

## 9.1 Introduction

Roles and responsibilities within safeguarding should be clear and collaboration should take place at all the following levels:

- Operational front line staff
- Supervisory line management
- Local Authority Safeguarding Enquiry Officer
- Provider Led Enquiries
- Senior management staff
- Chief officers/chief executives
- Local authority members
- Commissioners
- Providers of services
- Voluntary organisations, and
- Regulated professionals.

## 9.2 Front line

Operational front line staff are responsible for identifying and responding to allegations of abuse. Staff at operational level need to share a common view of what types of behaviour may be abuse or neglect and what should be an initial response to suspicion or allegation of abuse or neglect.

All staff are responsible for identifying and responding to allegations of adult abuse, alerting the relevant manager in their organisation as appropriate. All staff have a responsibility:-

- To recognise what abuse is and when abuse is taking place.
- To make sure the person is safe.
- To report and escalate concerns to line manager and follow internal process

- Record concerns /actions/discussions/observations/outcomes.
- Contact police if a crime has been committed.
- Raise concerns/alert via local Safeguarding procedures.
- To understand the Adult Safeguarding process.
- Report safeguarding concerns
- Work within the parameters of your professional body
- Engage with Safeguarding supervision

### 9.3 Safeguarding Enquiry Officer - Local Authority

Local Authorities must make enquiries, or cause others to do so, if they reasonably suspect an adult who meets the criteria is or at risk of being abused or neglected.

The Safeguarding Enquiry Officer in the Local Authority is the first contact to be alerted of any Safeguarding Concern.

Through discussion with Partner Organisations, the Safeguarding Enquiry Officer will confirm what action is to be taken in response to the concern, in line with the Adults wishes.

The first responsibility to act to a safeguarding concern in a regulated care setting is with the employing organisation. The provider is under a duty to protect the adult from harm and inform the relevant Commissioners and the Local Authority. The Local Authority Enquiry Officer will:-

- determine actions taken to protect the Adult and others
- agree which organisation will lead the Enquiry.
- make the decision if a concern is going to be a Section 42 Enquiry.
- agree the timescales to complete the Enquiry and ensure they are dealt with as quickly as possible and within timescales
- be responsible for the management, co-ordination and oversight of individual complex cases.

- liaise with partner organisations as appropriate to monitor the progress of enquiries
- provide advice and guidance within their organisation and partner organisations

Unless there is a compelling reason why it is inappropriate or unsafe the provider will investigate any safeguarding enquiry. Partner organisations may need to be involved to support the adult to recover. The focus will be on the wellbeing of the adult at risk.

All concluded concerns and enquiries will be shared with the Local Authority Safeguarding Enquiry Officer. In response to the Local Authority statutory function, they will confirm that they are satisfied with the Provider Led Enquiry's conclusion and that there is a clear rationale evidencing the decision making and recommendations.

#### **9.4 Provider Led Enquiry**

Each organisation represented at TASPb should identify staff to lead enquiries in line with their internal Safeguarding Processes. Organisations internal Safeguarding Process should be aligned with TASPb inter-agency arrangements.

The Organisations should:-

- Ensure reasonable and practical steps to safeguard the adult.
- Ensure an evaluation of the risk to the adult is completed.
- Ensure the adult views about the concern and what they would like to happen next have been considered.
- Consider referring to the police if the suspected abuse is a crime.
- Ensure that Safeguarding Concerns raised in their organisation are shared with the Local Authority immediately.
- Check & review actions already taken and decisions made.

The Organisation will work with the Local Authority to confirm an appropriate response to the safeguarding concern raised and subsequent safeguarding plans.

The Organisations will be responsible for recording information that provides clear audit trails about decision-making and recommendations in all processes relating to the management of adult safeguarding allegations.

- Make sure that other people are not at risk.
- Ensure that records are made of any concerns, and that decisions are clearly recorded with the rationale for the decisions explained.
- If the matter is to be referred to the police, discuss risk management and any potential forensic considerations with the police.
- Arrange any necessary emergency medical treatment. Note that offences of a sexual nature will require expert advice from the police.
- If the person alleged to have caused the harm is also an adult with care & support needs, arrange for a member of staff to attend to their needs.
- Take action in line with the organisation's disciplinary procedures, as appropriate, if a member of staff is alleged to have caused harm.
- Organisations will lead on Enquiries in agreement with the Local Authority
- Organisations will complete the relevant documents to support the Enquiry and submit to the Local Authority

### 9.5 Line managers' supervision

Each organisation represented at TASPb should identify staff to take a lead role in safeguarding and ensuring inter-agency arrangements are supported. Skilled and knowledgeable supervision focused on outcomes for individuals is critical in safeguarding work. Managers have a central role in enduring high standards of practice and that practitioners are properly equipped and supported. It is important to recognise that dealing with situations involving abuse and neglect can be stressful and distressing for staff. Managers need to develop good working relationships with their counterparts in other agencies to improve cooperation locally and swiftly address any differences or challenges that arise between front line staff. Organisations, will have access to TASPb best practice safeguarding supervision guidance which will ensure that a person led, outcome focus is central and critical to the safeguarding work.

## 9.6 TASP Board Members

In order for the Board to be an effective decision-making body providing leadership and accountability, members need to be sufficiently senior and have the authority to commit resources and make strategic decisions. To achieve effective working relationships, based on trust and transparency, the members will need to understand the contexts and restraints within which their counterparts work.

## 9.7 Chief Officers and Chief Executives

As chief officer for the leading agency, the Director of Adult Social Services (DASS) has a particularly important role to play in adult safeguarding.

However, all officers, including the Chief Executive of the local authority, should support and promote the development of initiatives to improve the prevention, identification and response to abuse and neglect. They need to be aware of and respond to national developments and ask searching questions within their own organisations to assure themselves that their systems and practices are effective in recognising and preventing abuse and neglect.

## 9.8 Local Authority Elected Members

Local authority members need to have a good understanding of the range of abuse and neglect issues that can affect adults in vulnerable situations and of the importance of balancing safeguarding with empowerment. Local authority members need to understand proportionate interventions, the dangers of risk adverse practice and the importance of upholding human rights.

TASP include elected members and this is one way of increasing awareness of members and ownership at a political level.

In addition, Tameside Health Scrutiny Functions and Tameside Community Safety Partnership, play a valuable role in assuring local safeguarding measures, and ensuring that TASPb are accountable to local communities. Similarly, the Health and Wellbeing Board provide leadership to the local health and wellbeing system; ensure strong partnership working between local government and the local NHS; and ensure that the needs and views of local communities are represented. HWB, therefore plays a key role in assurance and accountability of TASPb and local safeguarding measures. Equally TASPb may on occasion challenge the decisions of the HWB from that perspective.

### 9.9 Commissioners

Commissioners from Tameside Adult Social Care and NHS Greater Manchester Integrated Care are vital to promoting adult safeguarding. Commissioners have a responsibility to assure themselves of the quality and safety of the organisations they place contracts with and ensure that those contracts have explicit clauses that holds the providers to account for preventing and dealing promptly and appropriately with any example of abuse and neglect. In addition Commissioners have a responsibility for ensuring that contracts include explicit clauses to indicate that the TASPb Policy and Procedures for Safeguarding Adults will be adhered to.

### 9.10 Providers of services

All service providers of Commissioned Services should have clear operational policies and procedures that reflect the framework set by the TASPb in consultation with them. This should include what circumstances would lead to the need to report outside their own chain of line management, including outside their organisation to the Local Authority. They need to share information with relevant partners such as the Local Authority even where they are taking action themselves. (refer to 9.4. for details on Provider Led Enquiries)

### 9.11 Voluntary organisations

Voluntary organisations need to work with commissioners and the TASPb to agree how their role fits alongside the statutory agencies and how they should work together. This will be of particular importance where they are offering information and advice, independent advocacy, and support or counselling services in safeguarding situations. This will include telephone or on-line services. Additionally, many voluntary organisations also provide care and support services, including personal care. (refer to 9.4. for details on Provider Led Enquiries)

### 9.12 Regulated professionals

Staff governed by professional regulation (for example, social workers, doctors, allied health professionals and nurses) should understand how their professional standards and requirements underpin their organisational roles to prevent, recognise and respond to abuse and neglect.