



Managing Allegations Made Against Staff in Respect of Children and Young People Policy

Policy Number	
Target Audience	All staff employed or commissioned by NHS Bolton CCG. All providers of NHS Bolton CCG commissioned services, including independent contractors.
Approving Committee	NHS Bolton CCG Executive Committee
Date Approved	
Last Review Date	
Next Review Date	
Policy Author	Kaleel Khan
Version Number	

The CCG is committed to an environment that promotes equality, embraces diversity and respects human rights both within our workforce and in service delivery. This document should be implemented with due regard to this commitment.

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Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until a new version is available.

Version Control Sheet

Version	Date	Reviewed By	Comment
0.1	18.3.16	Kaleel Khan	Reviewed policy
0.2	18.3.16	Joan Gowans	Reviewed policy
0.3	18.3.16	Paula Williams	Advised to follow the Children's board website procedure.
0.4	18.3.16	Diane Sankey	

Analysis of Effect completed:	By:	Date:
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1. Introduction and Scope of Policy

- 1.1 NHS Bolton Clinical Commissioning Group (CCG) is committed to safeguarding and promoting the welfare of children and adults. This policy and accompanying procedures have been written to reflect the standards required for those working with children and adults.
- 1.2 The scope of the policy and procedures are for all staff working within NHS Bolton CCG. Where this policy references employee this is inclusive of all individuals providing services to NHS Bolton CCG, including Volunteers, Celebrities, Students, Agency Workers and Contractors.
- 1.3 The Policy and associated procedures apply where there are concerns in relation to an employee's behaviour towards a child / children / young person or adult. The framework for managing such cases as set out in this guidance applies to a wider range of allegations than those in which there is reasonable cause to believe a child / adult is suffering, or is likely to suffer, significant harm or neglect. It also relates to situations where an allegation might indicate that the alleged perpetrator is unsuitable to continue to work with children / adults in his or her present position, or in any capacity. It should be used in respect of all cases in which it is alleged that an Employee who works with children / adult has:
- Behaved in a way that has or may have harmed a child / young person / adult.
 - Committed a criminal offence against or related to a child / young person / adult.
 - Behaved towards a child / young person / adult in a way that indicates he / she is unsuitable to work with these groups of people.
- 1.4 For the purpose of this policy a 'child' is defined as a person under 18 years old.
- 1.5 Any allegations in respect of children and adults from an Independent Practitioner (GP, Dentist, Optometrist, Pharmacist, and Chiropodist) will be managed by the Responsible Officer for NHS England.
- In cases that relate to children, the Local Authority Designated Officer (LADO) will be directed as necessary to the appropriate contact within NHS England.
 - In cases that relate to adults, the NHS Bolton CCG Designated Nurse / health Professional for Safeguarding Adults (DNSA) will notify the appropriate contact within NHS England.
- 1.6 Aim**
- 1.7 NHS Bolton CCG has a responsibility to implement and adhere to the policy and procedures below. The aim of this document is to ensure that there is a consistent approach in the management of an allegation made against a professional / NHS Bolton CCG employee, about a child / young person / adult that is consistent with national and local guidance i.e. Working Together to Safeguard Children (2015), Local Safeguarding Children Board's Policy and Local Safeguarding Adult Policy.
- 1.8 The Designated Nurse/ Professional Safeguarding Adults for NHS Bolton CCG hold the role and responsibility of the Designated Adult Safeguarding Manager (DASM) as a delegated responsibility by the Chief Nurse for NHS Bolton CCG (Care and Support Statutory Guidance, 2014).

1.9 Outcomes

1.10 The intended outcomes of this policy and associated procedures are:

- That the safety and welfare of children / adults must be paramount at all times. That NHS Bolton CCG actively contributes to keeping children / young people / adults safe from potential abuse and neglect by an adult in a position of power / trust.
- That NHS Bolton CCG evidences commitment to safeguarding children / young people / adults by ensuring compliance with safer workforce / recruitment guidance.
- That all employees clearly understand their duty to report any incident that would be considered to be potentially abuse or neglect to a child / young person / adult by a colleague / another employee of NHS Bolton CCG.
- That roles and responsibilities are clearly defined.
- That NHS Bolton CCG employee's will understand the complexities of the process and have realistic expectations about the timeframes within which the allegation is managed.
- That the process is transparent.

1.11 Children

1.12 Children can be subjected to abuse and neglect by those who work with them in any and every setting. All allegations of abuse or maltreatment of children by a professional, staff member, foster carer or volunteer must therefore be taken seriously and treated in accordance with consistent procedures.

1.13 Under Section 11 Children Act (2004), CCG's are required to have clear policies in line with those of Local Safeguarding Children Board (LSCB), for dealing with allegations against people who work with children (HM Govt, 2015). Such policies must make a clear distinction between an allegation, a concern about the quality of care or practice or a complaint. The following procedures should be applied when there is an allegation or concern that any person employed by NHS Bolton CCG to whom this policy applies, who works with children, in connection with his/her employment or voluntary activity, has:

- Behaved in a way that has harmed a child, or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved in a way that indicates he / she is unsuitable to work with children

1.14 All allegations of child abuse will be investigated, and this will be done in conjunction with the Local Authority Designated Officer (LADO). During these investigations it is the welfare of the child that is of paramount importance. Employees should therefore be mindful that there will be occasions when it will feel that the 'balance' is towards the child rather than the member of staff about whom the allegations are being made.

1.15 The procedure should be read in conjunction with Bolton Safeguarding Children Board's Child Protection Procedures, Working Together to Safeguard Children (2015) and NHS England Serious Untoward Incident Framework (2015).

1.16 **Adults**

1.17 Throughout this document "Adult" is defined as a person who is over the age of 18 years, who has or appears to have care and support needs (Care and Support Statutory Guidance, 2014).

1.18 Adults can be subjected to abuse or neglect by those who work with them, in any and every setting. All allegations of abuse or neglect of an adult by a professional, staff member, carer or volunteer must therefore be taken seriously and treated in accordance with consistent procedures.

1.19 Under the Care Act (2014), CCG's are required to comply with the policies and procedures of Local Safeguarding Adults Board (LSAB), for dealing with allegations against people who work with adults.

1.20 The following procedures should be applied when there is an allegation or concern for any person employed by NHS Bolton CCG, who works with adults, in connection with his/her employment or voluntary activity, has:

- Behaved in a way that has harmed an adult, or may have harmed an adult
- Possibly committed a criminal offence against or related to an adult
- Behaved in a way that indicates s/he is unsuitable to work with adult

1.21 All allegations of adult abuse or neglect will be subject to a Section 42 Safeguarding Adult enquiry, in accordance with Bolton multi-agency-agency procedures. During these enquiries it is the welfare of the adult that is of paramount importance.

1.22 This procedure must be read in conjunction with Bolton multi-Agency Policy, Procedures and Good Practice Guidance.

1.23 The philosophy of NHS Bolton CCG is to work collaboratively with other organisations to safeguard and promote the welfare of adults through the application of Local Safeguarding Adult Board (LSAB) multi-agency policy and work within the information sharing guidance of the LSAB Procedures.

1.24 **Employees**

1.25 All references to 'employees' contained within this document should be interpreted as meaning all employees, i.e. the procedure outlined in this document will apply to any individuals providing services to/for NHS Bolton CCG whether they are in a paid or unpaid capacity including volunteers, celebrities, agency workers, and those who are self-employed/contractors.

2. Roles and Responsibilities

2.1 The Named Senior Manager

2.2 The Named Senior Manager is generally a role undertaken by the Director of Human Resources. NHS Bolton CCG Named Senior Officer (see section 3.2) will take guidance from its Human Resources Provider, to enable appropriate management and investigation of any such allegations.

2.3 The Named Senior Manager's responsibilities will include:

- Ensure that this procedure is properly applied and implemented within NHS Bolton CCG.
- Ensure that advice, information and guidance is available for employees within NHS Bolton CCG either directly or via their nominated representative.
- Being the Named Senior Manager for NHS Bolton CCG to whom allegations or concerns are reported to, and overseen by.
- Refer allegations to other agencies in accordance with this procedure, and in line with the Bolton LSCB Local Authority Designated Officer (LADO) Procedures' and or Bolton LSAB 'Multi-Agency Policy, Procedures and Good Practice Guidance' via the Local Authority Designated Adult Safeguarding Manager (DASM).
- Oversee the gathering of any additional information which may have a bearing on the allegation, for instance: previous concerns, care and control incidents and so on.
- Ensure an employee who is subject to the allegation is provided with information and is advised to seek representation from their Trade Union or professional body, as per the principles of NHS Bolton CCG Disciplinary Policy.
- Attend Strategy Meetings where required (or via a nominated representative).
- Liaise with the Local Authority Designated Officer (LADO) or in the case of an adult, liaise with the CCG Designated Nurse Safeguarding Adults (DNSA) and Local Authority Designated Adult Safeguarding Manager (DASM), or via a nominated representative.
- Liaise with the Human Resources Manager allocated to the case where investigation and/or potential disciplinary action is required.
- Ensure risk assessments are undertaken where and when required.
- Ensure effective reporting and recording systems are in place which allow for the tracking of allegations through to the final outcome.
- Co-ordinate the appropriate checks with data held by their organisation.
- Co-ordinate the provision of reports and information as required.

- Ensure relevant support mechanisms are in place for employees against whom an allegation of abuse has been made, for example counselling & occupational health. Assistance from the Human Resources Department will be available in order to access these and other appropriate support mechanisms.
- Liaise with the Communications Department and discuss with them any queries from the media concerning the allegations.
- Establish whether there are any lessons to be learned arising from the allegation that have wider implications for safeguarding procedures for all agencies concerned.
- Outside of normal office hours, assistance will be provided by the Director on-call

2.4 The Named Senior Officer

2.5 The Named Senior Officer role within NHS Bolton CCG undertaken by the Chief Nurse, who will provide support to the Senior Manager and provide expert advice as required, supported by the NHS Bolton CCG Safeguarding Service. This responsibility may be devolved to the Designated Nurse for Safeguarding Children, the Designated Doctor for Safeguarding or to the Designated Nurse/ Professional for Safeguarding Adults.

2.6 The Named Senior Officer's Responsibilities will:

- Ensure NHS Bolton CCG complies with the standards and processes outlined in this document and the LSCB Local Authority Designated Officer (LADO) Procedures', and or LSAB 'Safeguarding Adults in Bolton Multi-Agency Policy, Procedures and Good Practice Guidelines'.
- Discuss and agree with the Named Senior Manager which agencies should be informed of the allegation i.e. Police, Local Authority Designated Officer (LADO) / Local Authority Adult Safeguarding Manager / NHS England Responsible Officer.
- Ensure reporting of Allegations, or incidents, of physical and sexual assault or abuse as defined in the NHS England Serious Incident Framework (2015).
- Ensure NHS Bolton CCG's workforce is aware of and implements the procedures regarding allegations against adults who work with children / young people / adults.
- Coordinate where allegations are made or concerns raised about a person, whether an employee, volunteer, celebrity, student, paid or unpaid.
- Responsible for the management and oversight of cases.
- Liaise and communicate with partner organisations.
- Ensure NHS Bolton CCG has systems in place to review cases and identify and implement any changes which would improve both the procedure and practice.
- Resolve any inter-agency issues which impede the implementation of Bolton LSCB's or LSAB procedure.
- Ensure NHS Bolton CCG has effective reporting and recording arrangements in place.
- Establish whether there are any lessons to be learned arising from the allegation that have wider implications for safeguarding procedures for all agencies concerned.
- Discuss with Senior Managers appropriate referral to the Disclosure and Barring Service DBS and/or the appropriate Professional/Regulatory Body.

2.7 Local Authority Designated Officer (LADO) - applies to children only.

2.8 In order to meet NHS Bolton CCG responsibilities relating to allegations against employees the Named Senior Manager/Officer will notify and access advice and guidance from the Local Authority Designated Officer (LADO), within one working day as per Working Together to Safeguarding Children (HM Govt, 2015).

2.9 Bolton Local Safeguarding Children Board has an appointed Local Authority Designated Officer (LADO) whose responsibilities include:

- Management and oversight of individual cases from all partner agencies of Bolton LSCB.
- Provide advice and guidance to Senior Managers.
- Monitor progress of cases to ensure they are dealt with within agreed timescales.
- Ensure consistent and thorough process for all adults working with children and young people against whom allegations are made.
- Maintain information databases in relation to all allegations.
- Coordinate and collate reports to provide information to Bolton LSCB
- Liaise as necessary with chairs of Strategy Meetings or attending/chairing Strategy Discussions/Meetings
- Contribute to Bolton LSCB training programmes and awareness-raising across the children's workforce.
- Liaise with Police and the Crown Prosecution Service.
- Discuss with Senior Managers the possibility of referral to the Disclosure and Barring Service DBS (from 2013) and/or the appropriate Professional/Regulatory Body.

2.10 Local Authority Adult Safeguarding Manager - applies to adults only.

2.11 In cases of alleged adult abuse or neglect, under Bolton LSAB's multi-agency policy and procedures, the allegation must be referred to Bolton Adult Social Care within 24 hours.

2.11 In order to meet NHS Bolton CCG responsibilities relating to allegations against employees, the Named Senior Manager/Officer will access advice and guidance from the Local Authority Safeguarding Manager, by whom the case may be allocated to a Safeguarding Adult Investigating Officer.

2.12 The Local Authority Adult Safeguarding Manager is responsible for:

- Management and oversight of individual cases.
- Providing advice and guidance to NHS Bolton CCG Senior Managers / Designated Nurse / Professional Safeguarding Adults.
- Monitor progress of cases to ensure they are dealt with within agreed timescales.
- Ensure consistent and thorough process for all allegations made for abuse and neglect of an adult.
- Allocation of a Safeguarding Adult Investigating Officer.
- The Safeguarding Adult Investigating Officer will initiate Section 42 Safeguarding Adult enquiries, convening enquiry Discussions / Strategy Meetings.
- Liaise with Police.

- Discuss with Senior Managers the possibility of referral to the Disclosure and Barring Service DBS

2.13 **Chief Accountable Officer**

- The Chief Accountable Officer of NHS Bolton CCG is responsible for ensuring compliance with the Policies and Guidelines, Legislation, NHS guidance and for ensuring the policy is effective.

2.14 **NHS Bolton CCG Board**

- NHS Bolton CCG Board is responsible for ensuring the provision of effective clinical services within the organisation, and to ensure that it complies with its statutory obligations.

2.15 **NHS England Responsible Officer**

- NHS England Medical Director holds the statutory responsibility for managing allegations which relate to Independent Practitioners (GP, Dentist, Optometrist, Pharmacist and Chiropodists).

216 **All NHS Bolton CCG staff (including Volunteers, Celebrities, Students, Agency Workers, Temporary, Agency Staff, Contractors & Subcontractors).**

- All NHS Bolton CCG Staff (including volunteers, celebrities, students, agency workers, temporary, agency staff, contractors & subcontractors) are responsible for adhering to, and complying with, the requirements of the policies, guidelines, protocols and standard operating procedures (SOPs) contained within and applicable to their area of operation.

3. Procedures for Managing Allegations

3.1 Initial action by person receiving or identifying an allegation or concern

- 3.2 The person to whom an allegation or concern is first reported to or identified should treat the matter seriously and keep an open mind. All NHS Bolton CCG staff must make it clear whether the information relates to an allegation, a concern about the quality of care or practice or a complaint. An allegation against a member of staff may arise from a number of sources, e.g. a report from a child / adult, a concern raised by another adult in the organisation, or a complaint by a parent or carer.

3.3 They must:

- Ensure that measures are in place to ensure the safety of the child / adult.
- Escalate to line manager.
- In the case of children who may be at risk or may have been harmed - Ensure the incident has been reported to Bolton Local Authority Children's Social Care in line with the Bolton LSCB safeguarding children procedures.
- In the case of adults - Ensure the incident has been reported to Bolton Adult Social Care within 24 hours, in accordance with Bolton Multi-Agency Policy, Procedures and Good Practice Guidance.

- Make a written record of the information (where possible in the child/adult's own words), including the time, date and place of incident(s), persons present and what was said;
- Sign and date the written record.
- Immediately report the matter to the Named Senior Manager, or deputy in their absence
- Where the allegation relates to an Independent practitioner (GP, Dentist, Optometrist, Pharmacist, Chiropodist) the matter must be reported to NHS England Responsible Officer.
- Where the Named Senior Manager is the subject of the allegation the matter should be reported to NHS Bolton CCG's Accountable Officer.

3.4 They should not:

- Investigate or ask leading questions in seeking clarification;
- Make assumptions or offer alternative explanations; or promise confidentiality, but give assurance that the information will only be shared on a 'need to know' basis.

3.5 Initial action by the Named Senior Manager (or nominated representative)

3.6 When informed of a concern or allegation, the Named Senior Manager should not investigate the matter or interview the member of staff, child / adult at risk concerned or potential witnesses. They should:

- Ensure that the incident has been discussed with LADO and or Local Authority.
- Ensure a referral has been made to Bolton Local Authority in line with the appropriate LSCB & LSAB policy and procedures
- Obtain written details of the concern / allegation, signed and dated by the person receiving the allegation.
- Countersign and date the written details.
- Record any information about times, dates and location of incident(s) and names of any potential witnesses.
- Record discussions about the child/ adult at risk and/or member of staff, any decisions made, and the reasons for those decisions.
- Notify the Named Senior Officer within NHS Bolton CCG

3.7 Procedure for Managing Allegations in Relation to Children

3.8 If the allegation relates to a child and meets the criteria listed below, the Named Senior Manager should report it to Bolton Local Authority Designated Officer (LADO) within the first 5 minutes.

- If a person has behaved in a way that has harmed a child or young person or may have harmed a child or young person.
- If a person has possibly committed a criminal offence against or related to an child or young person
- If a person has behaved towards a child, young person in a way that indicates they may pose a risk of harm to children (Working Together, 2015)

- 3.9 Referral should not be delayed in order to gather information and a failure to report an allegation or concern in accordance with procedures is a potential disciplinary matter.
- 3.10 The LADO will discuss the matter with NHS Bolton CCG's Named Senior Manager / Officer (Chief Nurse) and, where necessary, obtain further details of the allegation and the circumstances in which it was made (as per the initial action by person receiving or identifying an allegation or concern). The discussion should also consider whether there is evidence / information that establishes that the allegation is false or unfounded.
- 3.11 If the allegation is not patently false and there is cause to suspect that a child is suffering, or is likely to suffer, significant harm, the LADO will immediately refer the case to the Local Authority Children's Services and ask for a strategy meeting to be convened straightaway. In those circumstances, the strategy meeting should include the LADO and the Named Senior Manager and Named Senior Officer (Chief Nurse) for NHS Bolton CCG.
- 3.12 If there is no cause to suspect that 'significant harm' is an issue, but a criminal offence might have been committed, the LADO should immediately inform the police and convene a similar meeting to decide whether a police investigation is needed.
- 3.13 **Procedure for Managing Allegations in Relation to Adults**
- 3.14 If the allegation relates to an adult meets the criteria listed below, the Named Senior Manager must ensure that the allegation has been reported to the Local Authority Adult Safeguarding Manager within 24 hours in accordance with NHS Bolton Multi-Agency Policy, Procedures and Good Practice Guidance.
- If a person has behaved in a way that has harmed, or may have harmed an adult.
 - If a person has possibly committed a criminal offence against or related to an adult
 - If a person has behaved towards an adult in a way that indicates they may pose a risk of harm to other adults.
- 3.15 Referral should not be delayed in order to gather information and a failure to report an allegation or concern in accordance with procedures is a potential disciplinary matter.
- 3.16 Following a referral to Bolton Adult Social Care the case will be allocated to a Safeguarding Adult Investigating Officer, who will discuss the matter with NHS Bolton CCG's Named Senior Manager / Officer / Designated Nurse/ Professional Safeguarding Adults within one normal working day. Where necessary, further details of the allegation and the circumstances in which it was made will be obtained (as per the initial action by person receiving or identifying an allegation or concern). The discussion should also consider whether there is evidence / information that establishes that the allegation is false or unfounded.
- 3.17 If the allegation is not patently false and there is cause to suspect that an adult is suffering, or is likely to suffer abuse or neglect, the Local Authority Safeguarding Adult Investigating Officer will commence a section 42 Safeguarding Adult Enquiry which may include convening a strategy meeting. In these circumstances, the strategy meeting will include the Local Authority Safeguarding Adult Investigating Officer, Designated Nurse/ Professional Safeguarding Adults, and where applicable representation from NHS England.

3.18 Out of Hours

- 3.19 If an allegation requires immediate attention, but is received outside normal office hours, NHS Bolton CCG's Named Senior Manager / Officer (Chief Nurse) or Director on-call should consult the social care emergency duty team or local police and inform the LADO, local authority Adult Safeguarding Manager and NHS Bolton CCG Designated Nurse / Professional Safeguarding Children / Adults where applicable as soon as possible.

3.20 Incident Reporting

At all stages in the allegation process, consideration should be given to the procedure for notification on the Strategic Executive Information Systems (StEIS) of a Serious Incident (SI).

3.21 Record Keeping

- 3.22 It is important that NHS Bolton CCG as an employer keeps a clear and comprehensive summary of any allegations made under the remit of this policy and the subsequent steps taken to investigate including how the allegation was resolved, actions taken and decisions reached. A pro forma summarising these components will be held on the relevant individual's personal file and them provided with a copy.
- 3.23 This summary information will be retained on file until the person retires or for 10 years, whichever is the longer, after which it will be confidentially destroyed. The purpose of the record is to enable accurate information to be given in response to any future request for a reference; it will also provide clarification in cases where a future DBS check reveals information from the police that an allegation was made but did not result in a prosecution or conviction. This is a variation from the records keeping provisions within the NHS Bolton CCG's employment policies.

3.24 Information from other agencies

- 3.25 In any case in which children's / adult social care has undertaken enquiries to determine whether the child or children / adult at risk are in need of protection, the employer should take account of any relevant information obtained in the course of those enquiries when considering disciplinary action.

3.26 Timescales

- 3.27 The completion of disciplinary investigations are a priority for NHS Bolton CCG and Investigating Officers are asked, where possible, to adhere to the indicative timescales below. The time taken to investigate and resolve individual disciplinary cases depends on a variety of factors including the nature, seriousness, and complexity of the allegation. The length of the disciplinary investigation may need to be altered to take account of these factors. Depending on the nature of the case, if the disciplinary investigation is likely to take longer than 10 working days, this will be identified at the outset of the investigation process.
- 3.28 Where the initial evaluation decides that the allegation of abuse and or neglect, does not involve a possible criminal offence, it will be dealt by NHS Bolton CCG in line with Bolton LSCB & LSAB safeguarding policy and procedures. In such cases, if the nature of the allegation does not require formal disciplinary action, appropriate action should be instigated within three working days.

3.29 Where disciplinary procedures apply, the NHS Bolton CCG / NHS England Responsible Officer will determine who will undertake the disciplinary investigation taking account of parallel safeguarding processes, liaising with the Local Authority Designated Officer (children) / Local Authority Adult Safeguarding Manager. In any case the disciplinary investigating officer should aim to provide a report to NHS Bolton CCG within 10 working days. Where the investigation relates to an Independent Practitioner (GP, Dentist, Optometrist, Pharmacist) any disciplinary action will be determined by NHS England disciplinary procedures.

3.30 On receipt of the disciplinary investigatory report, NHS Bolton CCG should decide whether a disciplinary hearing is needed within two working days, and if a hearing is needed it should be held within 15 working days.

3.31 Monitoring and Evaluation

3.32 The monitoring & evaluation of this policy will be conducted annually and a review of all cases associated with allegations of abuse undertaken to ensure that the application of the process is consistently applied, evaluated and continuously improved.

3.33 All NHS Bolton CCG employees subject to action under this Policy will be treated fairly, equitably and in accordance with NHS Bolton CCG's Equality provisions and monitoring must be undertaken to ensure this takes place.

3.34 Where an allegation has been substantiated a review of the circumstances of the case should be undertaken to determine whether there are any improvements to be made to policies, procedures or practice to help prevent similar events in the future.

3.35 Disclosure and Barring Service (DBS)

3.36 NHS Bolton CCG has a legal duty to refer information to the DBS if an employee has harmed or poses a risk of harm to children and or adults, where they have dismissed them or are considering dismissal. NHS Bolton CCG also has a duty to refer where an individual has resigned before a formal decision to dismiss them has been made. It is an offence to fail to make a referral without good reason (WToG, 2015).

3.37 Consultation, Ratification and Communication

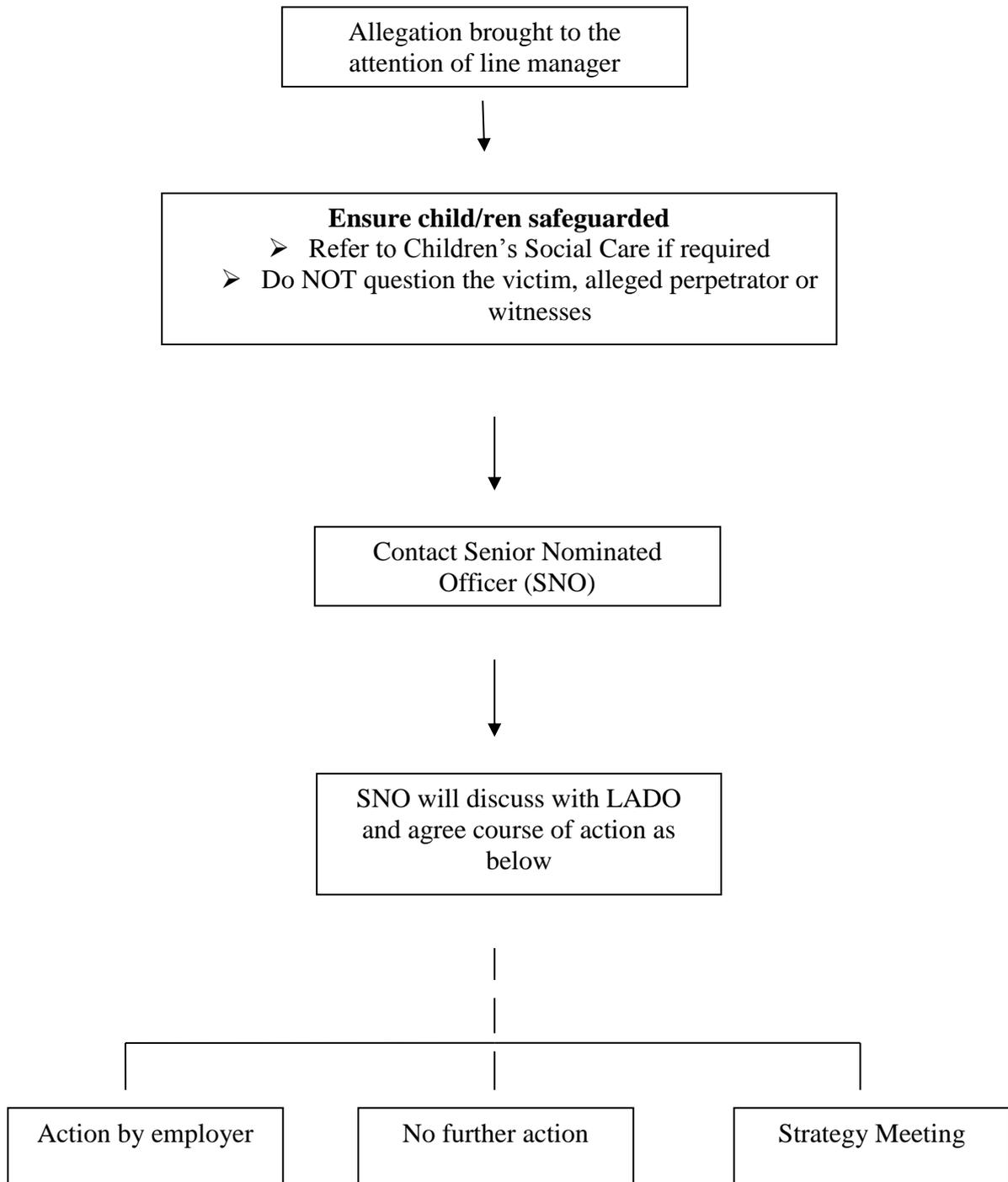
3.38 Consultation of the policy will include the following stakeholder groups:

- NHS Bolton CCG Chief Nurse
- NHS Bolton CCG Governance, Risk & Complaints Manager
- NHS Bolton CCG Quality & Safety Committee
- NHS Bolton CCG Integrated Safeguarding Committee
- Bolton Council Children and Adults Safeguarding Boards
- North West Commissioning Support Unit
- NHS England

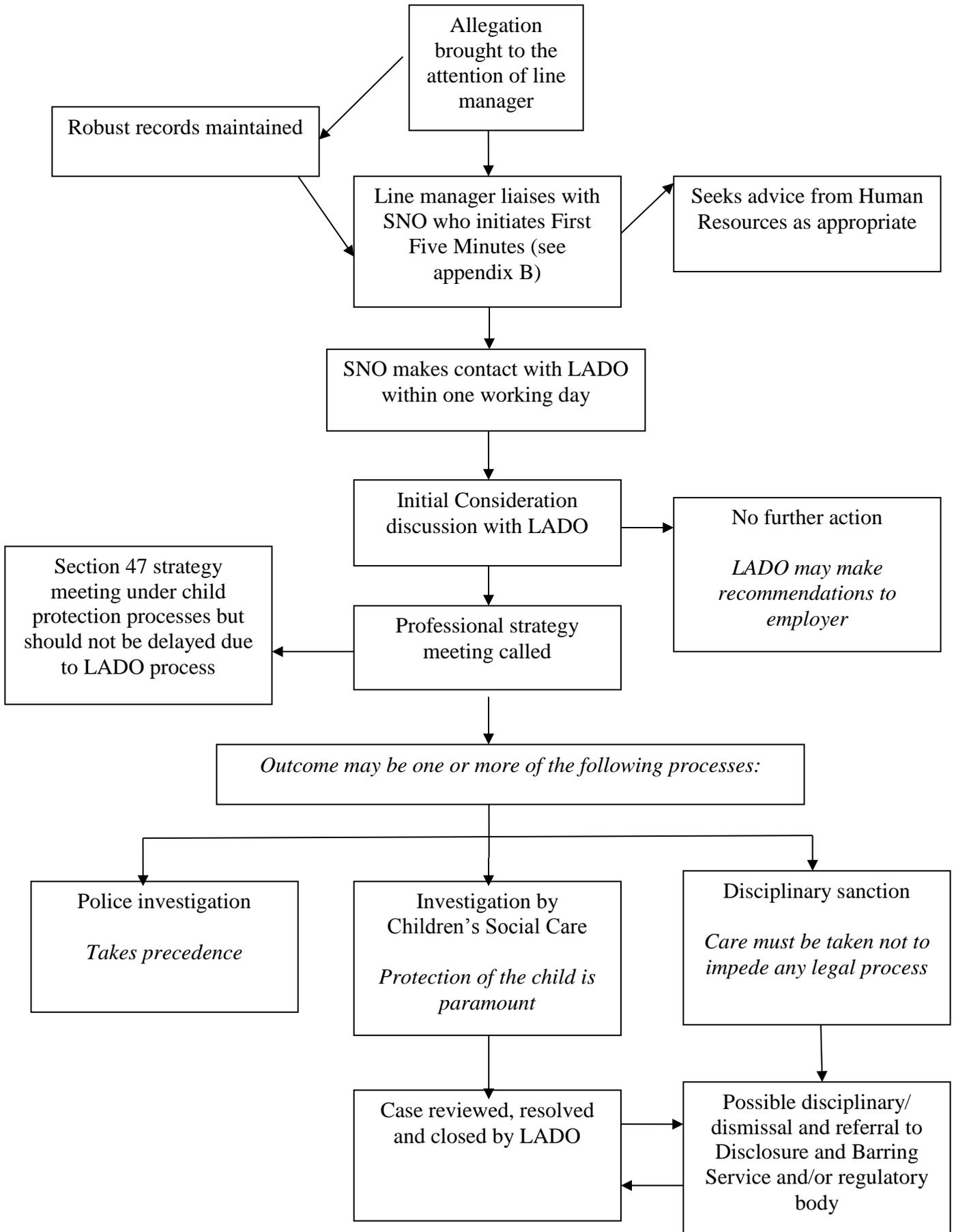
4. Contact Information

Name	Job Title	Email	Telephone	Area
Pam Jones	Designated Nurse	pam.jones8@nhs.net	01204 463389	CCG allegation (Child)
Deputy; Specialist Safeguarding Practitioner (children)	Helen Bolton	helen.bolton2@nhs.net	01204 462203	CCG allegation (Child)
Kaleel Khan	Designated Adult Safeguarding Manager	kaleelkhan@nhs.net	01204 462204	CCG allegation
Deputy Medical Director Senior Nominated Officer for independent contractors	David Valentine	dvalentine@nhs.net	0113 825 5330	Allegations made against GP's by patients NHS England
Local Authority Designated Officer (LADO)	Paula Williams	boltonsafeguardingchildren@bolton.gov.uk Bolton Safeguarding Children Board Third Floor Paderborn House Civic Centre Bolton BL1 1 UA	01204 337474	(Under 18)
Bolton Children's Safeguarding Board web link	http://boltonsafeguardingchildren.org.uk/working-with-children-and-young-people/managing-allegations/			
Adult Safeguarding Manager	Speak to person in charge	Farmworth Town Hall, Market Street, Farmworth, Bolton, BL4 7PD	01204 337000	(Over 18)

5. The First Five Minutes



6. Process Flowchart



5. Key References / Underpinning Guidance

- HM Government (2015) Working Together to Safeguard Children
- HM Government (2014) Care and Support Statutory Guidance. Care Act 2014. London: TSO
- Mental Capacity Act 2005: Code of Practice (Department for Constitutional Affairs 2007)
- Safeguarding Adults: The Role of Health Services (DH 2011)
- Safeguarding Vulnerable People in the NHS - Accountability and Assurance Framework. NHS England (2015)
- Human Rights Act 1998
- Equality Act 2010
- The policies and procedures of the Bolton Local Safeguarding Adults Board (LSAB) and Local Safeguarding Children Board (LSCB)
- NHS Bolton CCG Disciplinary Policy
- NHS Bolton CCG Recruitment and Selection Policy and Procedures
- NHS England Serious Incident Untoward Incident Framework (2015).
- Department of Health (2015) Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile.