



**Leeds Safeguarding  
Adults Partnership**

## **Practice Guidance:**

# **Allegations of abuse or neglect involving an employee or volunteer who works with adults who need care and support**

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## 1 Introduction

Whilst acting to ensure the safety and wellbeing of adults at risk of abuse and neglect, employers and volunteer managers must also be mindful of the requirements of their respective organisations in relation to employees and volunteers.

Each organisation will have in place policies and procedures in relation to employees and volunteers and these will be the primary source of guidance. However, to assist managers in this area the following guidance has been produced that can be read alongside each organisation's own policies and procedures. The intention is to assist good decision making. This guidance should not be read or used as a substitute for the organisation's own policies and procedures.

This practice guidance should also be read alongside the West Yorkshire Multi-Agency Safeguarding Adult Policy and Procedures.

## 2 Prevention

Safeguarding and promoting the welfare of adults at risk needs to be an integral factor in the employment practices of the organisation, these are essential elements in creating safe environments for patients/service users. This practice guidance outlines key considerations. It is, however, the responsibility of each organisation to develop, agree and review their own procedures ensuring they are appropriate to their organisation and the nature of the services they provide, as well as being consistent with the requirements of employment law, contractual and regulatory standards.

Prevention of abuse and neglect means ensuring safeguarding adults and the promotion of patient/service user welfare are reflected throughout employment processes.



Figure 1: Key elements in the prevention of abuse and neglect by employees and volunteers

It is important to understand that the employment processes and practices do not in themselves create a safeguarding culture but effective processes, that are well understood and consistently followed, help support and develop a proactive safeguarding culture and outlook. The elements and processes identified in Figure 1 and summarised below, all contribute collectively to fostering and supporting effective safeguarding practice.

## **2.1 Safe recruitment**

It is vital that organisations that provide services to adults at risk operate recruitment and selection procedures and other employment practices that help deter, reject, or identify prospective employees and volunteers who pose a risk to adults who need care and support.

Prevention starts with the process of planning the recruitment exercise and, where the post is advertised, ensuring that the advertisement makes clear the organisation's commitment to safeguarding and promoting the welfare of adults at risk.

It also requires a consistent and thorough process of obtaining, collating, analysing, and evaluating information from and about applicants.

The main elements of the process include:

- ensuring the job description makes reference to the responsibility for safeguarding and promoting the welfare of service users;
- ensuring that the person specification includes specific reference to suitability to work with adults at risk;
- obtaining and scrutinising comprehensive information from applicants, and taking up and satisfactorily resolving any discrepancies or anomalies;
- obtaining independent professional and character references that answer specific questions to help assess an applicant's suitability to work with adults at risk and following up any concerns;
- a face-to-face interview that explores the candidate's suitability to work with adults at risk as well as his or her suitability for the post;
- verifying the successful applicant's identity;
- verifying that the successful applicant has any academic or vocational qualifications claimed;
- checking his or her previous employment history and experience;
- verifying that s/he has the health and physical capacity for the job;
- ensuring regulatory requirements have been met.

It is important not to rely solely on Disclosure and Barring Service (DBS) checks to screen out unsuitable applicants. Those checks are an essential safeguard, but they will only pick up those people who have been convicted, or have come to the attention of the police, or who have been 'barred'. Many individuals who are unsuited to working with adults at risk will not have any previous convictions and will not appear on 'barred lists'.

### **2.1.1 Providing references**

Safe recruitment includes supporting the safe recruitment of other organisations. In providing a reference employers/volunteer managers have a duty of care to their employee/volunteer. However, they also have a responsibility to ensure that the

reference conveys serious concerns about the person's performance and conduct. This includes information about risks they present to vulnerable people to whom they will subsequently provide care and support to in their new role.

Information contained in a reference should be based upon facts. Caution should be taken about giving any subjective opinion about an individual's suitability that cannot be substantiated by factual evidence.

There is a duty when providing a reference to:

- to take reasonable skill and care to ensure the accuracy of the facts in the reference
- to ensure that the facts are not presented in such a way as to give the reader an unfair, overall impression of the employee
- to ensure that the information in the reference is not misleading.

In providing references, employers and volunteer managers should seek advice as required from human resource departments and/or legal advisors when required.

## **2.2 Induction**

There should be an induction programme for all newly appointed staff and volunteers.

The purpose of induction is to:

- provide training and information about the establishment's policies and procedures;
- support individuals in a way that is appropriate for the role for which they have been engaged;
- confirm the expected conduct of staff and volunteers;
- highlight essential values and principles of practice, including choice, capacity, consent, privacy, dignity and respect to patients/service users, as well as the service objectives of safeguarding and promoting their welfare.
- provide opportunities for a new employee or volunteer to discuss any issues or concerns about their role or responsibilities; and
- enable the person's manager to recognise any concerns or issues about the person's ability or suitability at the outset and address them immediately.

The content and nature of the induction process will vary according to the role being undertaken and the previous experience of the new member of staff or volunteer. The induction programmes should reflect an analysis of the needs of patients/service users and the expectations of employees and volunteers in their designated roles. However, all employees and volunteers have a responsibility to safeguard and promote the welfare of adults at risk and hence the induction programme should include, but not be limited to, information concerning:

- safeguarding procedures: how and with whom any concerns about such issues should be raised
- other relevant personnel procedures, such as whistle-blowing
- Mental Capacity Act 2005

- Deprivation of Liberty Safeguards (for hospitals and care homes, and those visiting such establishments)
- incident reporting procedures
- complaint procedures
- safe practice and standards of conduct and behaviour expected of employees and volunteers
- physical intervention or restraint (where applicable)
- intimate care (where applicable)
- the handling of money and person effects (where applicable).

### **2.3 Training and Supervision**

Whilst induction provides initial introduction and preparation for designated roles and responsibilities; training should be provided to develop knowledge, skills and practice. Training will need to reflect an analysis of training needs, as well as legal, regulatory and commissioner requirements.

Training is a continual process, a focus throughout should be on the values of choice, capacity, consent, privacy, dignity and respect to patients/service users, as well as the service objectives of safeguarding and promoting patient/service user welfare.

Training should be used both routinely to ensure employees and volunteers have the appropriate skills, knowledge and attitudes; but also in response to identified needs as may emerge from practice, supervision or personal development programmes.

Supervision is a formal process in which the workload and performance of each member of staff in a team, section, or unit is evaluated and reviewed so that where necessary learning and change can take place. Supervision is an important vehicle for meeting standards and achieving the service's goals.

All staff without exception need regular formal supervision, normally by their manager or designated officer to enable them to:

- be clear about their roles, responsibilities and accountabilities;
- understand and achieve aims and objectives;
- be helped and supported in maximising their potential;
- be clear about communication channels which allow for constructive two way feedback
- provide additional opportunities for the employee or volunteer to raise concerns about patient/service user welfare, or current practices within the organisation.
- identify and address concerns about the practice or conduct of the employee or volunteer.

Supervision should address any issues of practice that are below the expected standard; and be used to ensure that employees and volunteers practice reflects essential values and principles of practice, including choice, capacity, consent, privacy, dignity and respect to patients/service users, as well as the service objectives of safeguarding and promoting their welfare.

Training and supervision should be used to complement ongoing support and guidance in the person's day to day practice.

## **2.4 Safe practice and review**

Careful recruitment and selection processes, induction, training and supervision should be used to complement each another in establishing safe practice.

Safe practice requires continual monitoring, performance management, continuous effective supervision and guidance. It is necessary to establish a culture where:

- safeguarding adults at risk and promoting their welfare are core components of all practice
- staff are attuned to risks of neglect, harm and abuse
- employees and volunteers understand their roles and responsibilities
- employees and volunteers can rely on managers for effective support and development
- colleagues can challenge each another's practice
- employees and volunteers have the skills, knowledge and aptitude to carry out their designated roles
- service objectives focus on the welfare of patients/service users
- safeguarding issues form part of supervision, team meetings and service development.

Monitoring of recruitment processes, induction, training and supervision arrangements will allow for future employment practices to be better informed. Monitoring should cover staff turnover and reasons for leaving and exit interviews. Effective cultures of employee and volunteer selection, development, support and monitoring are essential in creating safe environments and preventing incidents/allegations of abuse.

## **3 Responding to allegations about employees or volunteers**

Where there are allegations that an employee or volunteer has:

- behaved in a way that has harmed an adult at risk,
- behaved in a way that has placed a patient/service user in a position of unacceptable risk
- behaved in a way that indicates s/he is unsuitable to work with adults at risk

the employer/volunteer manager must ensure that the issues are responded to in a timely, thorough and effective manner, taking into due consideration:

- West Yorkshire Multi-Agency Safeguarding Adult Policies and Procedures
- employment policies and procedures of the organisation
- employment law
- regulatory requirements
- the responsibility of all individuals and organisations to safeguard adults at risk, and promote their welfare
- the needs to treat any individual employee or volunteer fairly and provide them with support
- the need to report an incident to the police where is reason to believe a crime has occurred

Each organisation should have internal policies and procedures in relation to the employment practices and responses to alleged abuse and neglect. This practice guidance needs to be interpreted and followed in line with such policies and the requirements of the West Yorkshire Multi-Agency Safeguarding Adult Policy and Procedures.

### **3.1 Responding to concerns about employees and volunteers**

Procedures need to be applied with common sense and judgement. Some allegations will involve abuse to an adult at risk, and in such circumstances a safeguarding alert will be required, and the police may need to be informed.

However, other issues, such as those related to practice that is below expected standards of behaviour, will need to be addressed through the organisations internal processes, such as supervision, training, complaints, capability and disciplinary procedures and/or it may be necessary to involve an employee's professional body.

It is important to ensure that even apparently less serious concerns are followed up and addressed.

### **3.2 Responsibility to make a safeguarding alert**

Where an allegation of abuse or neglect involves the practice or conduct of an employee or volunteer within an organisation providing services to adults at risk, a safeguarding alert will be required.

Further guidance on when to make an alert is contained within the West Yorkshire Safeguarding Adult Policy and Procedure, and the Practice Guidance: Alert and Referral Stages: Additional Guidance.

The adult at risk may need particular support and reassurance when disclosing such concerns or allegations. Employees and volunteers hold a position of trust, and an adult at risk may be deterred from disclosing abuse out of a sense of loyalty, fear or other repercussions.

All such allegations of abuse must be acted upon appropriately in order to ensure the safety of both the adult at risk and other service users. Where the actions of an employee or volunteer have been alleged to be abusive, the consent of the adult at risk is not required. It would be best practice however to inform the adult at risk as to how the issues are to be addressed and if a safeguarding alert is being made, unless to do so may place them or any other party at additional risk. The patient/service user should be advised of the duty to act on the concerns and should not in any way be made to feel responsible for subsequent actions or decisions.

Where an alert has been made, the employer/volunteer manager has a responsibility to inform their regulator (CQC or Charities Commission), contracting authority and the police (if a crime has been committed or suspected) in accordance with the West Yorkshire Multi-Agency Safeguarding Adult Policy and Procedures.

### **3.2.1 Repeat allegations in relation to staff and volunteers**

In the event that a patient/service user makes repeated allegations of abuse or neglect that have been investigated and are proven to be unfounded, each new allegation should be treated without prejudice and reported as a safeguarding alert.

Every effort should be made to understand the reasons for the allegations, and whether they indicate an unmet need, or wider concerns about the person's care and treatment, or the practice of an individual employee or volunteer.

Care plans will need to be agreed that ensure the rights of the patient/service user are respected, while protecting staff and volunteers from the risk of unfounded allegations.

### **3.2.2 Resignations and 'Compromise/Settlement Agreements'**

The fact that a person tenders his or her resignation, or ceases to provide their services, **must not** prevent an allegation of abuse being reported or addressed within the safeguarding adult procedures or disciplinary procedures.

It is important that every effort is made to reach a conclusion wherever there are allegations concerning the welfare of an adult at risk, including any in which the person concerned refuses to co-operate with the process.

By the same token, so-called 'compromise/settlement agreements' – by which a person agrees to resign, the employer agrees not to pursue action, and both parties agree a form of words to be used in any future reference – **must not** be used in such cases. In any event it cannot override an employer's statutory duty to make a referral to the Disclosure and Barring Service where circumstances so require.

### **3.2.3 Whistle-blowing**

Where employees have serious concerns about matters at work, they are protected if, in certain circumstances they 'whistle-blow'. This protection comes under the Employment Rights Act 1996, as amended by the Public Interest Disclosure Act 1998. This includes circumstances where employees working within an organisation become aware of safeguarding concerns or allegations but are concerned about the impact on their employment if they were to report them.

Each organisation should have a well-publicised 'whistle-blowing' policy to support employees and volunteers to feel able to raise concerns in the best interests of patients/service users.

Details of 'whistle-blowing' advice services are included within the West Yorkshire Safeguarding Adults Policy and Procedures and the Useful Contact pages of the Leeds Safeguarding Partnership website [www.leedssafeguardingadults.org.uk](http://www.leedssafeguardingadults.org.uk)

## **3.3 Support for employee or volunteer**

Where an allegation of abuse or neglect has been made, the experience is likely to be stressful for the person alleged to have caused harm. Alongside the duty of care towards the adult at risk, is the duty of care to the staff member or volunteer concerned.

The employer/volunteer manager will need to provide support to minimise stress associated with the safeguarding process, this will need to include:

- support for them to understand the safeguarding procedures being followed
- support to understand how these differ from any disciplinary or police investigation
- updates on developments, and
- support to raise questions or concerns about their circumstances.

Support may be available via occupational health or employee welfare arrangements, as appropriate, where they exist.

There may be limitations on the amount of information that can be shared at a particular time in order not to prejudice the investigation or place any person at risk. Advice may need to be sought from the safeguarding coordinator (and the police if there is a criminal investigation) as to how much information can be shared and when it can be shared.

If the person is a member of a union or professional association/network s/he should be advised that they may wish to seek support from that organisation. They may also wish to seek independent advice regarding employment issues from an organisation such as Payment and Employment Rights Service (PERS) or Citizens Advice Bureau (CAB). Although safeguarding adults procedures are non-legal in nature, some people choose to seek advice from their solicitor. In addition, volunteers may wish to contact organisations such as Voluntary Action Leeds or a national voluntary organisation for advice or information. Such advice and support however, should be supplementary to that provided by the service provider organisation.

### **3.4 Coordinating investigations**

Where there is an allegation of abuse or neglect by an employee or volunteer, there may need to be more than one investigation process that needs to be followed. For example, there may be a need for a police investigation, disciplinary investigation process or complaints process as well the safeguarding adult procedures. Each has a different focus, and each is important and necessary to ensure safe outcomes for an adult at risk and need to be coordinated effectively. Sharing information between processes may help achieve safe, effective and timely outcomes for all concerned, and prevent the need for repeat interviewing that can otherwise cause distress to those involved.

The Practice Guidance: Coordinating Safeguarding Investigations (with other investigations) addresses these issues specifically, and should be referred for further information [www.leedssafeguardingadults.org.uk](http://www.leedssafeguardingadults.org.uk)

### **3.5 Suspension and changes to working arrangements**

The possible risk of harm posed by an employee or volunteer to patients/service users will need to be assessed and managed effectively, taking into account the nature and seriousness of any allegation, harm to any patients/service user, and the risk of repeated incidents. In assessing the risk of harm it is important to recognise also the emotional or psychological distress of the patient/service user.

In some cases the employer will need to consider suspending an employee. Suspension should not be viewed as a form of sanction. It is a neutral act and does not imply guilt.

People must not be suspended automatically or without careful thought. Employers must consider carefully whether the circumstances of a case warrant a person being suspended until the allegation is resolved. If the person is suspended the employer should also make arrangements to keep the individual informed about developments in the workplace.

Suspension should be considered in any case where there is cause to suspect:

- a service user is at further risk of abuse or neglect, or
- the allegation warrants investigation by the Police, or
- is so serious that it might be grounds for dismissal, or
- the presence of the person in the work place will interfere with the investigation process

Suspension may not be required where there are appropriate alternatives. This may sometimes include changes to working arrangements, such as not working with a particular patient/service user or working in a non-patient/service user contact role whilst the allegations are being investigated. The potential for alternative working arrangements will be determined by the nature of the organisation's structure and services.

Whilst investigations of abuse and protection planning will be undertaken in a multi-agency context, only the employer has the power to suspend an employee, redeploy them or make other changes to their working arrangements, and so must be responsible and accountable for the decision reached.

Where a person is suspended they are entitled to know in broad terms the reasons for the suspension. Care however should be taken to ensure information is not shared that may prejudice a subsequent investigation or place any person at additional risk. Wherever practicable, the police will need to be consulted in relation to protection arrangements that may impact upon their investigation, such those that may forewarn the person alleged to have caused harm about concerns that have been raised.

### **3.6 Disciplinary hearing processes and responsibilities**

The need for and timing of a disciplinary hearing is a decision for the relevant employer and will depend on the specific circumstances of the situation. Consideration should be given as to whether the decisions or findings within a police or safeguarding adults process may potentially affect decision making within the disciplinary process. Such decisions will need to be reached on a case by case basis.

Disciplinary hearings will be focused on the conduct of the individual as an employee. Decisions reached should, however, also give due consideration to the organisation's responsibility to safeguard adults at risk.

"Employers who are also service providers or service commissioners have not only a duty to the victim of abuse but also a responsibility to take action in relation to the employee when allegations of abuse are made against him or her. Employers should ensure that their disciplinary procedures are compatible with the responsibility to protect [adults at risk]" (No Secrets, 2000 DoH).

For these reasons, it is necessary for the disciplinary hearing process to:

- develop an understanding of the safeguarding issues that have emerged during the investigation
- reassure itself that it is acting proportionately to the risk of abuse occurring or reoccurring
- understand the potential impact of disciplinary decisions on the adult at risk and other service users
- assure itself that staff are safe to work with adults at risk and where needed detail the measures required to provide this reassurance
- consider the need to seek advice from their organisation's safeguarding adult lead in relation to the impact of their decisions on an adult at risk
- understand and act upon responsibilities to refer individuals to professional regulatory bodies and make referrals to the Disclosure and Barring Scheme, where appropriate.

### **3.7 Professional Bodies**

If the member of staff is registered with a professional body and there are concerns about their fitness to practice, the employer/volunteer manager must refer to the professional body's published guidance and consider the need to raise the concern with that professional body.

A professional body has a range of options where appropriate, these usually include suspending the person from practice, de-registering them or imposing conditions of practice that the person must work under.

The principal organisations within health and social care are:

- Nursing and Midwifery Council [[www.nmc-uk.org](http://www.nmc-uk.org)]
- Health Professions' Council [[www.hpc-uk.org](http://www.hpc-uk.org)]
- General Medical Council [[www.gmc-uk.org](http://www.gmc-uk.org)]
- General Optical Society [[www.optical.org](http://www.optical.org)]
- General Dental Society [[www.gdc-uk.org](http://www.gdc-uk.org)]
- General Chiropractic Council [[www.gcc-uk.org](http://www.gcc-uk.org)]
- Royal Pharmaceutical Society of Great Britain [[www.rpsgb.org.uk](http://www.rpsgb.org.uk)]
- General Osteopathic Council [[www.osteopathy.org.uk](http://www.osteopathy.org.uk)]

Each of these:

- maintains a public register of qualified workers
- sets standards for conduct, performance and ethics
- considers allegations of misconduct, lack of competence or unfitness to practice
- makes decisions as to whether a registered worker can practice

Notification of a professional body is the responsibility of the employer. Where the need for a concern to be raised with a professional body has been agreed as part of a Case Conference Meeting, confirmation should be provided to the Safeguarding Coordinator that the action has been completed. The Safeguarding Coordinator may also make such referral, and should do where it is necessary to ensure an appropriate referral has been made.

### 3.8 Disclosure and Barring Service (DBS)

On the 1st December 2012 the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA) merged into the Disclosure and Barring Service (DBS). This means that these same services are now provided by a single organisation rather than two.

The Disclosure and Barring Service can bar a person unsuitable to work with vulnerable people, including children, from working in regulated activity in the future. If a person is barred it becomes an offence for an organisation to knowingly engage that person in regulated activity.

Employers and volunteer managers of people working in 'regulated activity' have a legal duty to make referrals to the Disclosure and Barring Service in certain circumstances. The local authority also has a power to make a referral, and should do where it is necessary to ensure the appropriate referral has been made.

Regulated activity is work – both paid and unpaid – with children or vulnerable adults that meets certain criteria.

In relation to vulnerable adults, regulated activity in broad terms includes activities involved in:

- providing health care
- providing personal care
- providing social work
- providing assistance with cash, bills and/or shopping
- providing assistance in the conduct of personal affairs
- conveying the person

There is a duty placed on regulated activity providers and personnel suppliers to make a DBS referral in circumstances where they have permanently removed a person from 'regulated activity' through dismissal or permanent transfer (or would have if the person had not left, resigned, retired or been made redundant); because the person has:

1. Been cautioned or convicted for a relevant offence; or
2. Engaged in relevant conduct in relation to children and/or vulnerable adults [i.e. an action or inaction (neglect) that has harmed a child or vulnerable adult or put them at risk of harm]; or
3. Satisfied the Harm Test in relation to children and/or vulnerable adults [i.e. there has been no relevant conduct (i.e. no action or inaction) but a risk of harm to a child or vulnerable adult still exists].

It is also possible to make a referral where this legal duty has not been met. For example, where there are strong concerns but the evidence is not sufficient to justify dismissing or removing the person from working with children or vulnerable adults. Such a referral would need to be compliant with relevant employment and data protection laws.

Where the need for a referral to the Disclosure and Barring Scheme (DBS) has been agreed as part of a Case Conference Meeting, confirmation should be provided the Safeguarding Coordinator that the action has been completed.

The full up to date guidance and definitions must be referred to when deciding whether to make a Disclosure and Barring Service referral.

For further information contact the Disclosure and Barring Service (DBS):

- Helpline: 01325 953 795
- Website: [www.homeoffice.gov.uk/agencies-public-bodies/dbs](http://www.homeoffice.gov.uk/agencies-public-bodies/dbs)
- Email: [dbsdispatchteam@dbs.gsi.gov.uk](mailto:dbsdispatchteam@dbs.gsi.gov.uk)

### **3.9 Returning to work**

If it is decided on conclusion of police, case conference discussion/meeting or disciplinary process that a person who has been suspended can return to work and/or resume their usual role, the employer/volunteer manager should consider how best to facilitate that.

Most people will benefit from some help and support following a stressful experience. Depending on the individual's circumstances, a phased return and/or the provision of support in the short term may be appropriate.

Additional training, supervision requirements or changes to working arrangements may be required. A person should be supported to understand the reasons for these and be supported to carry out the required changes.

The employer/volunteer manager should also consider how the person's contact with the adult at risk or their family, or the person who made the allegation, can be appropriately managed taking into account the needs of all parties.

### **3.10 Record keeping**

It is important that employers/volunteer managers keep a clear and comprehensive summary of any allegations made, details of how the allegations were followed up and resolved, and of any action taken and decisions reached. These should be kept in a person's confidential personnel file.

The purpose of the record is to enable accurate information to be given in response to any future request for a reference. It will provide clarification in cases where a future criminal record check reveals information from the Police that an allegation was made but did not result in a prosecution or a conviction. It will also prevent unnecessary re-investigation if, as sometimes happens, allegations resurface after a period of time.

### **3.11 Support for organisations**

Where service providers need support to understand the safeguarding procedures being followed, they should ask to speak to the safeguarding coordinator or investigating officer and/or refer to the guidance on the Leeds Safeguarding Adults Partnership website: [www.leedssafeguardingadults.org.uk](http://www.leedssafeguardingadults.org.uk)

Actions taken by organisations in relation to employees and volunteers need be in accordance with their disciplinary, capability and other policies, as well as relevant employment law. Organisations may need to seek additional advice in relation to

employment issues or their responsibilities as an employer. Sources of support may include:

- Legal advisors
- Payment and Employment Rights Service (PERS) provides advice to voluntary and community sector groups in West Yorkshire.
- Voluntary Action Leeds (VAL) or Volunteering England will provide advice to voluntary sector organisations

Additional detailed information about safer recruitment processes can be obtained from the Department of Education publication: Safeguarding children and safer recruitment in education [www.education.gov.uk/publications/eOrderingDownload/Final%206836-SafeGuard.Chd%20bkmk.pdf](http://www.education.gov.uk/publications/eOrderingDownload/Final%206836-SafeGuard.Chd%20bkmk.pdf).

### 3.12 Regulatory requirements

The Care Quality Commission is the independent regulator of health and adult social care services in England. The Care Quality Commission: Essential Standards of Quality and Safety 2010 details requirements of regulated services. The regulatory requirements, Outcomes 12 and 14 in particular should be referred to when reviewing internal policies and procedures in relation to employment practices. For further information: [www.cqc.org.uk/content/essential-standards-quality-and-safety](http://www.cqc.org.uk/content/essential-standards-quality-and-safety)

### 3.13 Learning the lessons

At the conclusion of a case in which an allegation of abuse or neglect has been made, the employer/volunteer manager should review the circumstances of the case to determine whether there are any improvements that should be made to the organisation's procedures or practice to help prevent similar events in the future. This may include improving training, supervision, guidance or support arrangements.

## 4 Version Control Record

Version	Version or document being superseded	Key Changes from previous version (record origins of document if new)
Version 1	No previous guidance.	Produced in part fulfilment of Business Plan Action 2.5, which relates to providing guidance in relation to issues of abuse occurring within the context of health or social care provision



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