

# **LINKS: THE CHESTERFIELD AND NORTH EAST DERBYSHIRE COUNCIL FOR VOLUNTARY SERVICE AND ACTION LIMITED**

## **SAFEGUARDING ADULTS POLICY & PROCEDURE**

### **INTRODUCTION**

Links aims to create an atmosphere where all adults feel valued and safe and a place where their welfare is promoted. This policy sets out the procedures for safeguarding adults working with Links staff, board members or volunteers.

This Policy replaces the previous Links policy “Protection of Vulnerable Adults” and is compliant with the Care Act 2014. Links staff, board and volunteers are expected to be aware of Derbyshire and Derby Safeguarding Adults Policy and Procedures May 2015 which can be found at the following link:

[http://www.saferderbyshire.gov.uk/images/Safeguarding%20Adults%20%20Policy%20and%20Procedures%202015%20Final%20Version\\_tcm46-206136.pdf](http://www.saferderbyshire.gov.uk/images/Safeguarding%20Adults%20%20Policy%20and%20Procedures%202015%20Final%20Version_tcm46-206136.pdf)

### **Six Key Principles Underpin All Adult Safeguarding Work:**

- Empowerment  
People being supported and encouraged to make their own decisions and have informed consent
- Prevention  
It is better to take action before harm occurs
- Proportionality  
The least intrusive response appropriate to the risk presented
- Protection  
Support and representation for those in greatest need
- Partnership  
Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- Accountability  
Accountability and transparency in delivering safeguarding

### **Safeguarding Adults Criteria**

The safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not Links is meeting any of those needs)
- Is experiencing, or at risk of, abuse or neglect
- 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.

Although Links is not a member of the Derbyshire & Derby Safeguarding Adults Boards (SAB) it agrees to comply with the Derbyshire & Derby Safeguarding Adults Policy, Procedures, Statutory Guidance and local Practice Guidance and be clear on their roles and Adults Safeguarding responsibilities

Any concerns will be taken seriously and acted upon appropriately and the organisation will pay attention to what adults feel.

Links will be rigorous and vigilant in protecting everyone using our services from abuse, bullying and intimidation. Links will do this through a careful recruitment and selection process, ongoing supervision and monitoring arrangements and guidance on appropriate behaviour.

Everyone involved in Links is obliged to make sure that anyone using the services is safe.

They must report concerns to the Chief Executive without delay.

All those involved in the organisation will be made aware of this policy and of what to do if they have any concerns. There is guidance for those responsible for responding to concerns so that they are properly dealt with.

## 1. EQUALITY & DIVERSITY

These Policy & Procedures recognises the diversity of our society. Individuals and organisations need to be responsive to needs of different groups and individuals and have due regard to issues relating to:

- Gender
- Religion
- Sexual orientation (Gay, Lesbian, Bisexual & Transgender)
- Racial origin, culture and linguistic background
- Disability
- Age

Within safeguarding procedures actual or potential effects of decisions should be considered in relation to the equality issues above and any subsequent outcomes for the adults at risk. Further information on the Equality Act 2010 can be found here:

<https://www.gov.uk/equality-act-2010-guidance>

## 2. DEFINITION OF ABUSE

Abuse is a violation of an individual's human or civil rights, by any other person or persons. Professionals should not limit their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of the individual case should always be considered. The following types of abuse and neglect are identified within the Care Act 2014, but should not be considered exhaustive;

- **Physical abuse** – including assault, hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic abuse** – 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. Includes psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence, Female Genital Mutilation and Forced Marriage.
- **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.

- **Sexual exploitation**- involves exploitative situations and relationships where people receive 'something' (e.g. accommodation, alcohol, affection, money) as a result of performing, or others performing on them, sexual activities.
- **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.
- **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.
- **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 race, gender and gender identity, age, 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, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice 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
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

### Criminal Offences

Some instances of abuse will constitute a criminal offence. In these cases reference to the police should be made as a matter of urgency. The responsibility for initiating action rests with the police and the Crown Prosecution Service.

- Criminal investigation by the police takes priority over all other lines of enquiry.

### Who are the Abusers?

Adults may be abused by a wide range of people including:

- Relatives and family members
- Professional staff
- Paid care workers
- Volunteers
- Other service users
- Neighbours, friends and associates
- People who deliberately target vulnerable people
- Strangers

### **3. PROCEDURES FOR DEALING WITH BREACHES OF THE POLICY**

In the case of paid staff, a serious breach of this policy may be grounds for disciplinary action.

In the case of members (including trustees), a serious breach of this policy may result in termination of membership and removal from the Board, in line with the procedures contained within the Memorandum of Agreement and Articles of Association (which includes calling a Special General Meeting).

In the case of honorary officers, a serious breach of this policy may result in the other Board members voting to remove them from office but they cannot be removed from the Board other than by calling a Special General Meeting, as above.

### **4. SAFE WORKING ARRANGEMENTS**

The Chief Executive will be the lead officer for adult protection responsible for making sure that the Safeguarding Adults Policy is working. She/he will be trained to know how to respond when safeguarding adult concerns are raised to him/her.

All relevant staff will receive training in recognising the signs of abuse. Links will ensure that users of the service, their families and carers are aware of the Safeguarding Adults Policy and who to speak to if they have any concerns and the procedures to follow.

Links will develop appropriate guidance for staff working with adults, which outline codes of behaviour. These will be developed on a group by group basis taking into account the needs of the particular group.

Responsibility for implementing and monitoring the policy rests with the Board.

All work with adults will be monitored in accordance with the organisation's monitoring and evaluation procedures which are:

- the Board receiving regular reports from its recruitment panels, sub-groups and staff.
- all staff receiving line management which includes monitoring the equal opportunities aspects of their work;
- specific surveys are carried out from time to time in communities experiencing deprivation;
- the results of any monitoring and evaluation exercises are fed into priorities for work and future funding.

### **5. GUIDELINES FOR THE LEAD OFFICER (CHIEF EXECUTIVE)**

The Chief Executive should:

- know about signs and symptoms of abuse;
- know about how abusers (perpetrators) behave;  
Ask about training if you don't know these things

- know about Derbyshire & Derby Safeguarding Adults Boards' guidelines on dealing with concerns about abuse;
- know who to contact at the Derbyshire Safeguarding Adult Board so that he/she can either ask for advice when they are not sure what to do or, refer a case without delay where there are adult safeguarding concerns; Referrals to Derbyshire County Council will be made by telephone in the first instance, via Call Derbyshire on 01629 533190 (08456 058 058) or minicom on 01629 585400 during the hours of 08.00 and 20.00 Monday to Friday. Outside of these hours calls should be made to the Out of Hours Team on 01629 532600. The safeguarding adults referral form is available at [http://www.saferderbyshire.gov.uk/what\\_we\\_do/safeguarding\\_adults/default.asp](http://www.saferderbyshire.gov.uk/what_we_do/safeguarding_adults/default.asp)
- Make sure that adults using Links know;
  - about the Safeguarding Adults policy and procedures,
  - that you are the person to speak to if they have any concerns,
  - who to speak to if you are not there,
  - make sure staff and volunteers know how to respond if an adult talks to them about abuse,
  - make sure they have access to guidelines;
- provide information about help lines and other sources of help for adults.

## **6. GUIDANCE FOR WORKERS ON ACTION TO BE TAKEN**

If you suspect an adult is being abused:

- immediately discuss with the lead officer (the Chief Executive)
- record the facts as you know them

If an adult discloses abuse by someone else:

- allow them to speak without interruption, accepting what is said
- advise that you will offer support where possible, but you must pass the information on
- discuss with the lead officer (the Chief Executive)

If you receive an allegation about any adult or about yourself:

- immediately discuss with the lead officer (Chief Executive)
- record the facts as you know them
- try to ensure no-one is placed in a position which could cause further compromise

## **7. GUIDELINES FOR PROJECT WORKERS/VOLUNTEER: RESPONDING TO A REPORT OF ABUSE FROM AN ADULT**

### **Do's and Don'ts**

#### **DO**

- Do treat any allegations extremely seriously and act at all times towards the adult as if you believe what they are saying.
- Do tell the adult they are right to tell you.
- Do reassure them that they are not to blame.

- Do be honest about your own position, who you have to tell and why
- Do tell the adult what you are doing and when, and keep them up to date with what is happening.
- Do take further action – you may be the only person in a position to prevent future abuse – tell your lead officer immediately.
- Do write down everything said and what was done (see notes on recording).

## **DON'T**

- Don't make promises you can't keep.
- Don't interrogate the adult – it is not your job to carry out an investigation – this will be up to the police and Derbyshire Safeguarding Adults Board, who have experience in this.
- Don't cast doubt on what the adult has told you, don't interrupt or change the subject.
- Don't say anything that makes the adult feel responsible for the abuse.
- Don't do nothing – make sure you tell your lead officer immediately – they will know how to follow this up and where to go for further advice

Fear puts a lot of people off telling about wrongdoing.

Remember, you always have a duty to make sure concerns are reported. Then appropriate action can be taken.

Tell the Chief Executive in Links. S/he will be able to get further advice and/or refer the situation to Derbyshire Safeguarding Adults Board.

If for any reason you cannot tell the Chief Executive, then you should tell the most senior person on duty.

## **8. KEEPING A RECORD OF CONCERNS**

When a safeguarding adult concern arises, it is essential you record what is said or seen and what action was taken.

This record or any other written record should be kept in a locked cabinet or drawer. Access should be limited to only:

- the person who has completed the form;
- the Chief Executive;
- the Chair of Links if the person complained about is the Chief Executive

The adult concerned can be shown this document but discretion should be used. Their permission should be obtained before showing to the family/carer.

**ADOPTED BY THE LINKS BOARD**

**Date: 17<sup>th</sup> November 2015**

**TO BE REVIEWED NO LATER THAN**

**17<sup>th</sup> November 2016**

APPENDIX A

Sample Document

**SAFEGUARDING ADULTS PROCEDURES  
RECORD OF CONCERNS**

Name of adult:

Address:

Telephone No:

Family/Carers details:

Name(s):

Telephone No(s):

What is said to have happened or what was seen?

When and where did it occur?

Who else, if anyone, was involved and how?

What was said by those involved?

Were there any obvious signs e.g., bruising, bleeding changed behaviour?

Was the adult able to say what happened, if so, how did they describe it?
Who has been told about it and when?
Do the family/carer know?

Signed .....

Date .....