

Safeguarding Adults at Risk Policy

Version:	Version Date:	Reviewed by:	Review Date:	Approved by:	Approved Date:	Renew by:
01	July 2024	Lisa Hemingway				
02	25.07.24	Tanya Murphy				
03	29.08.24	Tanya Murphy	1.8.2025	Trustee Board	10.9.2024	10.9.2025
04	12.09.24 Reformat	Andrea Henderson	1.8.2025	Trustee Board	10.9.2025	10.9.2025

1.0 Introduction

- 1.1 Happydays UK is committed to ensuring the safety, dignity, and well-being of all adults who interact with the Charity's services.
- 1.2 Happydays UK believes that every adult has the right to live free from abuse, neglect, and exploitation. The Charity supports and empowers people who are homeless or in crisis to live independent and purposeful lives. This policy outlines the Charity's approach to safeguarding adults and its commitment to promoting a safe environment for all.
- 1.3 This policy provides staff and volunteers with clear guidance on how Happydays UK manages adult safeguarding concerns, including the procedures for reporting, direction on whether the safeguarding threshold is met and up to date contact details for Designated Safeguarding Leads (DSLs).
- 1.4 This policy demonstrates the commitment of Happydays UK to keeping vulnerable adults, or those with multiple disadvantages, safe.
- 1.5 Safeguarding is everyone's responsibility. All staff have a responsibility to recognise, respond to and raise any concerns about possible abuse or neglect relating to adults who are less able to protect themselves from that abuse or harm due to their care or support needs.
- 1.6 This policy applies to all staff, including paid staff, trustees, volunteers, sessional workers, temporary workers, agency staff, students and anyone working or volunteering on behalf of Happydays UK and is in place to enable the Charity to promote good practice and work in a way that can prevent harm, abuse and coercion.
- 1.7 The Charity will ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- 1.8 Failure to comply with this policy could lead to disciplinary action, which could potentially include dismissal for breach of this policy or legal or ethical standards.

2.0 Roles and Responsibilities

2.1 All staff and volunteers must:

- 2.1.1 Adhere to this policy,
- 2.1.2 Participate on training,
- 2.1.3 Report safeguarding concerns promptly both internally and to the relevant local authority.

2.2 Service Managers are responsible for:

- 2.2.1 Implementing and overseeing this policy,
- 2.2.2 Ensuring that all staff and volunteers are trained and aware of their responsibilities.

2.3 DSLs are responsible for:

- 2.3.1 Providing guidance to staff regarding safeguarding thresholds,
- 2.3.2 Ensuring that concerns are acted on, clearly recorded and referred appropriately,
- 2.3.3 Following up any referrals and ensuring the issues have been addressed,
- 2.3.4 Ensuring that staff and volunteers working directly with service members who have experienced abuse or who are experiencing abuse, are well supported and receive appropriate supervision, and access to further support if required,
- 2.3.5 Reviewing incidents across each service collectively and providing recommendations to the Executive Team and Board of Trustees to reduce risk and increase safeguarding measures.

2.4 Head of Safeguarding is responsible for:

- 2.4.1 The overall implementation of this policy,
- 2.4.2 Providing direction to the DSLs and Service Managers,
- 2.4.3 DSL supervisions in the form of one to one, group supervisions, and reflective practice. This supervision will be additional to the monthly supervision by their line manager,
- 2.4.4 Carrying out regular audits of the procedure to ensure it is being followed correctly,
- 2.4.5 Carrying out monthly audits of the 'Accident and Incident Report'.

2.6 See Appendix 1 for details of the current DSLs and Head of Safeguarding.

3.0 Adult Safeguarding

3.1 The aims of adult safeguarding under the Care Act are both reactive and proactive as follows:

- 3.1.1 To prevent harm and reduce the risk of abuse or neglect to adults with care and support needs,
- 3.1.2 To stop abuse or neglect wherever possible,
- 3.1.3 To safeguard adults in a way that supports them to make choices and have control about the way they want to live,
- 3.1.4 To promote an approach that concentrates on improving life for the adult(s) concerned,
- 3.1.5 To raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect,
- 3.1.6 To provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and well and what to do to raise a concern about the safety or wellbeing of themselves or another adult,
- 3.1.7 To address what has caused the abuse or neglect.

3.2 **The Safeguarding Criteria – Section 42 of Care Act 2014**

- 3.2.1 The duty to safeguard and 'Raise a Safeguarding' with the relevant local authority applies when all the following criteria is met:
 - 3.2.1.1 The adult has needs for care and support, whether these have been assessed or are being met by the local authority or not,
 - 3.2.1.2 They are experiencing, or at risk of experiencing, abuse or neglect,
 - 3.2.1.3 As a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of abuse or neglect.
- 3.2.2 Note: An adult is a person aged 18 or above. For concerns relating a child under 18, please see the Safeguarding Children Policy .

3.3 Happy Days UK is committed to ensuring that all staff, trustees, and volunteers undertake training to gain a basic awareness of **signs and symptoms of abuse**. All employees and volunteers will complete safeguarding training as part of their induction and then every year after to keep the most up to date knowledge.

3.4 Forms of abuse can include:

3.4.1 **Physical abuse** such as:

- 3.4.1.1 Hitting,
- 3.4.1.2 Pushing,
- 3.4.1.3 Pinching,
- 3.4.1.4 Shaking,
- 3.4.1.5 Misuse of medication,
- 3.4.1.6 Scalding,
- 3.4.1.7 Inappropriate restraint,
- 3.4.1.8 Hair pulling.

3.4.2 **Sexual abuse** such as:

- 3.4.2.1 Rape or sexual assault,
- 3.4.2.2 Sexual acts to which the adult at risk has not or could not have consented,
- 3.4.2.3 Sexual acts to which the adult was pressurised into consenting to,
- 3.4.2.4 Encouraging an adult to watch inappropriate material.

3.4.3 **Psychological or emotional abuse** such as:

- 3.4.3.1 Threats of harm or abandonment,
- 3.4.3.2 Deprivation of social or any other form of contact,
- 3.4.3.3 Humiliation, blaming, controlling, intimidation, coercion, or harassment,
- 3.4.3.4 Verbal abuse,
- 3.4.3.5 Prevention from receiving services or support.

3.4.4 **Female Genital Mutilation (FGM)** which includes procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons.

3.4.5 **Financial or material abuse** such as:

- 3.4.5.1 Theft,
- 3.4.5.2 Fraud or exploitation,
- 3.4.5.3 Pressure in connection with wills, property or inheritance,
- 3.4.5.4 Misuse of property, possessions or benefits.

3.4.6 **Neglect or acts of omission** such as:

- 3.4.6.1 Ignoring medical or physical care needs,
- 3.4.6.2 Preventing access to health, social care, or educational services,

- 3.4.6.3 withholding the necessities of life, such as food, drink or heating.
- 3.4.7 **Discriminatory abuse** such as:
 - 3.4.7.1 That based upon a person's race, sexuality or disability,
 - 3.4.7.2 Any other forms of harassment or slurs.
- 3.4.8 **Domestic violence** which includes all forms of abuse experienced in a family setting by a partner, family member, or with someone with whom there is a relationship.
- 3.4.9 **Institutional abuse and poor practice** which includes all forms of disrespect and unethical practice, ill treatment and professional misconduct.
- 3.4.10 **Radicalisation** defined in the government's Prevent Duty Guidance as 'the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups'.
- 3.4.11 **Modern Slavery** such as:
 - 3.4.11.1 *Human trafficking* which is the use of violence, threats or coercion to transport, recruit or harbor people in order to exploit them for purposes such as forced prostitution, labour, criminality, marriage or organ removal,
 - 3.4.11.2 *Forced labour* which is work or services people are forced to do against their will under threat of punishment,
 - 3.4.11.3 *Debt bondage/bonded labour*, which the world's most widespread form of slavery. This is where people trapped in poverty borrow money and are forced to work to pay off the debt, losing control over both their employment conditions and the debt,
 - 3.4.11.4 *Descent-based slavery*, which is the most traditional form of slavery. This is where people are treated as property and their 'slave' status was passed down the maternal line.

4.0 Happydays UK Commitment

- 4.1 Protection:
 - 4.1.1 To take all necessary measures to protect adults from abuse, neglect, and exploitation,
 - 4.1.2 To identify risks, intervene appropriately, and work with relevant authorities when necessary,
 - 4.1.3 To manage our services in a way which promotes safety and prevents abuse,

- 4.1.4 To recruit staff and volunteers safely, ensuring all necessary checks are made in line with the Safer Recruitment Policy.
- 4.2 Empowerment:
 - 4.2.1 To strive to empower adults by promoting their rights to make informed choices and maintain control over their own lives,
 - 4.2.2 To support individuals in understanding and exercising these rights,
 - 4.2.3 To work to promote the freedom and dignity of the person who has experienced or is experiencing abuse,
 - 4.2.4 To aim to promote the rights of all people to live free from abuse and coercion.
- 4.3 Prevention:
 - 4.3.1 To be dedicated to preventing abuse and neglect by fostering a culture of openness, respect, and accountability,
 - 4.3.2 To provide effective management for staff and volunteers through supervision, support and training,
 - 4.3.3 To ensure that all management, staff, volunteers, residents, service members and carers/families are familiar with this policy and procedures,
 - 4.3.4 To endeavour to keep up to date with national developments relating to preventing abuse and the welfare of adults.
- 4.4 Partnership:
 - 4.4.1 To collaborate with other organisations, communities, and professionals to ensure a coordinated and effective response to safeguarding concerns,
 - 4.4.2 To invest in the importance of sharing information and resources to enhance the safety and well-being of adults at risk,
 - 4.4.3 To work within the framework of the Calderdale and Kirklees Safeguarding Adults Board Policy and Procedures.
- 4.5 Transparency:
 - 4.5.1 To be transparent in all safeguarding practices and to ensure regular review,
 - 4.5.2 To handle all safeguarding concerns with confidentiality and sensitivity, ensuring that all actions are guided by the best interests of the individuals involved.

5.0 Responding to Abuse

- 5.1 Happydays UK recognises that it has a duty to act on reports or suspicions of abuse or neglect.
- 5.2 How to respond to an allegation of abuse:
 - 5.2.1 Reassure the person concerned,
 - 5.2.2 Listen to what they are saying,
 - 5.2.3 Record what has been said/witnessed as soon as possible by completing the Accident and Incident Report on CDP Soft,
 - 5.2.4 Remain calm and do not show shock or disbelief,
 - 5.2.5 Assure them that the information will be treated seriously,
 - 5.2.6 Don't start to investigate or ask detailed or probing questions,
 - 5.2.7 Don't promise to keep it a secret.
- 5.3 If abuse is witnessed or has just taken place the priorities will be to:
 - 5.3.1 Call an ambulance if required,
 - 5.3.2 Call the police if a crime has been committed,
 - 5.3.3 Preserve evidence,
 - 5.3.4 Keep staff, volunteers and service members safe,
 - 5.3.5 Inform a DSL,
 - 5.3.6 Record what has been witnessed as soon as it is safe to do so by completing the Accident and Incident Report on CDP Soft.
- 5.4 All situations of abuse or alleged abuse **must** be discussed with the DSL and should be logged on to CPD Soft by completing the Accident and Incident Report under the relevant service.
- 5.5 If a volunteer or employee feels that they are unable to raise their concerns with the DSL for their service, or the DSL is implicated in the abuse, the concerns should be raised with another DSL or The Head of Safeguarding in the first instance. If this is not possible then the concerns should be raised with the CEO or a member of the Board of Trustees
- 5.6 To raise a safeguarding concern with **Calderdale Council**:
 - 5.6.1 Complete the form [Safeguarding-Alert-Form.docx \(live.com\)](#),

- 5.6.2 Return the form to gatewaytocare@calderdale.gov.uk via secure email using Zivver as soon as safe to do so and no later than the end of the business day,
- 5.6.3 For enquiries about safeguarding concerns contact *Safeguarding Adults Team Duty* on 01422 393 375 Monday-Friday 9am-5pm,
- 5.6.4 Outside of these hours and if your query is urgent, contact *Emergency Duty Team* on 01422 288 000,
- 5.6.5 See Appendix 2 for further information and telephone numbers.
- 5.7 To raise a safeguarding concern with **Kirklees Council**:
 - 5.7.1 Complete the digital form [Report an adult safeguarding concern - My Kirklees Account](#),
 - 5.7.2 Alternatively, call the *Community Health and Social Care HUB* on 03003045555. Opening times are Monday to Thursday 9am to 5pm and Friday 9am to 4.45pm,
 - 5.7.3 After 5pm (4.45 on a Friday) call the *Emergency Duty Team* on 01484 414933.

6.0 Managing Allegation Made Against Staff (including Volunteers)

- 6.1 Happydays UK will ensure that any allegations made against of staff will be dealt with swiftly.
- 6.2 Where a member of staff is thought to have committed a criminal offence the police will be informed.
- 6.3 Where a crime has been witnessed the police must be contacted immediately.
- 6.4 The safety of the individual(s) concerned is paramount.
- 6.5 A risk assessment must be undertaken immediately to assess the level of risk to all service members posed by the person alleged to have caused harm. This will include whether it is safe for the person accused to continue in their role or any other role within the Charity whilst the investigation is undertaken.

- 6.6 The DSL will liaise with Calderdale Council Safeguarding directly to discuss the best course of action and to ensure that the Charity's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.
- 6.7 Happydays UK has a Whistle-Blowing Policy and staff are aware of this policy. Staff will be supported to use this policy if required.

7.0 Recording and Managing Information

- 7.1 Happydays UK is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know.
- 7.2 Effective sharing of information between practitioners, organisations and local authorities is essential for early identification of need, assessment and service provision and must be done so at the earliest opportunity.
- 7.3 Not sharing information in a timely manner can have serious consequences for the safety and wellbeing of adults at risk.
- 7.4 Any information shared will be recorded under the client's profile on CDP Soft and will include rationale for sharing information.
- 7.5 The Data Protection Act 2018 and UK General Data Protection Regulation are not barriers to sharing information but provide a framework to ensure that personal information is shared appropriately. Happydays UK is committed to adhering to this framework and any personal data will be kept secure, only assessable by the approved employees with appropriate permissions.
- 7.6 Recording of **Concerns**:
- 7.6.1 Where there is a concern that does *not* meet the Safeguarding criteria, this should be recorded on CDP Soft under the client's profile under an event called 'Concern', choosing the appropriate subcategory,

- 7.6.2 If this concern is following an accident or incident, then the Accident and Incident Report under the service should also be completed and linked to the event,
 - 7.6.3 Any steps that have been taken to mitigate the risk should be clearly recorded under events using the appropriate event type,
 - 7.6.4 Service Managers should run a report monthly to look for repeat incidents or patterns as this may amount to abuse or neglect and should be reported to the Local Authority.
- 7.7 Raising a Safeguarding Concern:**
- 7.7.1 Where there is a concern that meets the Safeguarding criteria an Accident and Incident report must be opened and details so far must be completed, including completing the Adult Safeguarding section under the relevant service,
 - 7.7.2 A copy of this form should be saved on CDP Soft under the client's profile linked to an event called 'Safeguarding Open',
 - 7.7.3 Only once the Safeguarding Adults Board has advised that this safeguarding concern is closed should the now fully completed report be saved again to the client's profile linked to an event called 'Safeguarding Closed'.
- 7.8 All information recorded must adhere to the highest standards of accuracy and objectivity.
- 7.9 It is imperative that records are factual, free from bias, and presented in a professional manner.
- 7.10 Effective documentation should clearly and concisely reflect the true nature of events, ensuring reliability and trustworthiness.

8.0 Adult Social Care Support

- 8.1 Care and support for **Adults in Calderdale:**
 - 8.1.1 Adults in Calderdale can contact this service to get information on all aspects of social services,

- 8.1.2 They offer practical information and advice to help adults to live independently at home. This can include things like help with mobility and confidence after an accident, illness, injury or deterioration in a condition,
 - 8.1.3 Use the Wellbeing Contact Form if someone requires advice, information or support around a social care matter or for asking for an assessment of need. Upon receipt, they will make contact within 7 working days,
 - 8.1.4 The link to the form can be found at [Request help from Adults Social Care | Calderdale Council \(custhelp.com\)](#).
- 8.2 Information can be found at [How to get adult social care support | Kirklees Council](#) for care and support for **Adults in Kirklees**.

9.0 Mental Capacity Act (MCA)

- 9.1 The MCA has been in force since 2007 and applies to England and Wales.
- 9.2 Its primary purpose is to promote and safeguard decision-making within a legal framework, in two ways:
 - 9.2.1 By empowering people to make decisions for themselves wherever possible,
 - 9.2.2 By protecting people who *lack capacity* by providing a flexible framework that places individuals at the heart of the decision-making process.
- 9.3 A lack of mental capacity could be due to:
 - 9.3.1 A stroke or brain injury,
 - 9.3.2 A mental health problem,
 - 9.3.3 Dementia,
 - 9.3.4 A learning disability,
 - 9.3.5 Confusion, drowsiness or unconsciousness due to an illness or the treatment for it,
 - 9.3.6 Substance misuse.
- 9.4 At Happydays UK the DSL will assess anyone who is thought to come under the care of this Act and refer to the local authority for the necessary support.

10 Safeguarding Code of Practice for all Staff, Trustees and Volunteers

- 10.1 To ensure the highest standards of integrity all staff, trustees and volunteers should demonstrate appropriate behavior in all work with adults at risk.
- 10.2 All staff, trustees and volunteers within the Charity must comply with the provisions of this Code of Practice.
- 10.3 All relationships between staff, trustees and volunteers and adults at risk should be based on trust, honesty and respect.
- 10.4 All staff, trustees and volunteers should act as responsible adults in all their work with adults at risk.
- 10.5 All staff, trustees and volunteers should have an objective view of adults at risk situations and should support adults at risk to identify, for themselves, the best life choices.
- 10.6 If any staff member, trustee or volunteer is uncertain about any safeguarding situation, advice should be obtained in the first instance from the DSL.
- 10.7 All staff, trustees and volunteers should be aware they are required to be **positive role models** for adults at risk and therefore **must**:
 - 10.7.1 Never create or develop an inappropriate relationship of any kind, with any individual or group of adults at risk. All staff, trustees and volunteers must be aware that as adults they have a powerful influence over adults at risk and any abuse of that power is dangerous and inappropriate,
 - 10.7.2 Not use unacceptable language when engaging with adults at risk. Staff, trustees and volunteers should not swear, use or tell inappropriate jokes or use racist or sexist language. They should also be aware that the use of sarcastic comments might be seen as a method of 'put down' when talking to adults at risk. They should actively encourage the use of positive language and praise when working with vulnerable adults,
 - 10.7.3 Not overpower adults at risk with their views and opinions but give them the space and time to work things out in their own mind. Challenge should lead to learning and growth, not conflict.
 - 10.7.4 **On no account** discuss personal grievances and personal issues with adults at risk.

- 10.8 Any inappropriate relationship where a member of staff, trustee or volunteer arranges to be alone with a vulnerable adult will be considered an abuse of power and trust. Staff, trustees and volunteers must be aware that any breach of the code of practice may lead to disciplinary proceedings or dismissal.

11 Happydays UK Safeguarding Procedure

- 11.1 In an emergency where there is a threat to life or serious injury **call 999**, if there is concern that a crime has been committed, **call 101**.
- 11.2 When safe to do so and not later than close of business, details of the accident or incident should be recorded by completing the 'Accident and Incident Report' under the service on CDP Soft. The form will populate relevant questions and sections depending on the data inputted.
- 11.3 Whilst completing the report, decide if this constitutes raising a safeguarding concern with a local authority, if so contact should be made with a line manager or DSL for guidance.
- 11.4 If, after discussion with the line manager or DSL, the concern does *not* constitute raising a safeguarding concern, this should be documented and the facts and the rationale for the decision should be recorded on CDP Soft under the client profile and an event called 'Concern'.
- 11.5 If the concern *does* meet the Safeguarding criteria, it must be established whether the person concerned about consents to the submitting a safeguarding alert.
- 11.6 If the person concerned about has capacity but does not consent to a safeguarding concern being raised, a 'best interest' decision must be made, based on all the circumstances. A referral without consent can still be made but the decision to do so must be documented on CDP Soft.
- 11.7 In the event of a severe safeguarding incident, the CEO and COO should be notified as soon as it is safe to do so. The CEO/COO will notify the Board of Trustees and

update the Accident and Incident Report of the date and time the Board was notified and any recommendations made by them.

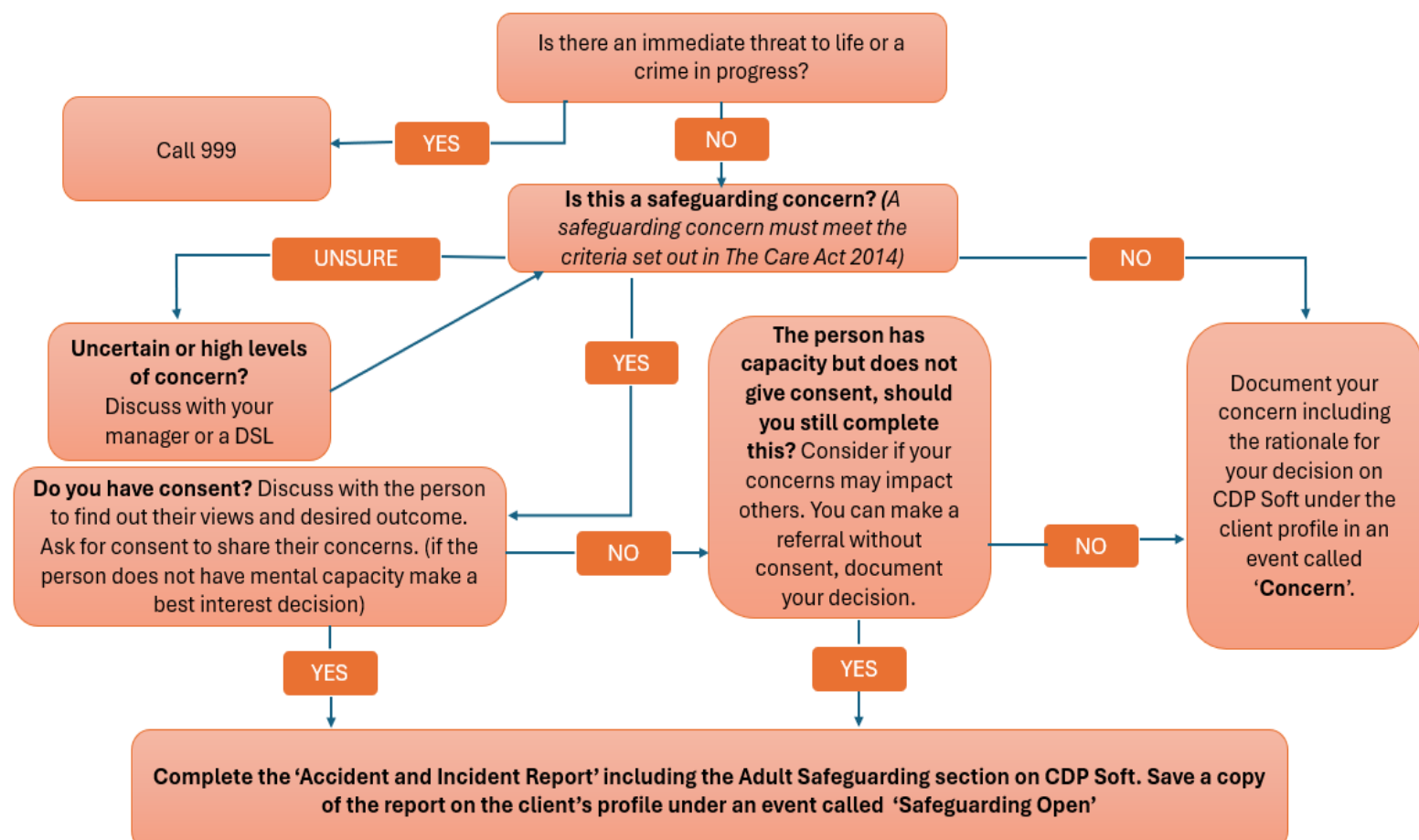
11.8 The DSL will review the Accident and Incident Report and document any necessary internal recommendations within the report.

11.9 The diagram below details how to raise a safeguarding alert depending on the local authority. Once completed save a copy of the alert on CDP Soft under the client profile and event named 'Safeguarding Alert'.

11.10 The staff member who raised the concern will follow advice from the Local Authority Adult Safeguarding Team and if appropriate implement protection measures.

11.11 The staff member who raised the concern will update the report to reflect the advice and outcome of the Local Authority Adult Safeguarding Team. Only when advised by them to do so will the Safeguarding Alert be closed

12 Safeguarding Review and Training



- 12.1 The COO will undertake a periodic safeguarding review to ensure the ongoing effectiveness of the Charity's safeguarding policies and procedures. This review will be conducted at least annually or more frequently if necessary.
- 12.2 The review will encompass the following key areas:
- 12.2.1 **Trend Analysis:** The COO will analyse data and reports related to safeguarding incidents to identify any emerging trends or patterns. This analysis will help in understanding the effectiveness of current practices and in identifying areas that may require additional focus,
 - 12.2.2 **Practice Review:** The COO will assess the implementation and adherence to safeguarding practices across the Charity. This includes evaluating the adequacy of training, the responsiveness of staff to safeguarding concerns, and the overall effectiveness of safeguarding measures,
 - 12.2.3 **Policy and Procedure Evaluation:** The COO will review current safeguarding policies and procedures to ensure they are up-to-date, relevant, and in line with best practices and legal requirements. This includes making recommendations for updates or changes as needed to address any identified gaps or areas for improvement,
 - 12.2.4 **Recommendation and Reporting:** Following the review, the COO will prepare a report outlining findings, trends, and any recommended changes to policies or procedures. This report will be submitted to the Board of Trustees for consideration and approval.
- 12.3 The periodic review by the COO is a critical component of Happydays UK's commitment to maintaining high safeguarding standards and ensuring the safety and well-being of all individuals involved with the Charity.
- 12.4 To ensure that all staff and volunteers are equipped with the knowledge and skills to uphold the Charity's safeguarding standards, the following **training protocols** will be implemented:
- 12.4.1 **Initial Training** – all new staff and volunteers will receive comprehensive training on our safeguarding policy and procedures as part of their induction process. This training will cover:
 - 12.4.1.1 The key principles of safeguarding,

- 12.4.1.2 Specific responsibilities and reporting procedures,
- 12.4.1.3 This Safeguarding Adults at Risk Policy, including how to recognise and respond to concerns,
- 12.4.1.4 Case studies and scenarios relevant to their role.
- 12.4.2 **Ongoing Training** - to maintain up-to-date knowledge and skills, all staff and volunteers will participate in mandatory refresher training at least annually. This training will include:
 - 12.4.2.1 Updates to this Safeguarding Adults at Risk Policy, and the Charity's procedures,
 - 12.4.2.2 A review of any new legislation or best practices,
 - 12.4.2.3 Reflection on any trends or issues identified in the periodic safeguarding reviews.
- 12.4.3 **Specialised Training** - depending on roles and responsibilities, certain staff members and volunteers may receive additional specialised training. This may include:
 - 12.4.3.1 Advanced safeguarding techniques for DSL's,
 - 12.4.3.2 Training related to specific vulnerabilities or needs of the individuals served by the Charity.
- 12.4.4 **Training Records** - the Charity will maintain accurate records of all safeguarding training completed by staff and volunteers.
- 12.4.5 **Evaluation and Feedback:** Training effectiveness will be regularly evaluated through feedback from participants and assessments of their understanding and application of this Safeguarding Adults at Risk Policy. Adjustments to the training program will be made as needed to address any identified gaps or areas for improvement.

Appendix 1

The Designated Safeguarding Leads are:

1. Sarah Hanson (DSL for drop-in service members) 07871730086
Sarah.Hanson@happydaysuk.org
2. Lisa Hemingway (DSL for intensively supported residents Winter Shelter, Jubilee House, Willow Lane, Sefton) 07762 982358 lisahemingway@happydaysuk.org
3. Joanne Clark (DSL for Independent Living Clare Road & Grey Court) 07762 982771 joanneclark@happydaysuk.org
4. Natasha Schofield (DSL for all volunteers) 07563 390139
natasha@happydaysuk.org

The Head of Safeguarding is COO Tanya Murphy 07762982990 tanya@happydaysuk.org

The charity's CEO Ellen Boothe has overall responsibility for Safeguarding. Ellen can be contacted on 07909923499 ellen@happydaysuk.org

Appendix 2

Safeguarding Adults Team Calderdale

Phone: 01422 393804

Available: Monday – Friday 9.00 am-5.00 pm.

Please note that this is an advice service ONLY. All alerts should be raised by sending a completed Safeguarding Alert Form.

West Yorkshire Police

Safeguarding Unit 01422 337041

Hate & Mate crime and Domestic abuse are crimes, please seek advice from the Police Safeguarding team in the first instance then refer to Gateway to Care.

In an emergency outside of these times please contact the Emergency Duty team on 01422 288000 for Calderdale or Adults social care (24 hours)

Gateway To Care Calderdale

Phone: 01422 393000

Available: Monday-Friday 9.00 am-5.00 pm

www.calderdale-safeguarding.co.uk