotland) Act 2000

- This Act provides ways to help safeguard the welfare and finances of people who lack capacity.
- It protects adults (people aged 16 or over) who lack capacity to take some or all decisions for themselves because of a mental disorder or an inability to communicate.
- It allows a person - such as a relative, friend or partner - to make decisions on someone's behalf.
- The Act also lets you make arrangements for another person or persons to make decisions and manage affairs on your behalf if you lose capacity in the future.

2002 Miss X

A woman with learning difficulties was found to have been held hostage and sexually abused. The 30-year woman moved into the home of James Mercer and his girlfriend in the town of Newton St Boswells.

A social worker from the council unsuccessfully tried to gain access to the home on three separate occasions and raised concerns. It was discovered that the woman had been kept hostage, repeatedly raped, sexually assaulted, starved and handcuffed naked on the floor. 3 men were convicted at the high court in Edinburgh.

2007- The Adult Support and Protection (Scotland) Act 2007

This Act identifies and protects individuals who fall into the category of 'adults at risk'. Including:

- placing a duty on councils to make the necessary inquiries and investigations to establish whether or not further action is required to stop or prevent harm occurring;
- a requirement for specified public bodies to co-operate with local councils and each other about adult protection investigations;
- a range of protection orders including assessment orders, removal orders and banning orders;
- and the establishment of multi-disciplinary Adult Protection Committees.

Abusive Behaviour and Sexual Harm (Scotland) Act 2016

- This Act provides guidance on defining abuse and harm and what can legally be imposed if a defendant is found guilty.
- For the first time in legislation the Act addresses the issue of psychological harm as well as physical harm, with any intent to cause either or both as a form of aggravated assault.
- In addition to defining abuse and sexual harm the Act examines the disclosure of film and images of an explicit nature, looks at relationships and introduces a number of orders to protect the community and its members.
- The orders include Sexual Harm Prevention Orders, Sexual Risk Orders and non-Harassment Orders. The Act also makes provision for interim orders.

[Follow this link to go to the next section of the training.](#)

Safeguarding Legislation Wales

In terms of Safeguarding it's important to understand the difference between the legal definitions of vulnerable adults and children.

A child is:

- Someone who is under the age of 18.
- It is important to note that all children are potentially vulnerable

An Adult with care and support needs is:

- Someone who is 18 years or over who is and may not be able to protect themselves from abuse and harm.
- Every adult has the right to live how they choose, even in risky situations, unless by doing so they put others at risk or if they are deemed to lack the mental capacity to make a reasonable judgement about the risk posed to themselves and others.

Miss Smith

Miss Smith is an 84 year old, ex headmistress who lives alone. She suffers from arthritis, is quite bent over and is fiercely independent.

She told you that recently she had a visit from those interfering busy bodies at social services who tried to force her to have central heating installed in her little cottage and meals on wheels. Claiming these are for old people she refused and said she hadn't had it for 84 years and wasn't about to start having it now.

She walks a mile in all weathers to the nearest shop and often has a sit down along the route feeling tired. When offered a lift she is offended, picks up her trolley and continues on her way.

Is Miss Smith considered to be vulnerable?

Please choose from the following links:

[Yes](#)

[No](#)

You're right!

Although Miss Smith is elderly she is able to make clear decisions on how to live her life.

[Follow this link to continue.](#)

No. Although Miss Smith is elderly she can is able to make decisions clearly on how to live her life and is therefore not considered to be vulnerable.

Safeguarding History Wales

We are now going to look at some of the steps in Safeguarding history that have formed the pieces of key legislation and guidance.

Over the next couple of screens are timelines that show the development of key pieces of legislation and the cases that have influenced this.

Please take time to read about every case.

Social Services and Well-being (Wales) Act 2014

When the Social Services and Well-being (Wales) Act 2014 came into force in April 2016 it provided Wales with its own framework for social services.

The guiding principles of the Act include:

- giving individuals a stronger voice and more control over the care and support they receive;
- encouraging a renewed focus on prevention and early intervention.

Provisions in the Act include:

- strengthening powers for safeguarding children and vulnerable adults;
- introducing portable assessments, so that people who move from one part of Wales to another will receive the services they need in their new area;
- introducing equivalent rights for carers so that they receive the same levels of support as the people they care for.
- Introduced the National Safeguarding Board for Wales which oversees and advises all local boards.

All Wales Child Protection Procedures (AWCPP)

The AWCPP are an essential part of safeguarding children and promoting their welfare. They inform child protection practice in each of the local and regional safeguarding children boards across Wales.

They are managed by the All-Wales Child Protection Review Group ([external link](#)) which represents all of Wales' safeguarding children boards and partner agencies.

National action plan to prevent and protect children and young people from sexual exploitation

This national action plan sets out a framework and minimum standards that Safeguarding Children Boards and partner agencies should work collectively and individually towards and build on to:

- Prevent and protect children and young people from sexual exploitation.
- Provide responsive, appropriate and consistent support to those identified as being subject to or at risk of sexual exploitation.
- Contribute to the identification, disruption and prosecution of perpetrators.

1989: Children Act

This is the key piece of legislation that protects children, bringing together over 100 pieces of legislation and includes:

- That local authorities should work to support families whose children are deemed "in need" wherever possible.
- A legal threshold of "significant harm". The local authority **MUST** undertake an investigation. Only when this threshold is met can a child be taken away from their family without the family's agreement.
- It continued the recommendation that children can be brought up in their own family whenever possible.

2000: Death of Victoria Climbié

Victoria died despite being known to many agencies including voluntary and statutory agencies.

The inquiry into her death identified many failures in protecting children including:

- Failure to share information properly
- Lack of understanding of their role in protecting children believing it to be the sole responsibility of police and social workers.
- Lack of training for staff.

Over 70 individuals had contact with Victoria leading up to her death. Including:

Teachers, dinner ladies, teaching assistants, doctors, nurses, French speaking nurse, social workers, neighbours, taxi driver, GP.

Who was it that took action that brought the abuse to light?

Please select one of the following:

[Teacher](#)

[Teaching assistant](#)

[Doctor](#)

[Nurse](#)

[French speaking nurse](#)

[Social workers](#)

[Neighbours](#)

[Taxi driver](#)

[GP](#)

Despite concerns being raised, there was a lack of information sharing across the various agencies.

It was a taxi driver who realised Victoria was very sick, and against the wishes of Victoria's aunt locked the taxi doors and took her to hospital where the extent of her injuries were discovered.

There was a lack of understanding that individuals had a responsibility to report their concerns. When concerns were raised there was a lack of information sharing across the various agencies. This led to changes in legislation (2004 Children Act).

2004: Children Act

The Children Act created a shift in emphasis from child protection (the responsibility of social services and police) to safeguarding (responsibility of all those working with children).

This places a duty on all agencies to ensure that they fulfil their functions in the need to safeguard children (this has been in force since 2005).

How does this affect Guide Dogs?

Guide Dogs has to evidence how we meet Section 11 compliance when we enter into a contract with Local Authorities.

We need to demonstrate how:

- Staff and volunteers are recruited safely.
- Staff and volunteers are trained appropriately.
- Staff and volunteers are supported and supervised.
- Staff and volunteers know how to safeguard children.

Safeguarding Vulnerable Groups Act 2006

This established the Independent Safeguarding Authority (ISA) to make decisions about individuals who should be barred from working with children and to maintain a list of these individuals.

The Local Safeguarding Children Boards (Wales) Regulations 2006

Rights of Children and Young people (Wales) measure 2011.

Protection of Freedoms Act 2012

Merged the CRB with the ISA to create the new Disclosure and Barring service (DBS).

For more information on Children follow this link
http://www.ssiacymru.org.uk/home.php?page_id=298

Childrens Statistics

We don't know exactly how many children in Wales have experienced child abuse. But official statistics do tell us how many children have been identified as needing support or protection.

- There are over 620,000 children under 18 in Wales (2016).
- Over 19,000 children received support from children's services in Wales last year. There are over 5,600 children in care in Wales.
- Over 2,900 children in Wales were identified as needing protection from abuse last year.
- Neglect is the most common reason for taking child protection action in Wales. Reports of sexual offences against children have increased sharply in Wales.
- There has been a 114% increase in police-recorded offences of obscene publications in Wales since the previous year.
- Recorded sexual offences against children under 16 have increased by 26% in Wales since 2016.
- Source NSPCC (2016).

Adult Legislation Timeline – Wales

Adults Legislation Timeline - England

1998 – The Longcare Inquiry

Residents with learning disabilities living at Longcare residential homes in Buckinghamshire suffered various forms of abuse over a 10 year period. This was despite a number of concerns being raised.

The Longcare inquiry was launched and resulted in 95 recommendations.

Since 1975 there have been various inquiries into the abuse of vulnerable adults within institutions such as care homes. All have raised issues including:

- quality of care,
- staff training,
- ability of staff to whistleblow safely,
- empowering service users and
- governance.

2000 – No Secrets

- This provided guidance on multi-agency responsibilities in relation to adult protection.
- Including advice on how to develop and put in place multi-agency policies and procedures to protect vulnerable adults from abuse.
- All local authorities were required to follow the No Secrets guidance unless it could demonstrate that there was a 'good reason' to not.

2001 – Death of Margaret Panting

- Margaret Panting died aged 78 within 5 weeks of moving to live with her son-in-law and his children aged 18 and 16 years old.
- She suffered multiple injuries, described at her inquests as torture, including cigarette burns, razor cuts and bruised eyes.
- The police were unable to prove which person was responsible for her death, so no one was charged.

2004 Bichard Inquiry

Holly Wells and Jessica Chapman died at the hands of caretaker Ian Huntley, in Soham.

Following his inquiry, Sir Michael Bichard made 31 recommendations to improve processes and practice around children and vulnerable adults including:

- Ensuring that those who work with vulnerable people, are safely recruited, have a criminal disclosure check, are trained in safeguarding and are monitored and supervised appropriately.
- 'Safer recruitment' methodology was developed which included assessing a candidate's motivation, values and behaviors alongside of the competency skills needed for a role.
- The legislation that followed was the Safeguarding Vulnerable Groups Act of 2006.

2006 – Serious Case Review into the death of Steven Hoskins

Steven had a significant learning disability and was known to adult social services. His care package had been cancelled in August 2005 without a risk assessment taking place.

This is what followed:

- Steven made numerous visits to A&E with a number of unexplained injuries, however he was not classified as 'vulnerable'.
- Steven also made 12 calls to police including reporting threats to him before his death.
- He was 'befriended' by two people known to police who visited him at home, tortured and financially abused him.
- He died after falling from a local viaduct where he was forced to hang by his finger tips from the railings by his abusers.
- A lack of information sharing was a key factor in the failings by professionals.

2007 Fiona Pilkington and her daughter failed by police

- Fiona killed herself and her daughter after suffering years of torment by local youths. Part of the abuse was aimed at her daughter's disability.
- The Independent Police Complaints Commission found that Leicester Police failed to classify the family as vulnerable and respond appropriately.
- This abuse is classified as a Hate Crime - motivated by hostility or prejudice based on a personal characteristic.

2014 The Care Act

The Care Act has taken safeguarding of vulnerable people to another level. There is a new duty to consider the physical, mental and emotional wellbeing of the individual service user and provide preventative services to maintain health.

Also introduced were:

- Statutory Safeguarding Boards.
- Mandatory serious case reviews.
- Duty of candour.
- Choice and control.
- Person centred approach to services and care.

These cases show why legally and morally we have a duty of care to check and recruit staff and volunteers safely.

They also show how being 'vulnerable' makes a difference in how a person is treated by statutory agencies.

The law now recognises a person can be culpable by association even if it is not proved the abuse was committed by them.

The cases demonstrate how sharing information is vital between agencies.

Disclosure and Barring Service

2012 Disclosure and Barring Service (DBS)

- The DBS provides a service which allows us to do background checks on anyone in a role that involves working closely with children and or vulnerable adults.
- The DBS replaced what was the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA).
- Guide Dogs have a duty to carry out disclosure checks on all staff and volunteers who provide support and training to our service users on a regular basis.
- We also have a duty to refer staff and volunteers to the DBS where we believe harm has been caused to a vulnerable person, even if that staff member or volunteer is no longer in our organisation.

For more information on Adults follow this link <http://ssiacymru.org.uk/pova>.

[Follow this link to go to the next section of the training.](#)

The inquiry into Ian Huntley murdering Jessica and Holly identified flaws in the current disclosure process which led to the processes we have today.

- Huntley was a caretaker at the school, his partner was a teaching assistant.
- Living in a close knit community they had links with others already working at the school.
- Ian didn't have references checked when he was recruited and there was not a disclosure check process in place.
- Huntley had lived in various different locations, a number of police forces had information relating to serious criminal behaviour that he had committed or suspected of, including burglary and rape.
- The Headteacher of the school did not have access to this information and reported that he would never have employed him if he had.

Carl

- You receive an application from Carl for a GDMI role:
- Carl has 20 years experience as a dog handler in the army and was a trustee of an old people's home for 10 years.
- Carl has exemplary references from the army.
- His motivations and values are that he believes results come from setting clear goals with high targets.
- He is motivated to work for Guide Dogs because of how great the working dog is.
- Professional feedback on himself is that he is a hard task master but gets results and meets targets.
- His attitude is 'winners don't quit and quitters don't win'.
- Feedback from the care home is that he lacks emotional intelligence.
- Disclosure of an assault whilst on leave (explanation was youths hanging around chucking rubbish about and he gave them a good dressing down and ordered them to pick it up which escalated into having to physically remove them from the area.).

Would you employ Carl? Please select from the links below.

[Yes](#)

[No](#)

You're right, we wouldn't employ Carl.

Traditionally this would be a very good candidate, but safer recruitment would highlight concerns about values, behaviours and attitudes which are not aligned to our organisation.

Confidentiality and Consent

When to Break Confidentiality

- Confidentiality is an essential part of the trusting relationship we build with our service users;
- However, there are occasions when confidentiality can be broken as in the case of a genuine safeguarding concern;
- In general, a decision to share confidential information outside of Guide Dogs would be made by the line manager along with the safeguarding team;
- Any concerns that you may have can safely be shared with your line manager and the safeguarding team so a decision can be made about next steps.

Concerns or disclosure about a child

- Children have the right to be protected from harm;
- The person with parental responsibility for the child must give consent to their information being shared with other agencies outside of Guide Dogs, except...
- Where seeking consent puts the child at further risk of harm;
- It is suspected a crime has taken place;
- The child is of sufficient age and understanding to give their own consent.

Concerns or disclosure about an adult

- Adults have the right to make their own decisions even if they seem unwise or risky to others*;
- Adults must consent to information being shared with agencies outside of Guide Dogs, unless:
- They are deemed not have full mental capacity*;
- There is a need to safeguarding others that may be impacted directly by the decision;
- A criminal offence has or is suspected to have taken place.

Who to tell next, Guide Dogs' Procedures

- Never promise to keep a secret, remember you have a duty to pass information onto your line manager;
- Tell your line manager about the concern as soon as possible;
- Your line manager will liaise with the safeguarding team and if confidentiality needs to be broken, they will follow safeguarding policy around the need to know basis and proportionality of information;
- It may not be possible to gain permission where this may put a person further at risk and in those cases, safeguarding will make contact with the appropriate agencies;
- In the rare event that a person is at immediate risk of harm, call the emergency services by dialling 101.

Nicola

- Nicola is a fellow volunteer:
- She makes cards to sell and brings them into the office where you work from. She has two children, Sophie nine and Amber who is almost one.
- When you see Sophie she always appears to be scruffy and smells of urine. She only speaks to you when her mother is not around.
- Sophie told you she is very responsible and can be trusted as she often does all the work for her mum whilst she is in bed. She said she 'gets a lot of headaches'. Sophie can often be seen with her younger sister Amber perched on her hip, bottle in hand, they are very close.
- You see Sophie walking back from her local shop with Amber in the buggy, a heavy bag of shopping is hanging on either side of the pushchair. It's a cold day, it's pouring with rain and neither child has a coat on. They are soaked to the skin, there is no sign of Nicola.

Should you be concerned about Sophie?

Select one of the below options:

[Yes](#)

[No](#)

Yes, this is a concern.

You should be concerned, speak to your manager or call the Safeguarding team who will take the appropriate action which may result in calling the local social services team due to concerns over the welfare of the children.

Each case received by Safeguarding is assessed on an individual basis and the course of action may change depending on an individuals circumstances.

Recognising Abuse

There are various forms of abuse:

- Sexual
- Physical
- Neglect/ Self Neglect (Adults)
- Emotional /Psychological
- Institutional
- Financial
- Discriminatory
- Domestic Violence/abuse
- Modern slavery

The training workshop will give you the opportunity to understand these categories of abuse in more depth and recognise further signs of abuse.

Recognise, Report, Record, Respond

Recognise

Raise your concern – speak to your line manager or a member of the Safeguarding team on 0345 143 0199 as soon as possible.

Report

We will ask you to complete a referral form, found on the Safeguarding pages of the intranet.

People and Business Services> Safeguarding >Report a Concern

Record

All referrals are recorded on a Safeguarding database, references are kept on GDI-R and Fetch for future reference.

Respond

You will receive full support if any action needs taking and it may be appropriate for the Safeguarding team to undertake this action. Where appropriate we will work with external agencies to ensure sharing of information.

What makes Guide Dogs a Safe Organisation?

1. Working in partnership with other agencies.
2. Prevent unsuitable people working with vulnerable adults and children.
3. Identify grounds for concern and take action.
4. Promote safe practice and challenge unsafe practice.

Reminder – Why do I need to know about Safeguarding?

- Safeguarding is everyone's responsibility from frontline staff and volunteers through to the board of trustees that govern us.
- You need to have an understanding of what safeguarding is and what to be aware of so that you know what to do if someone tells you something or you have any concerns about a vulnerable person.
- The Charity Commission places an expectation on Guide Dogs to ensure all staff and volunteers have an understanding of this area.
- Our insurers require us to have robust safer recruitment practice, Safeguarding training, criminal disclosure checks in place and ongoing support and supervision of staff/volunteers.

Further Information

Follow this link for Guide Dogs Safeguarding leaflet.

Our codes of conduct can also be found on [Safeguarding's intranet pages](#).

Next Steps

1. To complete Level 1 you will now need to successfully complete a short quiz, the final page will direct you to this.
2. If you are a member of staff in a service user facing role you are required to book onto the Level 2 workshop local to you, via Gateway.
3. If you are a volunteer My Guide, a free runner, a dog exerciser or a driver, please book your place on the level 2 workshop via your volunteer manager.

Level 1 Assessment

Follow this link to complete the survey monkey quiz.

<https://www.surveymonkey.co.uk/r/8TYQ88J>

Please advise safeguarding.training@guidedogs.org.uk or on 01189 838386 for the assessment in an alternative format.