

# **iCan Health and Fitness CIC**

## **Safeguarding Vulnerable Adults and Children Policy Policies and Procedures**

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**Please note this document is available on request in alternative formats including:**

- **Large font**
- **Audio recording**

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## **VULNERABLE ADULTS AND CHILDREN SAFEGAURDNG POLICY AND PROCEDURES**

## **INTRODUCTION**

**Safeguarding adults and children is a matter of priority for iCan Health and Fitness CIC. Vulnerable adults and children are iCan Health and Fitness CIC customers and beneficiaries and may use all/ some of the iCan Health and Fitness equipment and services. This policy and procedures document sets out the iCan Health and fitness CIC policy with regard to the adult and children safeguarding and what is expected from any staff working for iCan Health and fitness CIC.**

**Everybody working for iCan Health and fitness CIC has a responsibility for the safeguarding of vulnerable adults and children no matter what that persons age, gender, religious belief, racial origin, culture or disability. iCan Health and Fitness CIC have both a moral and legal obligation to ensure proper procedures are in place for their safeguarding.**

**The purpose of this policy and procedures is to help protect the vulnerable adults and children we come into contact with and to ensure that staff are aware of issues that can cause them harm and how to respond to concerns relating to the possibility of a vulnerable adult or child suffering harm.**

# **SECTION 1: VULNERABLE ADULTS AND CHILDREN SAFEGAURDING POLICY STATEMENT**

## **1.0 The scope of this policy**

This Vulnerable adults and children safeguarding policy is intended to cover all functions and services of iCan Health and Fitness CIC where there is the potential for direct or indirect contact with vulnerable adults or children.

Any staff working for iCan Health and Fitness and any relevant staff of organisation funded by iCan Health and Fitness should all be committed to the practices, which protect vulnerable adults and children from harm.

### **1.1. What is a vulnerable adult?**

A vulnerable adult is any person aged 18 or over who is, or may be, unable to take care of him or herself against significant harm or exploitation.

This may be because he or she has a mental health problem, a disability, a sensory impairment, is old or frail, or has some form of illness.

Because of his/ her/ their vulnerability, the individual may be in receipt of a care service in his or her own home, the community, resident in a residential care home, nursing home or other institutional setting.

#### **1.1a. What is a vulnerable child?**

A vulnerable child is any person aged 17 years or under who is, or may be, unable to take care of him or herself against significant harm or exploitation.

This may be because they are limited by age, he or she has a mental health problem, a disability, a sensory impairment or has some form of illness.

Because of his/ her/ their vulnerability, the individual may be in receipt of a care service in his or her own home, the community, parent or carer, resident in a residential care home, or other institutional setting.

## **1.2 Values and principles underpinning this policy**

**ACCESS TO INFORMATION AND KNOWLEDGE-** all vulnerable adults and children (or carers of children) will have access to information that they can understand to make an informed choice, including access to expert knowledge and advocacy, as required.

**CHOICE-**All vulnerable adults and children (or carers of children) will have the opportunity to select independently from a range of options based on clear and accurate information.

**CONFIDENTIALITY-** All vulnerable adults and children (or carers of children) will know the information about them or their child is managed appropriately and there is a clear understanding of confidentiality and its limits among staff.

**CONSENT-** All vulnerable adults and children (or carers of children) have the right to be supported to make their own decisions and to give or withhold their consent to an activity or service. Consent is a clear indication of a willingness to participate in an activity or to accept a service. It may be signaled verbally, by gesture, by willing participation or in writing. No one can give, or withhold consent on behalf of another adult unless special provision for particular purposes has been made for this by law.

**DIGNITY AND RESPECT-** All vulnerable adults and children (or carers of children) will be accorded the same respect and dignity as any other adult or child, by recognizing their uniqueness and personal needs.

**EQUALITY AND DIVERSITY-** All vulnerable adults and children (or carers of children) will be treated equally and their background and culture will be valued and respected.

**FULFILMENT-** All vulnerable adults and children (or carers of children) will be invited to engage in activities and offered services that enable them to fulfill their ability and potential suitable for their age and needs.

**INDEPENDENCE-** All vulnerable adults and children (or carers of children) will have as much control as possible over their choices whilst being safeguarded against unreasonable risks.

**PRIVACY-** All vulnerable adults and children (or carers of children) will be free from unnecessary intrusion into their affairs; and there will be a balance between the individual's own safety and the safety of others.

**SAFETY-** All vulnerable adults and children (or carers of children) will feel safe, and conduct their time at iCan Health and Fitness without fear of violence, neglect or abuse in any form.

**SUPPORT-** All vulnerable adults and children (or carers of children) will be supported to report any form of abuse.

### 1.3 **Management roles and responsibilities**

Lisa Dykes and Julia Clifford have ultimate responsibility for ensuring compliance with this policy.

Day to day responsibility for implications is delegated through the staffing structure from or to Lisa Dykes or Julia Clifford.

Each event or activity will have a safeguarding officer (appointed only by Lisa Dykes or Julia Clifford) if Lisa Dykes or Julia Clifford is not attending that activity. This person is responsible for acting as a central contact point for reporting concerns and a source of advice on vulnerable adult safeguarding matters.

#### **1.4 Staff roles and responsibilities**

Staff members have a duty to adhere to the vulnerable adults and children (safeguarding policy and procedures and to notify either Lisa Dykes or Julia Clifford on any matters regarding safeguarding vulnerable adults or children.

Staff are also responsible for ensuring that they undertake the relevant training identified for their post.

#### **1.5 Training**

iCan Health and Fitness will provide suitable training in vulnerable adult and children safeguarding to all staff working with or coming into substantial contact with the vulnerable adults or children.

In general, this training will be at three levels:

- Level 1- General awareness for all staff
- Level 2- Staff with substantial contact with vulnerable adults and children (or carers of children) e.g. Teaching classes/ working with mental health groups
- Level 3- Comprehensive training designed for duty managers or staff leading classes outside of iCan Health and Fitness.

#### **1.6 Third party organisations**

**iCan Health and Fitness requires all contractors, groups and organisations that use its premises or services to have an acceptable vulnerable adults and children safeguarding policy in place.**

**As a minimum requirement, all such organizations must accept and apply the standards as outlines within this policy. This policy is commended to contractors as a useful guide and can be accessed at any time by asking Lisa Dykes or Julia Clifford. A copy of the policy will also be made available on request and Level 1 and /or Level 2 training can be offered if requested or deemed necessary by Lisa Dykes or Julia Clifford.**

## **SECTION 2: RECRUITMENT AND SELECTION OF STAFF**

**2.0** iCan Health and Fitness will operate established recruitment and selection procedures for the positions where there is significant contact with vulnerable adults and children. These will include, where appropriate, an Access NI disclosure check and/ or a check of independent safeguarding authority registration.

**2.1** The managers will process any disciplinary or other referral/disqualification policies as required in the contact of the operation of this policy.

**2.2** iCan Health and Fitness will take all reasonable steps to ensure that in its recruitment and selection of staff it will pay due regard to ensuring that:

- There is a clear job description for staff and person specification outlining key skills and abilities required
- There is an open recruitment process
- There is an application form that covers past work
- There is a declaration form requesting information on previous convictions and investigations. If any.
- There is an interview process suitable to the role and task.
- Written references are sought (and followed up when necessary)
- There is reference to regulated positions.
- Where required, Access NI disclosures check and/or a check of independent safeguarding authority is carried out.
- The post has been approved by management.
- DBS check is essential for all staff.

## **SECTION 3: PROVISION OF SERVICES**



## **2. Where iCan health and fitness directly provides services**

The following are areas of activity, which are especially relevant in the preset context:

- Effective management practicing and effective working practices (including the establishment of safeguards through the organisation)
- The promotion of awareness and sensitivity in relation to vulnerable adults and children safeguarding issues.
- Formal training on vulnerable adults and children safeguarding issues. (training on how to effectively operate relevant procedures and how to address concerns about the vulnerable adults' safety. The intensity of training will depend on the nature of the particular staff member's function.
- Internal reporting arrangement in relation to any 'disclosure' or an apparently well-founded 'concern' in respect of an alteration of relevant misbehavior on the part of iCan Health and Fitness.
- Policies regarding external reporting in respect of relevant 'discloser and relevant apparently well founded concerns', which are made to staff regardless of whether such disclosures or concerns relate to the alleged misbehavior of a staff member, or of another person.
- The arrangements under which iCan Health and Fitness liaises with, and reports to, social services and other appropriate external authorities.
- Code of behavior provisions
- General personnel policies.

### **3.1. Contractors**

This category covers the following situations:

- Where a contractor provides services for iCan Health and Fitness
- Where a contractor provides services to others on behalf of iCan Health and Fitness
- Where a contractor carries out functions on behalf of iCan Health and Fitness.

Contractors will be expected to have appropriate vulnerable adults and children safeguarding policies in place. (What is appropriate will be dependent on the type of work carried out by the contractor, and the general context in which work is carried out.)

In this policy a 'contractor' means an external contractor and included consultants of the medical profession.

### **3.2 Where iCan Health and Fitness funds external bodies**

**This part of the policy refers to the funding of external bodies to independently deliver services to third parties.**

**In relation to such bodies, the following are areas of activity, which are especially relevant to the present context:**

- **The bodies policies on effective management practices and effective working practices (including the establishment of the safeguards through the organization of work)**
- **The body's internal complaints procedure (for addressing allegations of relevant misbehavior by staff and gents of the body.)**
- **The body's internal reporting arrangements in relation to the 'disclosure' or any apparently well founded 'concern' in respect of the allegation of relevant misbehavior on the part of its staff.**
- **Policies regarding external reporting (and the waiving of confidentiality) in respect of the relevant 'disclosures and relevant apparently well founded concern', which are made to their staff, regardless of whether such disclosures or concerns relate to the alleged misbehavior of a staff member, or of another person.**
- **The arrangements under which the body liaises with, and reports to, social services and other appropriate external authorities.**
- **The bodies arrangements for the making reports to iCan Health and Fitness in respect of any relevant allegations of misbehavior (including any relevant allegation made against an iCan Health and Fitness staff member.**
- **(Where appropriate) The bodies policies on the promotion of the awareness and sensitive in relation to the vulnerable adults and children safeguarding issues.**
- **(Where appropriate) Formal training on vulnerable adults and children safeguarding issues.**

## **SECTION 4: WHAT IS ABUSE OF VULNERABLE ADULTS OR CHILDREN?**

### **3. What constitutes abuse?**

Abuse is a violation of an individual's human and civil rights by any other person or persons. Many incidents of abuse are criminal acts.

The abuse of vulnerable adults or children is defined as "the physical psychological, emotional, financial or sexual maltreatment or neglect of a vulnerable adult or child by another person." It may be a single act or repeated over a period of time and may take one form or multiple forms. The lack of appropriate action can also be a form of abuse.

It can occur in any relationship where there is an expectation of trust and can be perpetrated by a person or persons, in breach of that trust, who has influence over the life of a dependent, whether they be formal or informal carers, staff, family members or others. It can also occur outside such a relationship.

Abuse can be either deliberate or a result of ignorance, or caused by a lack of training, knowledge or understanding. Often if a person is being abused in one way, they are also being abused in other ways.

Abuse can take many forms including the following:

#### **PHYSICAL ABUSE**

Hitting, slapping, pushing, burning, giving a person a form of medication that may harm them, restraining or disciplining a person in an inappropriate way.

Possible signs of abuse are fractures, bruising, burns, pain, marks, not wanting to be touched.

#### **PSYCHOLOGICAL ABUSE**

This includes emotional abuse, verbal abuse, humiliation, bullying and the use of threats.

Possible sign- being withdrawn, too eager to do everything they are asked, showing compulsive behavior, not being able to do things they used to, not being able to concentrate or focus.

#### **FINANCIAL OR MATERIAL ABUSE**

Misusing or stealing the persons property, possessions or benefits, cheating them, using them for financial gain, putting pressure on them about wills, property, inheritance or financial transactions.

Possible signs- having unusual difficulty with finances, not having enough money, being too protective of money and things they own, not paying bills, not having normal home comforts.

#### 4.1 Where might abuse occur?

Abuse can happen anywhere:

- In a person's own home
- At a carers home
- Within day care, residential care, nursing care or other institutional settings.
- At work or in educational settings
- In rented accommodation or commercial premises
- In public places.

#### 4.2 Who can abuse?

An abuser can be anyone who has contact with the vulnerable person; it could be a partner, spouse, child, relative, friend, informal carer, iCan Health and Fitness professional, social care or other either worker, a peer, or less commonly, a stranger.

**Domestic/familial abuse:** The abuse of a vulnerable adult by a family member such as partner, son, daughter, sibling.

**Professional abuse-** the misuse of power and abuse of trust by professionals, the failure of professionals to act of suspected abuse. Crimes, poor care practice or neglect in services, resource shortfalls or service pressures that lead to service failure and culpability as a result of poor management systems.

Possible signs of professional abuse include:

- Entering into inappropriate relationships with a vulnerable adult.
- Failure to refer disclosure of abuse
- Poor, ill-informed or outmoded care practice/s
- Failure to support a venerable adult to access health care. Treatment.
- Denying a vulnerable adult access to professional support and services as advocacy.
- Inappropriate responses to challenging behaviors.
- Failure to whistle blow on issues when internal procedures to highlight issues are exhausted.

**Peer abuse:** The abuse of one vulnerable adult or child by another vulnerable adult within a care setting. This can occur in a group or a communal setting, such as day care center, clubs, residential care homes, nursing homes or other institutional settings.

**Stranger abuse: A vulnerable adult or child may be abused by someone who they do not know, such as a stranger, a member of the public or a person, which deliberately targets vulnerable people.**

## **SECTION 5: CONCERNS AND DISCLOSURES**

### **5.0 How to deal with a concern**

When there are concerns or where a disclosure or allegation is made people often feel anxious about passing on the information to anyone else. Concerned individuals may ask themselves; “what if I’m wrong?” and this may hold them back from taking action.

It is important for staff to know that they are neither responsible for deciding whether abuse has occurred or not; nor are they responsible for conducting any investigations (this is the role of the appropriate authorities).

However, they do need to pass on any concerns they have through the vulnerable adults and children safeguarding reporting procedures. It is crucial that staff members do not attempt to deal with the situation alone.

### **5.1 How can you be alerted to signs of abuse or neglect?**

There are a variety of ways that you could be alerted that a vulnerable adult is suffering harm:

- A vulnerable adult or child may tell you
- Someone else may tell you of his or her concerns or something that causes you concern.
- A vulnerable adult or child may show you some signs of physical injury for which there does not appear to be a satisfactory or credible explanation.
- A vulnerable adult or child’s demeanor/behavior may lead you to suspect abuse or neglect.
- The behavior of a person close to the vulnerable adult or child makes you feel uncomfortable (this may include another member of staff, peer or family member).
- Through general good neighborliness and social guardianship.

Being alert to potential abuse plays a major role in ensuring that vulnerable adults or children are safeguarded and it is important that all concerns about possible abuse are reported.

### **5.2 What if a vulnerable adult or child discloses abuse?**

In cases where a vulnerable adult or child discloses abuse to a staff member they should react appropriately, according to the following guidelines:

**DO:**

- Stay calm
- Listen and hear
- Express concern and sympathy about what has happened
- Reassure the person- tell the person that s/he did the right thing in telling you
- Let the person know that the information will be taken seriously and give information about what will happen next.
- If urgent medical/police help is required, call the emergency services.
- Ensure the safety of the person
- Record in writing using the Vulnerable adults and children safeguarding report form, date and sign the report and give it to either Lisa Dykes or Julia Clifford at the earliest possible time.
- Act without delay

#### **DO NOT:**

- Stop someone disclosing to you
- Promise to keep secrets
- Press the person for more details or make them repeat the story
- Gossip about the disclosure or pass on the information to anyone who does not have a legitimate need to know.
- Contact the alleged abuser
- Attempt to investigate yourself
- Leave details of your concerns on a voicemail or by email.
- Delay

### **5.3 Checking out**

There may need to be some initial 'checking out' with the vulnerable adult or child (or carers of children) who has disclosed information to you in order to ensure his/her safety, for example, if a staff member notices a bruise on a vulnerable adult's arm, it would be appropriate to ask; 'I see you have a bruise on your arm. How did that happen?' However be careful not to start investigating.

It is important that staff understand the clear distinction between 'checking out' and investigating.

Staff should not begin to investigate alleged or suspected abuse by asking questions that relate to the detail, or circumstances of the alleged abuse, beyond initial listening, expressing concern and checking out.

#### **5.4 How to react and what to do**

**There is not one simple set of rules to follow in responding to these situations, but in general;**

**It is important that staff are aware that the first person who has concerns or encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred, (this is the role of the appropriate authorities.)**

**However, staff, contractors and others do have a duty of care to report any suspicions they may have with the regard to the abuse of a vulnerable adult or child to allow appropriate action to be taken.**



## **SECTION 6: PROCEDURES FOR REPORTING AND RECORDING**

### **6.0 Reporting and recording**

The vulnerable adults and children safeguarding policy and procedures and report form will be made available from the filing cabinet located in the office of iCan Health and Fitness for staff to access if and when required.

#### **Basic response procedure/action**

All concerns, disclosures, allegations and suspicions should be recorded on the vulnerable adults and children safeguarding report form (Appendix 1)

Where a staff member reports their concerns or a disclosure to Lisa Dykes or Julia Clifford. Lisa and/or Julia will take the matter into their own hands and contact the relevant people. They may need to ask for further details from the reporting staff member at any point.

We recommend that ‘if in doubt, report it’

There may be emergency situations where it is appropriate to contact social services or seek medical attention immediately.

Whatever the circumstances of the concern, disclosure, allegation or suspicion, it is vital that the staff member records the details and reports it to Lisa Dykes or Julia Clifford without delay.

Not every report results in a full investigation. Individual reports are accumulated to build a picture about a particular situation. It may be that a report by iCan Health and Fitness may provide the necessary or decisive final piece of information.

### **6.2 Concerns about a vulnerable adult or child responding to an allegation or concerns about a member of staff, a contractor or a third party person:**

The following procedures should be followed in each situation:

- Take the allegation or concern seriously. Always refer if you have a concern, do not investigate yourself, or do nothing.
- If it is an emergency, contact social services/medical assistance immediately.
- Complete a vulnerable adult and child safeguarding report form and cover sheet (Appendix 1) as soon as possible, giving all the details that you are aware of.
- Forward the report to either Lisa Dykes or Julia Clifford as soon as possible, either by hand in a sealed envelope marked ‘confidential’ or by secure email.

Lisa Dykes and/or Julia Clifford will discuss the case and will forward a copy to the correct authorities or staff member if it is about a member of staff.

Lisa Dykes and/or Julia Clifford will forward the report to social services and/or the correct authorities. To ensure confidentiality for staff only the main part of the form will be made available to social services/ correct authority, not the cover sheet, which will remove the name and location of the staff member making the report.

Lisa Dykes and/or Julia Clifford will file the report in the appropriate secure location and will discuss the case between themselves without other staff being made aware unless the case is serious enough that all staff need to be told for the vulnerable adults safety.

### **6.3 Response to a vulnerable adult or child making an allegation of abuse.**

The following points are a guide to help you respond appropriately:

- Listen carefully to what the person is telling you
- Find an appropriate early opportunity to explain that it is very likely that what they are telling you will need to be shared with others.
- Ask questions for clarification only. Never ask leading questions that suggest a particular answer.
- Reassure the person that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information they have given will be shared.
- Complete a vulnerable adult and children safeguarding report form and cover sheet (Appendix 1) as soon as possible, giving all the details that you are aware of and what was said using the vulnerable adults own words
- Forward the report to Lisa Dykes and/or Julia Clifford as soon as possible.

## **SECTION 7: CODE OF BEHAVIOUR**

**7.0 iCan health and fitness staff contractors and others will encounter vulnerable adults and children in a range of situations inside and outside of the club.**

**The code of behavior also applies to the workplace where members of staff may be vulnerable or in the case of work placement/ job experience where appropriate or when volunteering on behalf of iCan Health and Fitness.**

**7.1 It is not practical within this policy to provide definitive guidance that will cover all situations, however the principles set out below should be applied in all situations:**

- **Staff should not spend excessive amounts of time alone with vulnerable adults or children away from others.**
- **When working with children at least one other staff member, carer or chaperone should be present at all times. In the event of more than 12 children in one group 3 responsible adults should be present.**
- **Staff should not take a vulnerable adult or child to his/her own home.**
- **Staff should not take a vulnerable adult or child alone on a car journey, unless this forms part of the organizations core activities.**

**If it is unavoidable or necessary, these kinds of behaviors should only occur with the full knowledge and consent of a manager and where an appropriate record is maintained.**

**7.2 Unacceptable behaviors are those that should always be avoided in the interests of the safety of vulnerable adults or children and staff. For example a staff member should never:**

- **Abuse/neglect, or harm/ place at risk of harm a vulnerable adult whether by omission or commission.**
- **Engage in rough physical games with vulnerable adults or children including horseplay.**
- **Engage in sexually provocative games with vulnerable adults or children.**
- **Make sexual suggestive comments to or about a vulnerable adult or children**
- **Form inappropriate relationships with vulnerable adults or children**
- **Gossip about personal details of vulnerable adults or children and their families**
- **Make or accept loans or gifts of money from vulnerable adults or children.**

**7.3 Staff who breach the above standards of behavior may face disciplinary procedures.**

## **SECTION 8: GUIDELINES FOR SHARING INFORMATION**

### **Confidentiality and information sharing**

**8.1 Confidentiality must be maintained for all concerned.**

**8.2 Information will be handled and disseminated on a need to know basis only Lisa Dykes, Julia Clifford, social services, the vulnerable adult, courts and relevant staff will be advised unless there is fear for the vulnerable adults safety within the club.**

**8.3 Recorded information will be stored in a secure place in line with the data protection laws ( e.g. that information is accurate, regularly updated relevant and secure.)**

**8.4 If enquiries arise from the public or any breach of media, staff must not make any comments regarding the situation and all queries are referred to Lisa Dykes and/or Julia Clifford.**

**8.5 Freedom of information requests regarding safeguarding reports will be dealt with by either Lisa Dykes or Julia Clifford on a case-by-case basis; however it is likely that such requests will be refunded due to the extremely confidential nature of the information sought.**

**8.6 Complaints procedures and grievance procedures apply as normal.**

**If you would like further information or to arrange Vulnerable adult and children safeguarding or Child protection training. Please contact:**

**Lisa Dykes. Co-owner iCan Health and Fitness**

**Tel: 07818408747**

**Email: [lisa@icanfitnesscumbria.co.uk](mailto:lisa@icanfitnesscumbria.co.uk)**

**Julia Clifford. Co-owner iCan Health and Fitness**

**Tel: 07967305861**

**Email: [julia@icanfitnesscumbria.co.uk](mailto:julia@icanfitnesscumbria.co.uk)**

**APPENDIX 1: VULNERABLE ADULTS AND CHILDREN SAFEGUARDING REPORT**

**COVER SHEET**

<b>YOUR NAME:</b>	<b>POSITION:</b>
<b>SIGNATURE:</b>	<b>DATE:</b>
<b>HAVE YOU CONSULTED ANYBODY ELSE ABOUT THIS?</b>	<b>IF SO, PLEASE GIVE DETIALS:</b>

**Once the cover sheet and report form are completed please forward them to Lisa Dykes or Julia Clifford by hand, in a sealed envelope marked 'confidential' or by secure email.**

**Please note the cover note will not be forwarded to any authorities.**

**VULNERABLE ADULTS AND CHILDREN SAFEGUARDING REPORT FORM**

<b>Name of vulnerable adult or child (age if appropriate)</b>			
<b>Name of carer (if known)</b>		<b>Date of incident:</b>	
<b>Address of vulnerable adult, child or child's carer :</b>   <b>Postcode:</b>   <b>Telephone number:</b>			
<b>Have social services/ emergency services already been informed? If so please give details:</b>    			
<b>Please give a brief description of what prompted concerns, include any specific incidents, also any observations or physical behavioral signs:</b>      			

**Are you reporting your own concerns or passing on those of someone else. Give details:**

**Have you spoken to the vulnerable adult, child or child's carer? If so, who and what was said?**

**Have you spoken to the vulnerable adult, child's carer/s? If so, what was said?**

**Has anybody been alleged to be an abuser? If so please give details:**

**SIGNED:**

**NAME:**

**DATE:**

## Appendix 2:

### COVID 19 AMENDMENTS + ADDITIONS TO SAFEGAURDING POLICY.

#### Safeguarding Policy Amendment Covid 19- 2021

##### iCan Health and Fitness CIC

This amendment should be read in conjunction with iCan Health and fitness Safeguarding Policy as updated in July 2020

##### Club statement:

The way in which iCan Health and Fitness CIC is currently operating in response to coronavirus (COVID-19) is fundamentally different to business as usual, however, a number of our important safeguarding principles remain the same:

- with regard to safeguarding, the best interests of vulnerable adults and children will always continue to come first
  - if anyone has a safeguarding concern about any vulnerable adult or child connected to iCan Health and Fitness they should continue to act and act immediately
  - a Designated Safeguarding Officer and Senior Safeguarding Manager will always be available
  
- unsuitable people are not allowed to enter iCan Health and Fitness premises workplace and/or gain access to vulnerable adults or children
- vulnerable adults and children will be protected when they are online by following the measures below:
  1. No video recording to be used on any online sessions
  2. Video cameras and microphones can be or remain turned off throughout the sessions
  3. Any unreasonable behaviour and language will be monitored by the iCan Health and Fitness staff member including influence from other support staff and carers.
  4. The iCan Health and fitness staff member may end the call at any time if a safeguarding issue/ data leak or cause for concern arises. They may also end the call for a particular participant at any time if a safeguarding issue arises.
- When members are allowed safely back in the iCan health and fitness facilities after a lockdown period all members and beneficiaries will be shown the COVID risk assessment and this document and made aware of Covid policies and procedures.
- Capacity will be monitored and adhered to by the current government guidelines this capacity number includes carers or support staff.



## **iCan Health and Fitness Safeguarding Contacts:**

During the Covid-19 lockdown period the Safeguarding contacts for iCan Health and Fitness are unchanged:

Lisa Dykes and Julia Clifford (contact details on main safeguarding document)

Remember that in an emergency or where there is risk to life you should contact the police or emergency services immediately.

## **Other Safeguarding contacts in Cumbria:**

Whilst any safeguarding concern should be raised with iCan Health and Fitness Safeguarding contacts in the first instance we recognise that this may not always be possible or appropriate. Below are the contact details for Cumbrian services with whom safeguarding concerns in relation to iCan Health and Fitness can be discussed:

CVS: **Address:** Shaddongate Community Resource Centre, Shaddongate, Carlisle CA2 5TY

**Opening hours:** 9am-5PM

**Phone:** [01768 800350](tel:01768800350)

Citizens advice Carlisle and Eden:

Address: Broadacre House, Lowther St, Carlisle CA3 8DA

**Hours:** 9am- 3:30PM · 10AM- 3:30pm Fri

**Phone:** [0344 411 1444](tel:03444111444)

## **Safeguarding Policy Amendment Covid 19**

**Mental health:** Negative experiences and distressing life events, such as the current circumstances, can affect the mental health of us all. Vulnerable adults or children or carers of children who are struggling under the current

circumstances should contact iCan Health and Fitness safeguarding staff as outlined above.

Support can also be accessed through a number of national organisations including:

The Samaritans ChildLine: NSPCC:

Carlisle and Eden Mind: [01228 543354](tel:01228543354)

**Online safety:** It is important that internet safety and security messages are re-enforced during this time when we are expecting vulnerable adults or children to be online more often. They may also be increasing their usage on devices during their own free time during this lockdown period. It is important that both vulnerable adults, children and carers are aware of the help and

support available should they be concerned about something they have seen or experienced online. These include:

UK Safer Internet Centre CEOP  
Internet Matters NetAware

ParentInfo ThinkuKnow

<https://reportharmfulcontent.com/> <https://www.ceop.police.uk/safety-centre/>

<https://www.internetmatters.org/> <https://www.net-aware.org.uk/>  
<https://parentinfo.org/>

<https://www.thinkuknow.co.uk/>