



# ANGEL COMMUNITY CANAL BOAT TRUST



<b>Policy:</b>	Safeguarding Adults at Risk
<b>Effective Date:</b>	January 2020
<b>Designated Safeguarding Person:</b>	Phil Gavigan, Angel II Skipper
<b>Relevant Legislation:</b>	The Safeguarding Vulnerable Groups Act 2006 Care Act 2014 Data Protection Acts 1994 and 1998 Human Rights Act 1998 Equality Act 2010 Protection of Freedoms Act 2012 Sexual Offences Act 2003 Domestic Violence Crime and Victims Act 2004 Mental Capacity Act 2005 Domestic Violence, Crime and Victims (Amendment) Act 2012 Care and Support Statutory Guidance 2014 Counter-Terrorism and Security Act 2015 Modern Slavery Act 2015
<b>Related Policy:</b>	Safeguarding Children and Young People



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## 1. Purpose

Angel Community Canal Boat Trust (ACCT) believes that no person should experience harm or abuse. Safeguarding adults at risk is part of our wider role of safeguarding and promoting the welfare of every person who uses our services.

This policy is designed to ensure a safe environment is provided for adults at risk and they feel confident about sharing any concerns they may have about their own safety or the well-being of others.

Please see Appendix A for a definition of abbreviations and terms used in this document.

## 2. Policy Scope

This policy applies to anyone working on behalf of ACCT, including its Board of Trustees, paid staff and volunteers who have contact with adults at risk through our work.

‘At risk’ means a person who may be more vulnerable to abuse than others because he/she may have a mental health problem, a disability, a sensory impairment, is old and frail, or has some form of illness and may not be able to safeguard themselves as a result.

For the purpose of this policy, we mean a person aged 18 or over who is or may be:

- In need of community care services by reason of mental or other disability, age or illness; and
- Unable to take care of him/herself, or unable to protect him/herself against significant harm or exploitation

In addition, some adults may be at risk due to a specific circumstance they face, such as domestic abuse or forced marriage.

It is our responsibility to prevent the neglect or abuse of adults at risk and to report any suspected, disclosed or discovered abuse. We expect all ACCT staff, Trustees and volunteers to comply with this policy.

## 3. Policy

We believe that any adult at risk, regardless of background, has at all times and in all situations, the right to enjoy the activities of ACCT in a happy, safe and secure environment.

Our policy is based on the following key principles:

- We will respect the rights, dignity and worth of all adults
- All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or transgender status, have the right to be protected from abuse and poor practice and to have an enjoyable and safe environment whilst using our services
- We recognise that disabled adults may or may not identify themselves or be identified as an adult ‘at risk’
- We will aim to make reasonable adjustments for any ability, disability or



impairment, and also commit to monitoring and review. However, given the nature of Angel Boat we are limited in the accommodations we can make for physical disabilities

- We recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, for example, those who have a dependency on others or have different communication needs
- We all have a responsibility to promote the welfare of all people using our services, to keep them safe and to practice in a way that protects them

This policy and procedure will help us to achieve these principles by:

- Setting out our safeguarding practices, defining abuse and providing clear guidelines on what to do where we suspect abuse
- Ensuring all ACCT employees, Trustees and volunteers ('staff') understand and adhere to this policy and our protection procedures
- Being clear on the roles and responsibilities we all have in safeguarding
- Ensuring adults at risk and their families know about our safeguarding policies and what to do if they have a concern by publishing this policy on ACCT's web site ([www.angelboat.org](http://www.angelboat.org)) and including it in our booking confirmations, as appropriate
- Appointing a nominated safeguarding lead in ACCT and a member of ACCT Trustee's board who takes lead responsibility for safeguarding
- Taking any allegation seriously and responding to it quickly, in line with this policy

#### **4. Abuse of Adults at Risk – Types and Indicators**

Abuse is a violation of a person's rights or dignity by someone else. It can take place in any context and by any person. Types of abuse include:

- Neglect
- Sexual abuse
- Physical Abuse
- Emotional / psychological abuse, including radicalisation and extremism
- Financial abuse
- Institutional abuse
- Discrimination
- Exploitation
- Domestic violence when the victim is an adult at risk
- Modern slavery
- Self-neglect which includes hoarding

Some adults at risk may have additional vulnerabilities so further safeguards may need to be put in place to reduce the potential risk of abuse and neglect. Although



the online world provides many benefits to adults at risk, there are also a number of potential associated risks:

- Inappropriate language or images
- Online grooming
- Cyberbullying
- Sexting

There are many indicators that may suggest someone is being abused. These include but are not limited to a person:

- Having unexplained bruises or injuries or lack of medical attention when an injury is present
- Having belongings or money going missing
- Losing or gaining weight / having an unkempt appearance
- Changing their behaviour or confidence decrease
- Self-harming
- Having a fear of a particular group or individual
- Telling you / another person they are being abused – i.e. a disclosure

See Appendix B for descriptions of the main types of abuse.

## **5. Policy Implementation and Compliance**

Our aim is to maintain a culture of protecting adults at risk and where everyone feels confident to raise legitimate concerns without prejudice to their own position.

Concerns about the behaviour of any person involved in our projects which may be harmful to an adult at risk must be reported to our Designated Safeguarding Person (DSP).

We detail below how we maintain a safe, friendly and welcoming environment for all.

### **5.1 Designated Safeguarding Person**

We have a named Designated Safeguarding Person (DSP) – or supervisor - whose name appears at the beginning of this policy.

The DSP will provide regular support and supervision to new Trustees, members of staff and volunteers in all areas of their work including child protection and safeguarding.

User organisations or parents/carers, as appropriate, will be advised of the name of the DSP in their booking confirmation, to whom they may report any worries or concerns.

Employees/volunteers are responsible for reporting suspected cases of abuse to the DSP as a matter of urgency.

In the event of any concerns regarding an adult at risk, the DSP must be informed at the earliest available opportunity. If appropriate, the DSP will inform the relevant



external bodies which include, but are not limited to adult Social Services Department, health agencies and the police and the Chair of ACCT, without delay.

The DSP will also ensure that ACCT's safeguarding procedures are reviewed annually.

## **5.2 Recruitment**

We will take all reasonable steps to ensure unsuitable individuals are prevented from having any involvement with ACCT. In practice we will:

- Interview all potential employees and volunteers
- Ensure that all employees/volunteers have appropriate qualifications and training
- Carry out checks before hiring permanent employees of staff including self-declaration, a Criminal Record Check (CRC) as relevant, CV and qualification checks and obtaining satisfactory references

## **5.3 Training of Staff and Volunteers**

We will make all staff aware of this policy as part of their initial induction process and provide regular briefings and updates. Additionally, we will:

- Require all new staff and volunteers to read this *Safeguarding Adults at Risk Policy* and sign a form to record compliance and to indicate that they have understood and will comply with it. We maintain a form to record compliance. This will enable our staff and volunteers to identify the signs of abuse and know what steps to take and who to report any concerns
- Provide induction and awareness raising to all new employees/volunteers, including relevant training
- We will provide ongoing safeguarding training and supervision and ensure all employees and volunteers are adequately supported.

## **5.4 Supervision of Adults at Risk**

ACCT's ratio of staffing is a minimum of two adults, who will usually be provided by the user organisation, with every group of adults at risk (up to a maximum of ten). This exceeds laid down best practice standards.

Particular activities may require more or less supervision due to the needs and capacity of the adults at risk. Any additional staffing will be determined and provided for by the user group in accordance with their risk assessment (see *5.5 Risk Assessments*).

## **5.5 Risk Assessments**

Where adults at risk are part of and/or supervised by a user organisation, we will ensure that the user organisation has carried out a Risk Assessment. If it has, we will not carry out our own Risk Assessment save in exceptional circumstances, for example, if the user organisation's Risk Assessment is considered to be defective or inadequate.



## 5.6 Good practice and Code of Conduct

To ensure adults at risk have a positive and safe experience when using our services, we outline our Code of Conduct and standards of behavior for working with adults at risk in Appendix D.

## 5.7 Open Environment

We aim to provide a safe and open environment by avoiding private or unobserved situations and discouraging the keeping of secrets.

To support this, ACCT staff should ensure that they are not alone with an adult at risk any time, out of the sight or presence of group leaders or other ACCT staff. When this is unavoidable, it should be done with the full knowledge and consent of someone in charge of ACCT and/or the user organisation.

## 5.8 Photographic Images

As a normal part of ACCT's activities to promote our community work, we take suitable photographs of any person enjoying our facility. Before taking images of adults at risk, we will seek their consent or if they do not have capacity, his/her carer's consent will be sought.

ACCT is responsible for our website content and we will not include any image which could harm any person, directly or indirectly.

## 5.9 Trip Sheet

ACCT staff will keep an attendance register (Trip Sheet) for all organised trips.

This potentially protects against false allegations made some time later and provides evidence as to who was on the boat if an allegation is made.

## 6. Procedures

Safeguarding is everyone's responsibility. Every ACCT staff member and person using our facility has a responsibility to respond to any concerns that they or others may have about harm or abuse of an adult at risk. This relates to concerns which arise both within and outside the ACCT environment.

We will deal with poor practice and any suspicion of harm. ACCT staff must always report any suspicion of harm as a priority. Where an allegation is made about an ACCT staff member, we will deal with this quickly and in the same way.

In this section we detail the procedures for dealing with situations where:

- An adult at risk or other person has disclosed information or reported to an ACCT staff member an incident or complaint involving behaviour in relation to an adult at risk that may be considered to be abuse or poor practice; or
- An ACCT staff member has witnessed an incident involving behaviour in relation to an adult at risk that may be considered to be abuse or poor practice

Please see *Appendix E: Procedures for Dealing with Suspicions or Complaints* for a flow chart of the procedures detailed below.

## 6.1 Disclosure of a Complaint

Suspensions of potential abuse or neglect or actual complaints may arise in a number of ways:

- The adult at risk raising an issue of concern about him/herself or another adult at risk;
- A complaint or allegation of abuse or neglect is made to an ACCT employee or volunteer by a third party; or
- An ACCT employee or volunteer witnesses an incident or behaviour that causes concern.

We detail the procedure to be followed in these situations, below.

### 6.1.1 Disclosure by an Adult at Risk

If an adult at risk informs an ACCT staff member directly that they are concerned about another person's behaviour towards him/her, this is known as a disclosure. In this situation the following steps should be taken:

- Take the adult at risk to a safe and quiet place
- React calmly so as not to frighten him/her
- Tell the adult at risk that he/she is not to blame and that they were right to tell you
- Take what the adult at risk says seriously and do not be judgmental, without giving an indication of believing or disbelieving him/her
- If emergency medical treatment is needed, telephone for an ambulance
- Avoid leading the adult at risk in discussion and keep any questions to the absolute minimum. Ask only what is necessary to ensure a clear understanding of what has been said. For example, ask open questions (without interrogating) such as 'Anything else to tell me?'
- Reassure the adult at risk but do not make promises of confidentiality or outcome
- No contact should be made with the alleged abuser, particularly if this is another adult at risk or the carer of the alleged victim
- Do not commence an investigation into the incident
- Refer the concern to ACCT's Designated Safeguarding Person immediately
- Write up the notes of the conversation as soon as possible. See *6.5 Recording the Concern* for details

For a flowchart of the process to follow, please see *Appendix E: Procedures for Dealing with Suspicions or Complaints*.

### 6.1.2 Complaint Made to an ACCT Staff Member

Any complaint made to an ACCT Trustee, employee or volunteer must be reported immediately to the Designated Safeguarding Person (DSP). See *6.3 Reporting a Concern or Complaint*.

### **6.1.3 Witnessing an Incident**

Where an ACCT staff member has suspicions or concerns about the safety or welfare of an adult at risk, or witnesses an incident, he/she must report this to the Designated Safeguarding Person (DSP) as soon as possible.

If he/she feels the person is at immediate risk of abuse then a statutory agency (local adult social services services or the police) should be contacted immediately as well as the Chair of ACCT.

If the matter concerns the Designated Safeguarding Person, the issue must be raised immediately with the Chair of the ACCT.

### **6.2 Preserving Evidence**

Our first concern is the safety and welfare of the adult at risk. However, the preservation of evidence is also crucial especially if there is a potential police investigation. In Appendix F, we provide some guidelines for preserving evidence for more serious cases of abuse or harm.

### **6.3 Reporting a Concern or Complaint**

If any person has a concern about an adult at risk whilst using our facility, they should report it immediately to the Designated Safeguarding Person. The DSP will take the necessary action in accordance with this policy, including contacting the appropriate authorities where appropriate.

However, depending on the seriousness of an issue, this may be reported to social services or the police.

The issue should also be reported to the Chair of the ACCT Management Committee or in his/her absence.

If the matter is urgent and none of the above can be contacted, then contact Social Services or the police.

Concerns would normally be shared with parents/carers by the Designated Person as soon as possible. However, there could be circumstances when this could put the adult at greater risk or there may be concerns that parents/carers will not respond appropriately.

Every effort will be made by Social Services to respect the anonymity, if requested, of the person reporting the abuse, however, if allegations result in Court proceedings this may not be possible. If an allegation of abuse is made against a member of staff or volunteer, Social Services will follow the same procedure as they do to investigate allegations of abuse for a family.

### **6.4 Dealing with Potential Cases**

We will respond to potential cases of abuse or neglect quickly.

It is not the responsibility of employees/volunteers to deal with suspected abuse. Instead they must report concerns immediately to the Designated Safeguarding Person (DSP).

If employees/volunteers have concerns about the safety of an adult at risk, their first



responsibility is to that person. It is not safe to assume that someone else will take action so it is critical to raise any concerns quickly with the DSP.

If an allegation is made directly to a staff member or volunteer, he/she should advise the DSP as soon as possible, even if the allegation appears to be trivial.

If an allegation of abuse is made against a member of ACCT staff, the DSP will:

- Advise the person concerned that this is the case
- Carry out a thorough investigation, with due regard for confidentiality. An investigation should not be interpreted as indicating culpability, rather that we have a duty of care to protect people both using our services and those working with us from any unfounded allegation
- Provide moral and practical support if an unwarranted allegation of misconduct is made against an ACCT staff member

Where a member of ACCT staff's behaviour contravenes this policy and guidelines, it will be treated as gross misconduct. Where the employee has concerns about how an allegation against them or anyone else is being dealt with, he/she should inform the Chair of ACCT.

In *Appendix E: Dealing with Suspicions and Complaints* we provide a flow chart outlining the procedure we will follow to deal with suspected or actual incidents of harm.

## 6.5 Recording an Incident or Concern

Any concern or incident concerning an adult at risk should be recorded in writing at the time. When convenient (for example, on return to Angel II's permanent mooring) this should be entered in the Incident Register which is kept in the locked filing cabinet in the ACCT office.

The record should be factual and signed and dated, with the name of the signatory clearly printed in writing. This record may be used as evidence where a complaint or allegation is made.

It should include:

- The adult at risk's details: name, date of birth, address and family details
- This record should include: a) the date and time of the conversation; (b) the place of the conversation; and (c) the essence of what was said and done by whom and in whose presence.
- Date and time of the alleged event / concern
- The words used by the adult at risk (do not paraphrase) and record any non-verbal behaviours. Record what the person actually says rather than any interpretation or assumptions
- The action taken and by whom
- The name and position of the person making the record

This should be signed by the person making it, using names and not initials.



If there is evidence, for example, scribbled notes, mobile 'phones containing text messages, clothing, computers, these should be kept securely with the written record and passed on when reporting the matter in accordance with this policy.

We provide a form for this purpose in *Appendix G: Incident Report Form*.

## 6.6 Confidentiality

Every effort should be made to ensure that confidentiality of safeguarding cases is maintained. Information should be handled and disseminated on a 'need to know' basis only which would not normally include anyone other than the following:

- The Designated Safeguarding Person and the Chair of ACCT
- The adult at risk or the person raising the concern
- The carer of the adult at risk who is alleged to have been abused, where appropriate
- Appropriate external agencies

ACCT staff and volunteers may have access to confidential information about adults at risk in order to undertake their responsibilities. Such information should never be used casually in conversation, or shared with any person other than on a 'need to know' basis. In circumstances where the adult at risk's identity does not need to be disclosed, the information should be handled anonymously.

There are some circumstances in which we will need to share information about an adult at risk, for example when abuse is alleged or suspected. In such cases, staff must pass this information on without delay, but only to the Designated Safeguarding Person.

## 7. Policy Review

We will review this policy and procedure every year and update as appropriate.

Date policy approved by ACCT Management Committee:

Signed

Designated Safeguarding Person

Signed

ACCT Chair



## Appendix A: Glossary of Abbreviations and Terms

Abbreviation	Term
ACCT	Angel Community Canal Boat Trust
CRC	Criminal Record Check
DSP	Designated Safeguarding Person

Term	Definition
Abuse	Any violation of an individual's human and civil rights by another person or persons. See Appendix B for examples
Adult at Risk	Any person aged 18 or over who is or may be: <ul style="list-style-type: none"> <li>• In need of community care services by reason of mental or other disability, age or illness; and</li> <li>• Unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation</li> </ul>
At risk	'At risk' risk is a term meaning that someone may be more vulnerable to abuse than another person
Designated Safeguarding Person	The ACCT member of staff to whom concerns about safeguarding must be raised and who will deal with them accordingly
Disclosure	Where an adult at risk informs a person directly that they are concerned about another person's behaviour towards him/her
Staff	Personnel representing ACCT, including Trustees, employees and volunteers
Vulnerable adult	See 'Adult at Risk'



## Appendix B: Types of Abuse

Type of Abuse	Definition
Discrimination	Abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the Protected Characteristics of the Equality Act 2010
Domestic violence	Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This includes but is not limited to the following types of abuse: psychological, physical, sexual, financial, emotional
Emotional abuse / psychological	Includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
Exploitation	Either opportunistically or premeditated, unfairly manipulating someone for profit or personal gain.
Financial abuse	includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
Institutional Abuse	Abuse which centres around routines and schedules which have been designed for the benefit of the institution and not the individual.
Modern slavery	Includes the crimes of human trafficking, slavery and slavery-like practices such as servitude, forced labour, forced or servile marriage, the sale and exploitation of children, and debt bondage
Neglect	Includes ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and hearing
Psychological abuse	See 'emotional abuse', above
Physical Abuse	Includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
Radicalisation	The action or process of causing someone to adopt radical positions on political or social issues
Sexual Abuse	Includes rape and sexual assault or sexual acts to which the adult at risk has not consented or could not consent or was pressured into consenting.

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## Appendix C: Good Practice and Code of Conduct

To ensure adults at risk have the most positive and safe experience when using our services, ACCT staff and volunteers should adhere to the following principles and standards of conduct to ensure they role model positive behaviours to reduce the risk of potential allegations of abuse and neglect occurring:

- Listen carefully to adults at risk about his/her needs, wishes, ideas and concerns and take them seriously
- Treat all adults at risk equally not showing favouritism
- Always work in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets)
- Make the experience of the activity fun and enjoyable
- Promote fairness, confront and deal with bullying
- Maintain a safe and appropriate distance with adults at risk and avoid unnecessary physical contact
- Where any form of manual/physical support is required it should be provided openly and with the consent of the adult at risk
- If adults at risk have to be supervised in changing rooms always ensure there is another adult present
- Be a good role model. This includes not swearing, smoking or drinking alcohol in the company of adults at risk
- Always give enthusiastic and constructive feedback rather than negative criticism
- Challenge unacceptable or inappropriate behaviour
- Record safeguarding concerns in the *Safeguarding Incident Record Form (Appendix G)*

ACCT staff and volunteers should never:

- Unnecessarily spend excessive amounts of time individually with an adult at risk away from others
- Be alone in changing rooms, toilet facilities or showers used by adults at risk
- Reduce an adult at risk to tears as a form of control
- Allow or engage inappropriate touching of any form
- Make sexually suggestive comments to adults at risk
- Engage in sexually provocative activity
- Engage in rough physical activity
- Let allegations an adult at risk makes go unchallenged or unrecorded
- Do things of a personal nature for vulnerable adults that they can do for themselves
- Allow allegations made by an adult at risk to go unchallenged, unrecorded or not acted upon
- Send inappropriate text messages or social media messages to adults at risk

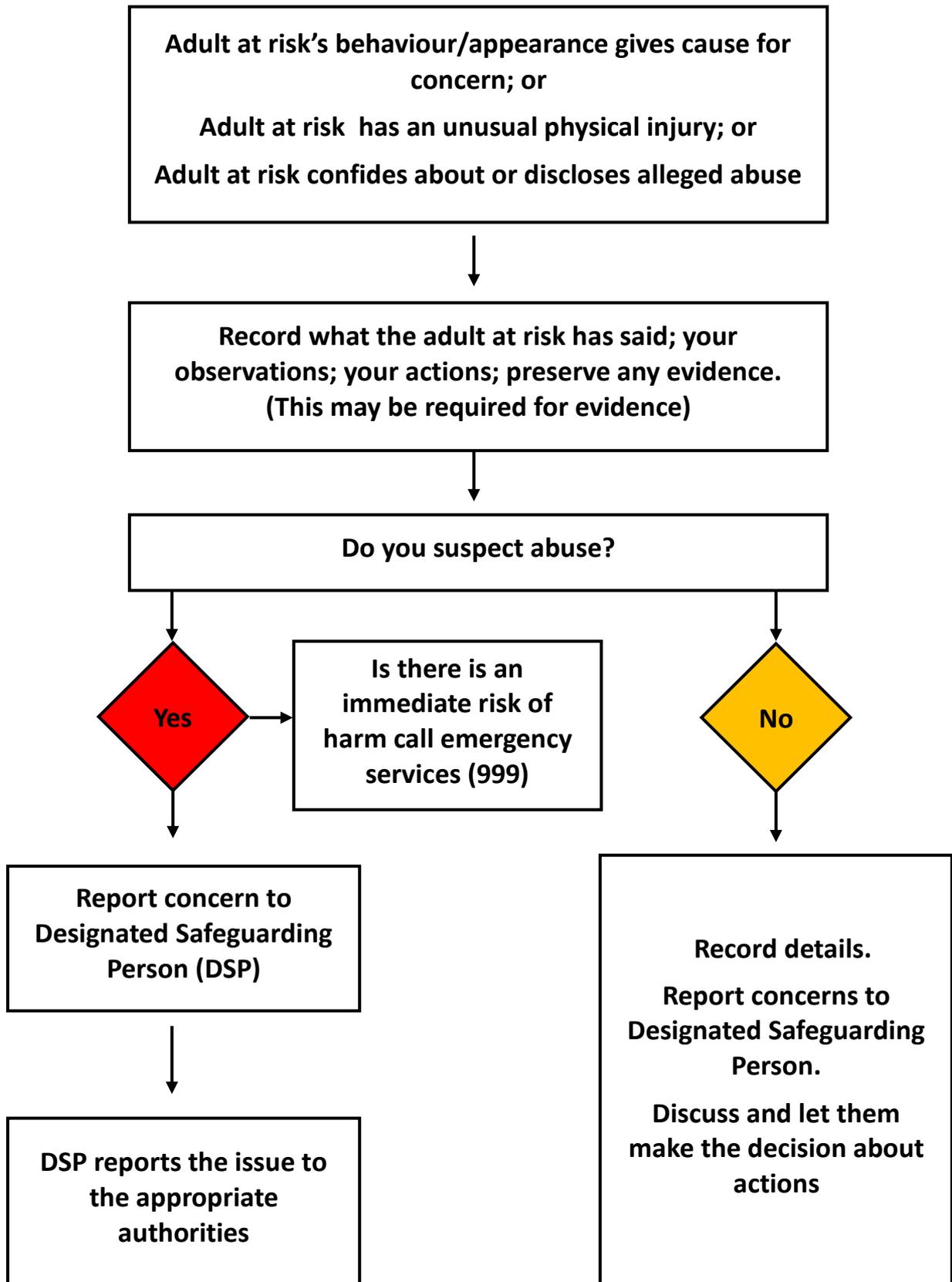


- Engage with adults at risk on 'one-to-one' personal electronic communications
- Not report safeguarding concerns to ACCT's Designated Safeguarding Person



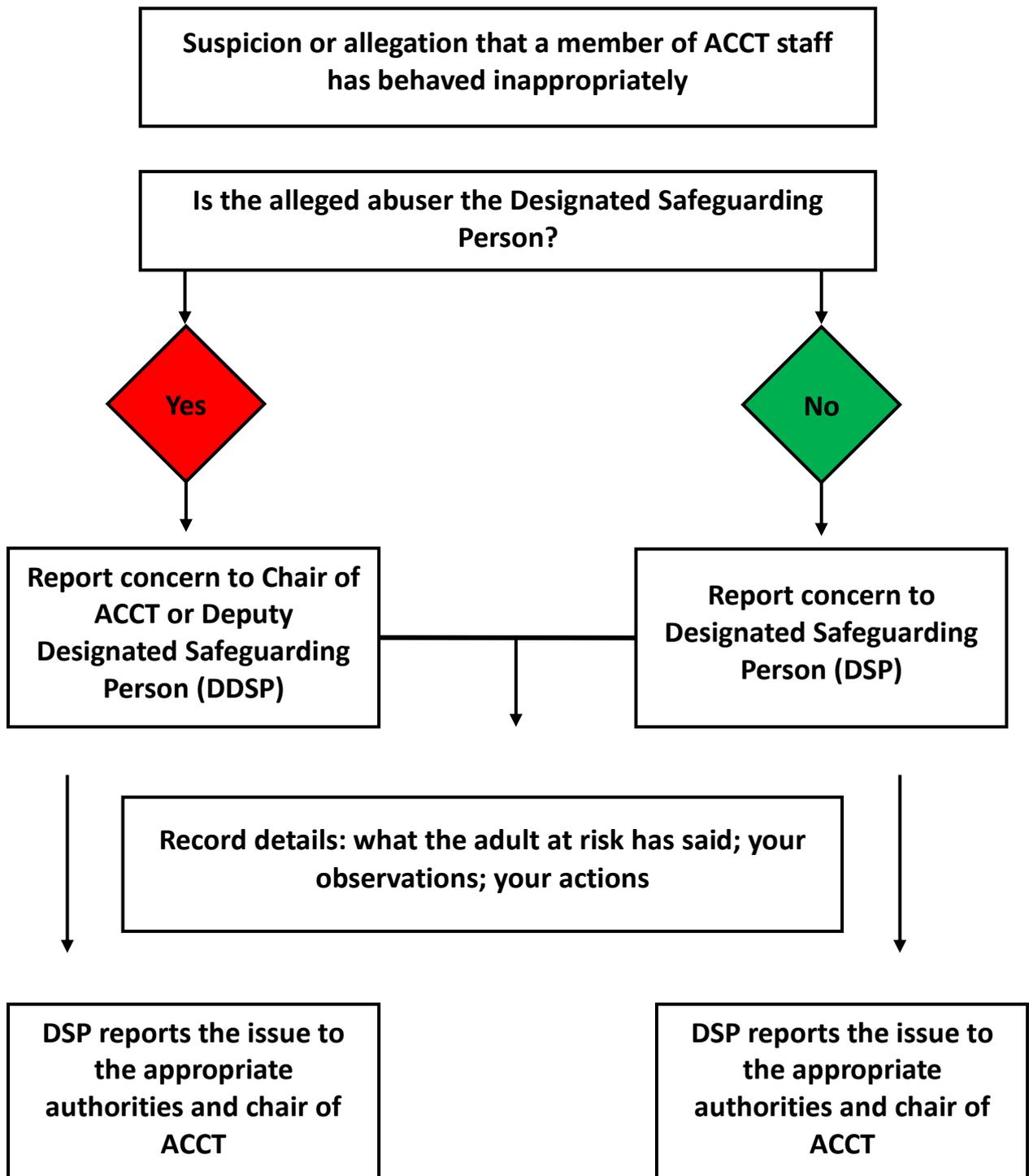
## Appendix D: Dealing with Suspicions and Complaints

### Procedure for Reporting Suspected Case of Child Abuse





## Procedure for Complaints or Suspicions about ACCT Staff





## **Appendix E: Preserving Evidence**

Here are some guidelines to preserve evidence which may be used later in investigations or proceedings.

### **Physical abuse cases**

- Where an adult at risk wishes to show you an injury, only observe what he/she consents to show you and what is appropriate
- Do not touch what you do not have to. Wherever possible leave things as they are
- Do not clean up, do not wash anything or in any way remove fibres, blood etc.
- If you do have to handle anything at the scene keep this to a minimum

Prior to the arrival of the police and medical examination:

- Ensure that no one has physical contact with both the abused adult at risk and the alleged perpetrator as cross contamination can destroy evidence
- Encourage the victim not to shower
- Encourage the victim not to change clothing
- Even when the adult at risk says they do not want police involvement, preserve items anyway as the adult at risk may change his/her mind later or you may be legally obliged to inform the police
- Encourage the adult at risk not to eat or drink if there is a possibility that evidence may be obtained from the mouth.

### **Other:**

- Do not touch any weapons unless they are handed directly to you. If this happens, keep handling to a minimum. Place the items/weapons in a clean dry place to hand to the police
- Preserve anything that was used to comfort the abused adult at risk, for example a blanket
- Secure the room. Do not allow anyone to enter unless strictly necessary to support you or the abused adult at risk and/or the alleged perpetrator, until the police arrive.



## Appendix F: Safeguarding Incident Record Form

Please remember to maintain confidentiality on a 'need to know' basis. Do not discuss this incident with anyone other than the Designated Safeguarding Person (DSP), deputy or those who need to know. Please take advice from the DSP, Deputy DSP or Chair of ACCT if you are uncertain.

<b>Name of person recording incident:</b>	<b>Position/role:</b>	
<b>Child's / adult at risk's name:</b>	<b>Address:</b>	
<b>Parent/carer/guardian Name(s):</b>	<b>Address of parent /carer/guardian (where different to above):</b>	
<b>Date of birth:</b>		
<b>Incident details:</b> This includes an actual incident or suspected incident. Please continue on a separate sheet of paper as required.		
<b>Date of incident:</b>		
<b>Time of incident:</b>		
<b>What the child/adult at risk has said:</b>		
<b>Your observations:</b>		
<b>Action taken so far:</b>		
<b>Agencies/bodies contacted:</b>		
<b>Name of body:</b>		
<b>Name of person:</b>		
<b>Contact details (phone/email)</b>		
<b>Have the parents/carer/guardian been informed that contact is going to be made with social services?</b>  NB: Parents should always be informed unless to do so could place the child/adult at risk at risk of further harm. Please seek advice of this point from the duty social worker if you are uncertain	Yes	No
<b>Signed:</b>	<b>Print name:</b>	
<b>Date:</b>	<b>Time:</b>	