 One Voice

Safeguarding Adults policy

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**1. Introduction**

1.1

‘One Voice’ represents the interests of community members in the town of Immingham and the villages of Habrough and Stallingborough. We work in partnership with local residents and also work closely with other voluntary and community organisations, local authorities, support agencies and business partners to create safe, vibrant and sustainable communities. Through our work in Immingham, Habrough and Stallingborough areas we may come into contact with vulnerable adults in the community. When delivering activities we always work in partnership with the partners outlined and all of the volunteers are never alone or unsupervised with the community members who benefit from our work, as outlined below.

The aims of One Voice are:

* Highlight local priorities and work closely with other voluntary and community organisations, local authorities, support agencies and business partners to create safe, vibrant and sustainable communities.
* Raise awareness and inform community members of social developments.
* Work to raise and promote a positive profile of the area, reflecting and increasing the pride of those who live and work in the community.
* Develop lines of communication, structures and relationships with residents, service providers and other community organisations to ensure that agreed actions are taken forward for the betterment of the local area.
* Respond to new agendas and initiatives when necessary to reflect the needs of the community.

One Voice takes its responsibility to promote safeguarding within our organisation and with the groups that we work with seriously. We aim to safeguard adults by:

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* Having a Safeguarding Adult policy and procedure which is clearly understood, so that any committee member, volunteer or trustee has an appreciation of the appropriate guidance to follow, should a concern be raised.
* Ensuring all of our dedicated officers are carefully selected and trained to ensure their awareness of safeguarding issues relating to adults.
* Keeping and maintaining a record of Volunteers safeguarding training and DBS checks and carry out training and checks as required.
* Reviewing our Safeguarding Adult policy and procedure annually in order to ensure it is in line with national and local policy, and the recommendations of North East Lincol Lincolnshire Safeguarding Adults Board. This will be done as part of our ongoing practice within our AGM
* Ensuring that dedicated officers are appointed, to hold a specific role in relation to advising One Voice volunteers, whereby advice and a clear course of action can be offered in relation to any safeguarding adult concerns. In the event of the lead officer not being available at the time the issue arises, a deputy lead officer will be appointed and will deputise in this role for advice and guidance. If both officers are unavailable, and the situation warrants a swift response, the matter will be referred directly to the North East Lincolnshire Safeguarding Adult Team by the alerter.

       Ensuring that any other agency, organisation or individual engaged to work on our behalf knows how to report their concerns about an adult, staff member or volunteer.  This will be achieved by confirming the contracted/partnership organisations’ safeguarding processes and ensuring the appropriate level of training and induction is carried out, which will include knowledge of information on Safeguarding Adult policies and procedures.

1.2 The objectives of this policy are:

1.2.1 To explain the responsibilities that One Voice and its staff, volunteers and trustees have in respect of safeguarding adults who may be at risk of abuse.

1.2.2 To provide volunteers with an overview of adult protection

1.2.3 To provide a clear procedure that will be implemented where adult protection issues arise.

1.3 Additionally, this Safeguarding Adult policy, procedures and guidance should be read and cross referenced in conjunction with the One Voice Equal opportunities statement and Constitution.

**2. Legislation and key principles**

2.1 This policy has been developed in line with the Care Act 2014, which became statutory on April 1st 2015.

The Care Act 2014 brought changes to all local authority areas, who are required by law to establish a Safeguarding Adult board and undertake certain duties.

Instead of focusing on what defines an adult as being ‘vulnerable’, the safeguarding adults agenda now focuses on:

‘Protecting an adult’s right to live 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.’ (Care Act 2014)

2.2 Key principles

1. **Empowerment** – People being supported and encouraged to make their own decisions and be able to give informed consent. i.e. “Individuals are asked what they want as the outcomes from the Safeguarding process and these directly inform what happens.”

2. **Prevention** of harm and abuse – in that it is better to take action before harm occurs. i.e. “Individuals receive clear and simple information about what abuse is, how to recognise the signs and what they themselves can do to seek help.”

3. **Proportionality** – The least intrusive response is made dependent upon but appropriate to the risk presented. ie. Individuals are sure that the professionals will work in their best interest, and they will only see them and only get involved as much as is needed.”

4. **Protection** – Support and representation for those in greatest need. i.e. Individuals get help and support to report abuse and neglect. They get help so that they are enabled to take part in the Safeguarding process to the extent to which they want to take part.”

5. **Partnership** – Local solutions through services working with their communities. i.e. “Communities have a part to play in preventing, detecting and reporting neglect and abuse. Individuals know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. Individuals are confident that professionals will work together and with them to get the best result for them.”

6. **Accountability** – Accountability and transparency in delivering Safeguarding. i.e. “Individuals understand the role of everyone involved in their lives and so do those involved.”

**3. Definitions and categories of abuse**

3.1 Voluntary sector organisations like One Voice recognise the importance of working alongside other organisations to safeguard adults. The Care Act 2014 places a duty on Local Authorities to safeguard any adult who:

* has needs for care and support (whether or not the Local Authority is meeting any of those needs) and
* is experiencing, or at risk of, abuse or neglect and
* as a result of those care and support needs the person is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

For the purpose of these procedures the adult that fits the criteria above and who is experiencing or at risk of abuse or neglect will be referred to as the ‘adult’.

3.2 Categories and patterns of abuse

The following defines different types and patterns of abuse and neglect. It acts as a guide to the sort of behaviour which could give rise to a safeguarding concern but is not exhaustive.

* **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, poisoning, unreasonable physical restraint or inappropriate physical sanctions.
* **Domestic abuse** - In 2013, the Home Office announced changes to the definition of domestic abuse as follows:

An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality. This definition includes: psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence; female genital mutilation and forced marriage. Domestic abuse is most often thought about in terms of peoples’ intimate partners, but it is clear that other family members are included and that much safeguarding work that occurs at home is, in fact, concerned with domestic abuse. This confirms that domestic abuse approaches and the relevant legislation may need to be considered as appropriate safeguarding responses in most cases. Domestic abuse can range from one-off or repeated incidents of controlling, coercion and threatening behaviour, sexual abuse, psychological abusive behaviour and violence by someone who is or has been an intimate partner or family member regardless of their gender or sexuality. It can include so called ‘honour based violence’; female genital mutilation and forced marriage.

**The laws relating to domestic abuse apply to any adult over the age of 16 years.**

* **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
* **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
* **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
* **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of age, gender and gender identity, disability, sexual orientation or religion.
* **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided by external organisations within an adult’s own home. This may range from isolated ‘one off’ incidents to on-going and repeated ill-treatment. It can be through neglect or poor professional practice, sometimes as a result of the structure, policies, processes and practices within an organisation.
* **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. Such acts of neglect can result in serious physical or emotional harm to adults – such as pressure sores, starvation, dehydration and serious illness or death.
* **Self-neglect** – this covers a wide range of behaviours where individuals neglect their own care for example: personal hygiene, health needs or surroundings and includes behaviour such as hoarding, inappropriate nutrition and harm to health due to chronic hygiene issues.
* **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. Financial abuse can occur in isolation, but research has shown, that where there are other forms of abuse, there is likely to be financial abuse occurring. Although this is not always the case, all professionals providing services or safeguarding interventions should also be aware of this possibility. Potential indicators of financial abuse include:
* change in living conditions;
* lack of heating, clothing or food;
* inability to pay bills/unexplained shortage of money;
* unexplained withdrawals from an account;
* unexplained loss/misplacement of financial documents;
* the recent addition of authorised signers on a client or donor’s signature card; or
* Sudden or unexpected changes in a will or other financial documents.

Incidents of abuse may be single ‘one-off’ events or multiple events and can affect one person or more. Professionals and others should look beyond single incidents or individuals to identify patterns of harm.

Repeated instances of poor care may be an indication of more serious underlying problems and of what has become known and described as ‘organisational abuse’. In order to see these patterns of abuse emerging, it is important that information is recorded accurately and appropriately shared. Anyone that suspects another professional or adult of abuse or neglect has a duty to refer it to the relevant employer or safeguarding agency to be investigated.

3.3 Perpetrators of abuse and neglect

Perpetrators mean people who carry something out, in this case abuse or neglect.

Anyone can be the perpetrator of abuse or neglect, including: spouses/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.

Whilst significant attention is paid to targeted and internet fraud perpetrated by complete strangers and organised crime, it is far more likely that the person responsible for abuse is known to the adult and is in a position of trust and power. Abuse can occur anywhere and in any circumstances; for example, in someone’s own home, in a public place, in hospital, in a care home or in college. Abuse can occur when an adult lives alone or with others and may be difficult for the adult to disclose due to the relationship with the abuser or the adult’s capacity to understand what is happening.

**4. Roles and responsibilities – One Voice**

4.1 All staff, volunteers and trustees have a responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

One Voice expects all staff, volunteers and trustees to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

This extends to making other organisations or agencies that might be delivering work on our premises, or on our behalf, aware of our Safeguarding Adults policy and procedures.

4.2 Specific responsibilities and roles

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| Area of responsibility | Person responsible | Notes |
| Ensuring the policy is in place and appropriate | Trustees and Committee | To be a regular agenda item |
| Ensuring the policy is accessible | Trustees and Committee | Electronic versions and paper copies to made available. Copy to be held at Imm Civic centre |
| Ensuring the policy is implemented | Trustees and Committee | within a regular agenda item |
| Ensuring the policy is monitored and reviewed | Trustees and Committee | within a regular agenda item |
| Allocating sufficient time and resources to the policy’s implementation | Trustees and Committee | Regular agenda item to check policy is in place appropriate, accessible, being implemented, monitored and reviewed. |
| Ensuring other agencies or organisations we are working with are aware of our policy and procedures | Trustees |  |
| Ensuring staff and volunteers have access to appropriate training/information | Trustees | Training is to be sourced if identified as being needed |
| Receiving concerns about safeguarding and responding to swiftly and appropriately | Trustees and Lead officer | Lead officer will keep a record of any concerns and report to trustees how they have been responded to |
| Keeping up to date with local arrangements for safeguarding and DBS | Trustees |  |
| Developing and maintaining links with relevant agencies | Trustees |  |
| Acting as the lead officer for safeguarding referrals | Elaine Norton |  |
| Acting as the deputy lead officer (when lead officer is not present, or in the case where a complaint refers to the lead officer) | Sarah Habbershaw |  |

**5. Reporting**

One Voice recognises that we have a duty to act on reports, or suspicions of abuse/neglect, including allegations made against paid staff or volunteers. This will be done in conjunction with, and under guidance from, the North East Lincolnshire Safeguarding Adult Team. For more guidance on whether a referral is required, please refer to the North East Lincolnshire Safeguarding Adults Board’s Multi Agency Policy and Procedures.

This section sets out and offers guidance on how to process a disclosure and how to make a referral. It presents information on referral routes as provided by the Safeguarding Adult Board and offers up to date information. It will enable One Voice to follow a guided process of dealing with allegations, when receiving a disclosure of abuse, gaining consent and making a referral.

## 5.1 Receiving a Disclosure (Alert stage)

One Voice recognises that staff, volunteers, trustees and service users themselves are in a position where adults may disclose that abuse has occurred, or raise concerns that abuse might happen. This may also apply to agencies or organisations that are providing services on our behalf, or in partnership with us. It is important that they understand the basic principles of managing such a situation.

If a disclosure is made, the person receiving the disclosure should follow the guidance:

Suspected or disclosed abuse of an adult

Ensure immediate safety, including access to medical care if required

Refer to One Voice named safeguarding Lead Officer (Elaine Norton)

If named Lead Officer is not present, or if allegation refers to Lead Officer, refer to Deputy Lead Officer (Georgina Lawrence) also see 4.2)

If the alert cannot be made to either the Lead Officer or Deputy Lead Officer, report directly to Local Authority (see 5.3)

The following should be taken into account by the person receiving the disclosure:

* Remain calm and non-judgemental
* Take whatever action is required to ensure the immediate safety or medical welfare of the adult
* Do not discourage from disclosure
* Use active listening
* Remain sympathetic and attentive
* You can gather basic information – where, when and by whom the abuse refers to, but do not interrogate or press for more information
* Explain that you cannot keep information about alleged or suspected abuse confidential
* Remain sensitive
* Explain that a named safeguarding adults officer must be informed
* Seek the person’s consent to share this information
* Offer future support from yourself or others
* Preserve any physical evidence if this is relevant (i.e. if alleged abuse happened on the premises)
* Inform the named safeguarding adults officer or other appropriate manager as soon as possible

Please note:

* Relatives of the victim should not be automatically informed if the victim is able to consent unless they so wish
* If the victim lacks capacity the decision to share information with family, friends or significant others should be made by relevant manager following consultation with the lead agency i.e. Social Services or Police
* Informed consent should be obtained but it may be necessary to override this if there are other vulnerable adults at risk i.e. in a residential setting/hospital ward
* Information must always be shared on a need to know basis
* It is appropriate for agencies to give assurances of confidentiality where there are concerns of alleged or suspected abuse
* If the alleged abuser is a family member or friend they should not be contacted at this stage

5.2 The referral process

The named Safeguarding Adults Lead Officer (or Deputy Lead Officer if this is relevant) (see 4.2) must, upon receiving information regarding an allegation or suspicions of abuse, check that:

* The adult’s immediate needs are being met, and that there is no risk of further harm
* If necessary, medical assistance has been sought
* The facts and circumstances are clear, but avoid unnecessary discussion with the victim
* A report has been made to the Police if a criminal offence is suspected or alleged

The named Safeguarding Adult Lead Officer (see 4.2) will:

* Ensure the safety and welfare of the person who has disclosed the alleged abuse
* Report straight to single point of access and if they cannot be reached contact relevant local police incident reporting team or emergency social services duty team
* Complete accident record if appropriate
* Liaise with family/other agencies etc. as appropriate
* Consider issues of consent

One Voice recognises that it is important to act swiftly and to avoid delay in making a referral. Information on who to contact can be found via the Local Safeguarding Adults Teams/Board websites.

5.2.1 Process flow chart for making a referral - to be carried out by Lead Officer or Deputy Lead Officer, or Alerter (individual who is/or has become aware of a concern) only if they are not able to inform Lead Officer or Deputy Lead Officer

Verify information from Alerter and take copies of any notes

Ensure immediate safety of vulnerable adult has been addressed

Contact the Local Authority Safeguarding Team via the Single Point of Access within 24 hours of making a contact

Ensure that feedback from the Local Authority is received and their response recorded

5.3 Contacts for making a referral

When the information required for a referral has been established, make a referral to Adult Social Care in North East Lincolnshire by contacting:

Single Point of Access (SPA) on 01472 256 256, this number is available 24 hours a day, 365 days a year.

For any Safeguarding Adults concerns which may involve a crime, contact should be made with the Police via 101 unless an immediate emergency then 999

It should be made clear that the report is about a Safeguarding Adults issue, and an incident number should be requested.

* Explain to the call taker that you wish to make a ‘Safeguarding Adults Referral’
* It is important to provide contact details about yourself, as the Safeguarding Manager may need to contact you for further details and should contact you in any event to offer feedback about the safeguarding assessment.

5.4 The local authority has a process for reporting and this must be adopted. Organisations that One Voice are working with will be expected to adhere to the procedures and requirements of the local authority.

**6. Training and support for Volunteers**

6.1 Communicating the policy will be achieved in the following ways:

6.1.1 Induction – Safeguarding will be part of the induction process. All staff will receive a copy of the policy and sign to say they have read and understood it. This will include a discussion of other relevant policies. Attention will be drawn specifically to the reporting process, and all staff will be made aware of the identity of the lead officer and deputy lead officer.

6.1.2 Training – In-house training will also take place once a year to ensure all volunteers are aware of the policy and procedures Lead Officers will review Local Authority training provision annually to clarify whether refresher training is needed, and if new legislation or policies have been implemented that require additional training.

6.1.3 Accessibility – A copy of the Safeguarding Adults policy will be circulated to all appointed volunteers and supporting partners and also made available at all times if requested.

6.1.4 Committee meetings – Any updates to the policy will form part of the regular community meetings and be ratified at trustee meetings.

6.2 Volunteer support – One Voice recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned and support will be sought as required from the relevant local services.

**6.3 Volunteer training**

If a training need is identified One Voice will work with the North East Lincolnshire

safeguarding team to gain the appropriate level of training as required.

**7. Policy review**

One Voice will ensure that the Safeguarding Adults policy and procedures are reviewed annually by the Committee and agreed by the trustees. The named Safeguarding Adults Officers will be involved in this process and can recommend any changes. The named Safeguarding Adults Officers will also ensure that any changes are clearly communicated to staff and clients.

|  |  |  |
| --- | --- | --- |
| Approved by Committee | | Date: |
| Approved by Trustees | | Date: |
| Revision | Review Date: | |

**8. Useful information**

8.1 The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

DBS are responsible for:

* Processing requests for criminal records checks
* Deciding whether it is appropriate for a person to be placed on or removed from a barred list
* Placing or removing people from the DBS children’s barred list and adults’ barred list for England, Wales and Northern Ireland

DBS search police records and, in relevant cases, barred list information, and then issue a DBS certificate to the applicant.

DBS recognise that information released on DBS certificates can be extremely sensitive and personal. Therefore a code of practice for recipients of criminal record information has been developed to ensure that any information they get is handled fairly and used properly.

A list of guidance documents about the DBS checking service is available on this website. For more information go to:

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>