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**Aray Wellbeing Safeguarding Adults Policy**

At Aray Wellbeing Community Interest Company we value and take very seriously the importance of Adult safeguarding measure to ensure the safety of all, in a happy and healthy environment.

N.B. Please note that Aray Wellbeing Community Interest Company is also referred to as Aray.

This safeguarding policy applies to members, attendees, volunteers and employees of Aray

1. **Policy**

Aims

Adding to the value of our organisation as a social enterprise, we work with people (18+) to deliver free resilience and confidence-building sessions. For us it is about instilling positive mindsets, empowerment & skills. We believe in empowering the underrepresented in being leaders & scholars for the future, so they have every possibility of fulfilling their potential and succeeding in their ambitions. We will also work with corporations & SMEs that have corporate social responsibility programmes, to deliver these programmes and events. This policy will benefit Aray Wellbeing Community Interest Company by safeguarding adults that are both able-bodied as well as those with care and support needs appropriately.

Aray Wellbeing Community Interest Company will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with vulnerabilities, care or support needs from harm.

This policy outlines the steps Aray Wellbeing Community Interest Company will make to safeguard an adult with care and support needs if they are deemed to be at risk or at risk. This policy sets out the roles and responsibilities of Aray Wellbeing Community Interest Company in working together with other professionals and agencies in promoting adults’ welfare and safeguarding them from abuse and neglect.

Aray Wellbeing Community Interest Company will ensure that decisions made will allow adults to make their own choices and include them in any decision-making. Aray Wellbeing Community Interest Company will also ensure that safe and effective working practices are in place.

The policy set out by Aray Wellbeing Community Interest Company, the following definitions were copied from the London Community Foundation Safeguarding Guidance Sheet, to explain some of the terms used in this policy.

**Vulnerable Adults:** An adults (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 semicolon and who is or may be to take care of him or herself or unable to protect him or herself against significant harm or exploitation (definition from no secret March 2000 Department of Health).

This could include people with learning disabilities, mental health problems, older people, and people with a physical disability or impairment. It is important to include those conditions and subsequent vulnerable fluctuates. It may include an individual who may be vulnerable as a circumstance of their role as a carer in relation to any of the above. It may also include victims of domestic abuse hate crime and anti-social abuse. The person's named for additional support to protect themselves may be increased when complicated by additional factors such as physical frailty or chronic illness, sensory impairment, challenging behaviour drug or alcohol problems, social or emotional problems poverty or homelessness.

**Abuse:** Abuse of a vulnerable adult may consist of a single act or repeated acts. It may occur as a result of a failure to undertake action or appropriate care task. It may be an act of neglect or an Omission of act, or it may occur when a vulnerable person is persuaded to enter into financial or sexual transactions to which they have not, or cannot, consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation off, the individual.

**Vulnerable Adult Protection:** This is part of the safeguarding and promotional welfare. It refers to actions undertaken to protect vulnerable adults who are suffering comma or likely to suffer, significant harm.

**DBS:** The disclosure of the barring service is the government Agency which replaced the criminal Records Bureau and independent safeguarding agency it processes requests for criminal record checks to prevent unsuitable people from working with vulnerable adults.

**Adult Social Service:** the Department of Health's recent 'no secret' guidance document requires that authorities develop a local framework within which all responsible agencies work together to ensure a coherent policy for the Protection of vulnerable adults at risk of abuse.

**Adult Safeguarding Adult Board**: All local authorities have a safeguarding adults board, which oversees multi-agency work aimed at protecting and safeguarding vulnerable adults. It is standard practice for the board to comprise of people from partner organisations who can influence decision-making and resource allocation within the organisation. As an example, the details of the local Lambeth Safeguarding Adults Board is in the further help resource information of this policy. You will and as a result Aray Wellbeing Community Interest Company will engage further to ensure that our policy is up-to-date with the local guidelines and standards.

**The Police:** the police play a vital role in safeguarding adults with cases involving alleged criminal acts. It becomes the responsibility of the police to investigate allegations of crime by preserving and gathering evidence. Where a crime is identified, the police will be the lead agency and they will direct investigations in line with legal and other procedural protocols.

**Safeguarding policy:** this policy is the intention and principle of the Aray Wellbeing Community Interest Company to use as a guide for decisions and actions taken to ensure the safety of persons involved and participating with the organisation.

**Safeguarding procedures:** a particular course of action that Aray Wellbeing Community Interest Company will use.

**Safeguarding practices:** call on the actual performance and carrying out the procedures.

**The six principles for safeguarding adults are to:**

**Empower** – to support and encourage people to make their own decisions

**Prevent** – to support people to take action before harm occurs

**Respect** – we will not intrude anymore than is essential to keep people safe

**Protect** – when people need help, we'll do our best to support them

**Work together** – we work with our local communities to find the best ways to keep people safe

**Explain** – we will be clear and straightforward about what we do and why

1. **Safe practice when recruiting new paid and unpaid workers**

This policy is intended to support staff and volunteers working within Aray Wellbeing Community Interest Company to understand their role and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of Aray Wellbeing Community Interest Company to:

* have an overview of adult safeguarding
* be clear about their responsibility to safeguard adults
* ensure the necessary actions are taken where an adult with vulnerabilities, care or support needs is deemed to be at risk

This policy is based on:

* London Community Foundation Safeguarding Adults policy guidelines and procedures

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect.  <https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Copies of this policy should be available within Aray Wellbeing Community Interest Company and Aray Wellbeing Community Interest Company will not tolerate the abuse of adults in the organisation and staff and volunteers should be made aware of how this policy can be accessed.

1. **Inductions and on-going training for staff and volunteers**

**What are your roles and responsibilities?**

All staff, management, trustees and volunteers at Aray Wellbeing Community Interest Company are expected to report any concerns to the named person for safeguarding. If the allegation is against one of Aray Wellbeing Community Interest Company members, volunteers, trustees or directors, seek advice from Aray Wellbeing Community Interest Company safeguarding lead [insert the person’s name].  If the allegation is against the safeguarding lead, seek advice from the local Access & Advice Team.

The designated safeguarding adults lead should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the Data Protection Act.  If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. The named organisation should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

**Complaints procedure**

[Insert name of your organisation] promotes transparency and honesty when things go wrong.  All staff and volunteers should apologise and be honest with service users and other relevant people when thing go wrong.

OR:

If a staff or volunteer or any other member of the organisation is unhappy with Aray Wellbeing Community Interest Company decision about the safeguarding concern, refer them to Aray Wellbeing complaints policy.

Aray Wellbeing Community Interest Company is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation.

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with vulnerabilities, care or support needs who are unable to make some decisions for themselves.  Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

**Recruitment and selection**

Aray Wellbeing Community Interest Company is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with due to vulnerabilities, care and support needs to people unsuitable to work with them. Refer to the council’s guidance on Safer Recruitment (please note this guidance is currently being updated).

**Training, awareness raising and supervision?**

Aray Wellbeing Community Interest Company ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with vulnerabilities, care or support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required.  All staff and volunteers should be clear about the core values of Aray Wellbeing Community Interest Company and commitment to safeguarding adults.

It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.

Voluntary organisations (including volunteers) who support adults with vulnerability, care and support needs can access the basic awareness safeguarding adults training provided by Islington Council.  Free on-line training is also available. See: <https://www.islington.gov.uk/social-care-health/im-a-professional/professional-and-carers-training>

Similarly, staff and volunteers may encounter concerns about the safety and wellbeing of children.  For more information about children’s safeguarding, Aray Wellbeing Community Interest Company do not have a directly policy related to Children’s safeguarding, as it is required, until further outlined that children are to be accompanied by their adult or carer (aged 18+ or older), of whom is to be with their young person at all times.

1. **Running a safe organisation**

**What is Safeguarding adults and why it is important**

‘*Safeguarding means protecting an adult*’*s right to live, (work and socialise) in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult*’*s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.*’

*Care and Support Statutory Guidance, Department of Health, updated February 2017*

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

Aray Wellbeing Community Interest Company adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

* Empowerment
* Prevention
* Proportionality
* Protection
* Partnership
* Accountability

Aray Wellbeing Community Interest Company will not tolerate the abuse of adults in staff and volunteers should ensure that their work reflects the principles above and ensure the adult with vulnerability, care and support needs is involved in their decisions and informed consent is obtained. Aray Wellbeing Community Interest Company should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. Aray Wellbeing Community Interest Company should be transparent and accountable in delivering safeguarding actions.

**Why is it important to take action?**

It is may be difficult for adults with vulnerabilities, care or support needs to protect themselves and to report abuse. They rely on you to help them.

**Prevent**

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with vulnerabilities, care or support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see: <https://www.gov.uk/government/publications/prevent-duty-guidance>

1. **Measures to protect vulnerable adults at risk**

**What is Making Safeguarding Personal (MSP)?**

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

Aray Wellbeing Community Interest Company will not tolerate the abuse of adults Aray Wellbeing Community Interest Company will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis.  As adults may have different preferences, histories and life styles, the same process may not work for all.

**What should I do if I am concerned?**

Staff and volunteers at Aray Wellbeing Community Interest Company who have any adult safeguarding concerns should:

1. Respond
* Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention.  Dial 999 for emergency services or 111 for non-emergence care.
* Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation.
* Seek consent from the adult to take action and to report the concern.  Consider whether the adult may lack capacity to make decisions about their own and other people’s safety and wellbeing.  If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.
1. Report
* Name the person to whom staff/volunteers need to report any potential safeguarding concerns.  This will usually be the organisation’s designated safeguarding lead (see above)
1. Record
* *Any incident reported to be recorded in detail and stored in an electronic version & hard copy format – word or pdf file.*
* *Electronic files should never be sent over a secure or unsecure network unless anonymous or key-encrypted*
* *Backed up information will be stored on who should have access to the information. Many organisations have an incident form or a log of safeguarding concerns which is kept by the organisation*’*s safeguarding lead.  Some organisations record concerns on the patient/service user case file.]*
* As far as possible, records should be written contemporaneously, dated and signed.
* Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords. [Further information can be found Aray Wellbeing Data Protection Policy]
1. Refer

In making a decision whether to refer or not, the designated safeguarding lead should take into account:

* + - 1. the adult’s wishes and preferred outcome
			2. whether the adult has mental capacity to make an informed decision about their own and others’ safety
			3. the safety or wellbeing of children or other adults with vulnerabilities, care or support needs
			4. whether there is a person in a position of trust involved
			5. whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

* + the police if a crime has been committed and/or
	+ Local Access & Advice Team (part of adult social services) for possible safeguarding enquiry
	+ relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
	+ service commissioning teams
	+ family/relatives as appropriate (seek advice from adult social services)

The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

As soon as Adult Social Services becomes involved, a 4-stage safeguarding adults process is followed.  For more information about this 4-stage safeguarding adults process, refer to the London Safeguarding Adults Procedures.

**Who do adult safeguarding duties apply to?**

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

* has care and support needs, and
* is experiencing, or is at risk of, abuse and neglect, and
* is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

**Who do I go to if I am concerned?**

The named responsible person for safeguarding duties for Aray Wellbeing Community Interest Company is Dr Julia Jones, she can be contacted on 07714499099 or Julia.jones@aray.org.uk.

All staff and volunteers should contact Dr Julia Jones for any concerns/queries they have in regard to safeguarding adults. *Or Ms. Laverne Cole. Non-executive Board member.* A log of the concern must be kept.

Dr Julia Jones will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

Dr Julia Jones will also ensure that the safeguarding adults policies and procedures are in place and up to date. They will ensure a safe environment is promoted for staff and volunteers and adults accessing the service (if relevant to your organisation). Dr Julia Jones will ensure they are up to date with their safeguarding adults training.

1. **Recording & storing Information**

**Confidentiality and information sharing**

Aray Wellbeing Community Interest Company expects all staff, volunteers, trustees to maintain confidentiality at all times.  In line with Data Protection law, Aray Wellbeing Community Interest Company does not share information if not required.

It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm.  For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

 **7.**  **Allegations without foundation**

False allegations may be indicative of problems of abuse elsewhere. A record should be kept.

In consultation with the DSL, the director (Dr Julia Jones) shall:

* inform the member of staff against whom the allegation is made orally and in writing that no further disciplinary action will be taken. Consideration should be given to offering counselling and support in order to rebuild the member of staff’s confidence and contact with our Employee Assistance Programme can be made via the individual or line manager. inform those involved that the allegation has been made and of the outcome.
* where the allegation was made by an attendee/volunteer/employee other than the alleged victim, consideration to be given to informing that attendee of the intention to investigate and/or of the outcome where appropriate.
* prepare a report outlining the allegation and giving reasons for the conclusion that it had no foundation and confirming that the above action had been taken.
* in some circumstances, consider the broader disclosure of details of the outcome of the investigations, for example if the matter is of general importance, has become common knowledge or the subject of general gossip. There is a need to provide accurate details for public information. The member of staff should be involved in the planning of proposed communications in this instance and be made aware of timings to share wider so that they are supported and prepared.

  **8.** **Useful links - checked 12 July 2023**

Care act- <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

London Safeguarding adults policy and procedures- <http://londonadass.org.uk/wp-content/uploads/2015/02/LONDON-MULTI-AGENCY-ADULT-SAFEGUARDING-POLICY-AND-PROCEDURES.pdf>

Carer and support statutory guidance-<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf>

Prevent-

<https://www.gov.uk/government/publications/prevent-duty-guidance>

Information sharing-

<https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

**Helpline and advice for vulnerable adults**

The Centre for policy on Ageing – focus needs on the elderly

http://www.cpa.org.uk/index.html

Citizen advice, Lambeth: 1 Barrhill Road, Streatham Hill; 08442451298: or <https://www.citizensadvice.org.uk/>

**Policy review**

|  |  |
| --- | --- |
| Version 2.1 | Date |
| Name of Safeguarding Lead/Chair | Dr Julia Jones |
| Review Date | July 2023 |
| File location | https://aray.org.uk/privacy-policy  |
| Signed & Dated | Julia Jones - 12th July 2023 |

**Useful contacts**

The designated person for Aray Wellbeing Community Interest Company is:

Dr Julia Jones – julia.jones@aray.org.uk or Hello\_team@aray.org.uk – 07714499099.

**To report concerns about abuse – please use local council contact:**

**Lambeth Adults**’ **& Community Services**

0207 926 5555 – 9 am - 5pm

Call them on out office hours 0207 926 1000 -

For details of our local safeguarding adults board see the website:

<http://www.childprotectioncompany.com/CPC/local-safeguarding-adults-boards>

**Appendix 1**

**Working Group**

Julia – Founder/CEO/ Director

Laverne – Non-executive Board Member

Kevin – Business Account Signatory

Judith – Business Account Signatory & Non-executive Board member

Implementation Plan

|  |  |  |  |
| --- | --- | --- | --- |
| **Action** | **Date to be completed by** | **Person/s to action** | **Status** |
| All agreed that version one is sufficient for Organisation – as an interim policy – Signed by Chair to be edited at a later date | Completed | Julia |  |
| Meet to edit version 2 of draft policy | 5th August 2019 | The Board | Completed |
| Contact the borough safeguarding vulnerable adults board to get upto date information on training available in borough and safeguarding – to be distributed  |  |  |  |
| Dates agreed for group training | 5th August 2019 | The Board | Completed |
| To meet to discuss adjustments and further action | 5th August 2019 | The Board | Completed |
| Group to agree on final policy. Chair to sign  | 5th August 2019 | The Board | Completed |
| To review all policies | March 2020 | The Board | Completed |
| Review and revised all policies-include:Allegations without foundation (section 7)Revised list of useful links Safeguarding Appendix 3 | June 2023 | The Board | Completed |

**Appendix 2**

**What are the types of safeguarding adults abuse and their definitions**

The Care and Support statutory guidance sets out the 10 main types of abuse:

Physical abuse, Neglect, Sexual abuse, Psychological, Financial abuse, Discriminatory, Organisational, Domestic violence, Modern Slavery, Self-neglect.

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

**What are the possible signs of abuse?**

Abuse and neglect can be difficult to spot.  You should be alert to the following possible signs of abuse and neglect:

* Depression, self-harm or suicide attempts
* Difficulty making friends
* Fear or anxiety
* The person looks dirty or is not dressed properly,
* The person never seems to have money,
* The person has an injury that is difficult to explain (such as bruises, finger marks, ‘non-accidental’ injury, neck, shoulders, chest and arms),
* The person has signs of a pressure ulcer,
* The person is experiencing insomnia
* The person seems frightened, or frightened of physical contact.
* Inappropriate sexual awareness or sexually explicit behaviour
* The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

**Who abuses and neglects adults?**

Abuse can happen anywhere, even in somebody’s own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others.  Anyone can carry out abuse or neglect, including:

* partners;
* other family members;
* neighbours;
* friends;
* acquaintances;
* local residents;
* people who deliberately exploit adults they perceive as vulnerable to abuse;
* paid staff or professionals; and
* volunteers and strangers

**Raising a safeguarding concern**

Gather information,

* How does the adult wish for the concern to proceed
* What changes/support would they like as a result of this concern being raised?

**Appendix 3 - Safeguarding Referral Form**

**Aray Safeguarding Referral Form**

Email the completed form to julia.jones@aray.org.uk

|  |  |
| --- | --- |
| **1. Your Details** |  |
| Date form completed: |  |
| Time form completed: |  |
| Name of person completing this form: |  |
| How you know the adult at risk / your involvement with them: |  |
| Your Telephone:  |  |
| Your Mobile: |  |
| Your email: |  |

|  |  |
| --- | --- |
| **2. Adult at risk (or child) details:** |  |
| Name:  |  |
| Address: |  |
| Date of Birth: |  |
| Gender: |  |
| Does the adult have any language or communication difficulties? |  |
| Does the adult have any known Mental Capacity issues? |  |
| Their telephone: |  |
| Their mobile: |  |
| Their email: |  |

|  |
| --- |
| **3. Details of concern** |
| Date of alleged abuse or neglect (if known): |  |
| **Type of suspected abuse or neglect (tick all that apply)** |
| Physical |  | Modern slavery |  |
| Domestic |  | Discriminatory |  |
| Sexual |  | Neglect and acts of omission |  |
| Psychological |  | Self-neglect/risk to self |  |
| Financial and material |  | Accidents |  |
| **Please give details about your concerns** (such as what has happened to make you concerned that the person may be being abused / neglected, who was involved, were there any witnesses, whether you have any immediate concerns about the persons safety, whether any action has already been taken to keep the person safe such as have the police been called, medical assistance requested etc. Is there anyone else who could be at risk due to your current concerns such as a child or another adult at risk/ vulnerable person? |

|  |
| --- |
| **4. Please tell us if you know whether other people are involved with the adult at risk.** |
| This may include people such as their GP, family, neighbours, professionals, other agencies. If possible, please include Name, Job Title (if any), Address and Telephone number.1.2.34.5. |

Staff member (capitals) ……………………………………………………………………………….

Staff member signature ……………………………………………………………………………….

Date ……………………………………………………………………………………………………..

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| --- |
| **Reflections and implementation of actions** |
| What action has been taken after the incident? |
| Advise staff member to follow up with learner | Yes/No |
| Advise manager | Yes/No |
| Referral other | Yes/No |
| Early Help referral (e.g. CAF/ TAF) | Yes/No |
| Safeguarding referral | Yes/No |
| Accident form completed | Yes/No |
| Review risk assessment | Yes/No |
| Instigate disciplinary procedure | Yes/No |

|  |  |
| --- | --- |
| **Have all actions being carried out?****If no**, reason/s why: |  |
| Follow up actions completed: |
| **Date** | **Comments** | **Staff Name** |
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