



# SAFEGUARDING ADULTS POLICY AND PROCEDURE

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The Forge Project actively seeks to promote equality of opportunity and to ensure that no employee, service user, or member of the public is unlawfully discriminated against for any reason, including the 'protected characteristics' as defined in the Equality Act 2010. All who act on behalf of The Forge Project will be expected to uphold these principles.

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## 1. INTRODUCTION

In any organisation, there should be adult safeguarding policy and procedures. These should reflect the statutory guidance and are for use locally to support the reduction or removal of safeguarding risks, as well as to secure any support to protect the adult and, where necessary, to help the adult recover and develop resilience. Such policies and procedures should assist those working with adults in developing swift and personalised safeguarding responses that involve the adult at risk. The policy and procedures have been developed to assist staff and volunteers in acting on reported or suspected abuse. This in turn should encourage proportionate responses and improve outcomes for the people concerned.

The Forge Project is involved in providing services for a wide range of people. Some of these people are likely to be adults at risk.

The Forge Project has obligations to strive to protect adults who it believes to be abused or at risk of abuse and / or neglect.

This policy is based on The Care Act 2014, the national Care and Support Statutory Guidance.

Depending upon the nature of particular services or requirements of particular commissioners or partner agencies, the policy and procedure may be supported by national procedures.

## 2. POLICY STATEMENT

The Forge Project considers it the duty of the staff and volunteers to protect adults at risk who they come into contact with from abuse and / or neglect.

## 3. DEFINITIONS

The safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority 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.

### Abuse and neglect

You should not limit views on what constitutes abuse or neglect as they can take many forms and the circumstances of the individual case should always be considered.

### Categories of abuse

|                       |  |
|-----------------------|--|
| <b>Physical abuse</b> | Including assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions |
| <b>Domestic abuse</b> | Including psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence         |

|                                     |   |
|-------------------------------------|---|
| <b>Sexual abuse</b>                 | Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual assault, sexual acts to which the adult has not consented or was pressured into consenting   |
| <b>Psychological abuse</b>          | Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable and unjustified withdrawal of services or support networks  |
| <b>Financial or material abuse</b>  | 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, the misuse or misappropriation of property, possessions or benefits   |
| <b>Modern Slavery</b>               | Encompasses slavery, human trafficking, forced labour and domestic servitude, traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment  |
| <b>Discriminatory abuse</b>         | Is the unequal or unfair treatment of somebody based on a "protected characteristic" - age, disability, gender/ gender reassignment, sexual orientation, pregnancy/ maternity, race, religion or belief. It may manifest itself as another form of abuse, such as harassment, derogatory remarks or similar treatment   |
| <b>Organisational abuse</b>         | 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 ongoing ill-treatment. It can be through neglect or poor professional practice as a result of structure, policies, processes and practices within an organisation |
| <b>Neglect and acts of omission</b> | 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  |
| <b>Self-Neglect</b>                 | Covers a wide range of behaviour; neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding   |

The following are not included in the Care Act 2014 but can also be harmful.

|                        |   |
|------------------------|---|
| <b>Cyber bullying</b>  | Occurs when someone repeatedly makes fun or another person online, or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it |
| <b>Forced Marriage</b> | A term used to describe a marriage in which one or both partners are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both party's consent to the assistance of a third party in identifying a spouse. The Anti-social Behaviour, Crime and Policing Act 2014 makes it a criminal offence to force someone to marry. The forced marriage of adults with learning disabilities occurs when the adults does not have the capacity to consent to the marriage                    |
| <b>Mate Crime</b>      | Is defined by the Safety Net Project as 'when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual.' Mate Crime is carried out by someone the adult knows and often happens in private. In recent years there have been a number of Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend                 |
| <b>Radicalisation</b>  | The aim is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. This may be direct through a relationship, or through social media  |

#### 4. THE SIX SAFEGUARDING PRINCIPLES

The following six principles underpin all adult safeguarding work:

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

## **5. MAKING SAFEGUARDING PERSONAL (MSP)**

The adult at risk and/or their representative should be as involved as possible and to the extent to which they would like. MSP should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation, in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

MSP is about seeing people as experts in their own lives and working alongside them.

## **6. RESPONSIBILITIES OF STAFF AND VOLUNTEERS**

The Forge Project will appoint a designated protection person and a deputy designated protection person to act and liaise on safeguarding matters.

Paid staff and volunteers have a responsibility to be aware and alert to signs of abuse or neglect, or suspected abuse or neglect. They should talk to the designated person to see if there is a need to raise a safeguarding concern. They are not responsible for diagnosing, investigating or providing a therapeutic response to abuse. In addition, not all concerns relate to abuse, there may well be other explanations. It is important to keep an open mind and consider what is known and where possible speak to the adult concerned.

Records will be stored in a locked filing cabinet in the administration office of The Forge Project which is accessible by the Designated Safeguarding Officer and the Deputy Safeguarding Officer.

## **7. SIGNS AND INDICATORS OF ABUSE AND NEGLECT**

Abuse can take place in any context and by all manner of perpetrators. Abuse may be inflicted by anyone. There are many signs and indicators that may suggest someone is being abused or neglected. These include but are not limited to:

- unexplained bruises or injuries or lack of medical attention when an injury is present
- belongings or money going missing
- not attending when they usually attend and it is unusual for them not to do so
- losing or gaining weight or an unkempt appearance
- a change in behaviour or confidence of a person
- evidence of self-harm
- fear of a particular group or individual
- disclosure – they tell you they are being abused.

You should not limit views on what constitutes abuse or neglect as they can take many forms and the circumstances of the individual case should always be considered.

Remember to take the whole situation into account - there may well be other explanations. It is important to keep an open mind and consider what is known and where possible speak to the adult concerned.

## **8. DISCLOSURE OF ABUSE**

If an adult at risk discloses to you that they are being abused or any service user discloses that they are involved in abuse of an adult at risk, action should continue as in Section 10. All action must proceed urgently and without delay.

## **9. SUSPICION OF ABUSE**

There may be circumstances when a volunteer or member of staff suspects that an adult at risk is being abused or neglected.

It is vital that anyone who suspects an adult at risk is being abused or neglected discusses the situation immediately with the designated protection person or deputy designated protection person.

## **10. ACTION ON DISCLOSURE OF ABUSE/MAKING A REFERRAL**

There should always be the opportunity to discuss concerns with, and seek advice from, managers and other agencies, but:

- never delay emergency action to protect an adult at risk
- where possible always involve the adult at risk and / or their representative
- always record any concerns and / or action taken
- the Adult Protection Team should be notified and a safeguarding concern submitted within 24 hours of the occurrence taking place
- you should always discuss the concern with the designated protection person or deputy designated protection person
- if the suspicions relate to the designated person, then the deputy, North Lincolnshire Adult Protection Team or the Police should be contacted
- suspicions should only be discussed with the appropriate persons such as those named above
- any person may report a concern to the Adult Protection Team irrespective of the opinion of others

It is important to make written records of any incidents or concerns as soon as possible and if appropriate to include sketches of sites and sizes of injuries. It is also important to make a record of conversations with the adult using the same language especially names of body parts or sexual acts.

## **11. MANAGING THE RISK TO STAFF AND VOLUNTEERS**

The Forge Project undertakes to adopt best practice guidelines for recruiting volunteers and we further undertake to:

- specify what the role is and what tasks it involves
- request identification documents if appropriate
- as a minimum meet and chat with the applicant before they commence work
- where appropriate, when regular unsupervised contact with adults at risk is likely to take place, The Forge Project will request and check references and ask that individuals apply for a Disclosure and Barring Service (DBS) check

If an adult at risk is working or volunteering for the organisation, careful consideration needs to be given on how best to support the individual to reduce or remove safeguarding risks. These measures should be proportionate rather than restrictive and encourage the development of resilience and improved outcomes for the person.

## 12. MAINTENANCE AND SECURITY OF RECORDS

|                    |   |
|--------------------|---|
| <b>Retention</b>   | <ul style="list-style-type: none"> <li>For all concerns raised whether acted upon or not, a record should be kept for six years</li> <li>For concerns regarding staff or volunteers (even if they are no longer associated with the organisation) they should be kept on their personal file until retirement age 67 years old or for 10 years whichever is longer</li> </ul> |
| <b>Storage</b>     | <ul style="list-style-type: none"> <li>Documents are stored in a locked filing cabinet in the main office or stored electronically using password protected software</li> </ul>   |
| <b>Destruction</b> | <ul style="list-style-type: none"> <li>Paper records will be shredded using a cross cut shredder under confidential conditions</li> <li>A record will be kept of any destruction and appraisal decisions</li> </ul>   |

## 13. E SAFEGUARDING AND ACCEPTABLE USE POLICY FOR ELECTRONIC EQUIPMENT

- All electronic devices such as laptops and mobile devices will have passwords on them and will be stored in a secured area when not in use
- All social media platforms will be password protected
- Consent must be obtained before taking photographs of individuals or groups during any work by The Forge Project

## 14. WHISTLEBLOWING PROCEDURES

It may be very hard to report a concern but as with all other difficulties people will come across, the safety and protection of an adult at risk must be the priority in any decision that is made.

The Forge Project follows North Lincolnshire Council policies and procedures; North Lincolnshire Council are the registered body for whistle blowing. Anyone raising concerns they believe to be true will be treated fairly and confidentially Any adult or young person with concerns about an adult in a position of trust with The Forge Project can whistle blow by contacting the North Lincs Council numbers below:

## 15. CONTACT INFORMATION

|                                   |   |
|-----------------------------------|---|
| Main Contact for the Organisation | Andrea Houghton<br>07568 053392<br><a href="mailto:Confidential.forgeproject@gmail.com">Confidential.forgeproject@gmail.com</a> |
|-----------------------------------|---|



|   |   |
|---|---|
| Designated Protection Person  | Andrea Houghton<br>07568 053392<br><a href="mailto:Confidential.forgeproject@gmail.com">Confidential.forgeproject@gmail.com</a> |
| Deputy Designated Person  | Julie Reed<br>07584 261066<br><a href="mailto:julie@thejays.me.uk">julie@thejays.me.uk</a>                                      |
| National or support body for the organisation   | North Lincolnshire Council  |
| <b>North Lincolnshire Adult Protection Team</b><br>Church Square House<br>Church Square<br>Scunthorpe<br>DN15 6XQ | 01724 297000<br><a href="mailto:safeguardingadultreferrals@northlincs.gov.uk">safeguardingadultreferrals@northlincs.gov.uk</a>  |
| <b>The Blue Door</b><br>Laneham Street<br>Scunthorpe<br>DN15 6LJ  | 0800 197 4787 (Helpline)<br>01724 841947 (Office)<br><a href="mailto:info@thebluedoor.org">info@thebluedoor.org</a>             |
| Police Non-Emergency  | Non-Emergency 101   |
| Police Emergency  | 999   |

## 16. REVIEW

The policy will be reviewed on a yearly basis in accordance with the date shown. The purpose of the review is to evaluate the effectiveness of existing working arrangements under the procedure and to make any necessary amendments and updates on these. The review will be carried out by the Board of Trustees.

## **APPENDIX 1 - GOOD PRACTICE GUIDELINES FOR WORKING WITH SERVICE USERS**

1. The Forge Project does not currently do outreach work and it is therefore not necessary for any employee or volunteer to meet a service user off site, either during or after our opening hours. If for some unforeseen reason, it is necessary for an employee/volunteer to meet a service user outside of The Forge Project premises, this meeting should be in a public place.
2. Service users should never be given access to the home address or telephone number of any employee or volunteer of The Forge Project. Service users' contact details should never be disclosed to anyone outside of The Forge Project without their explicit consent.
3. Employees and volunteers should not usually be alone in the building with a service user. If an employee or volunteer is meeting a service user in the building outside of normal opening hours, he or she must ensure that another employee or volunteer will be on the premises until the meeting is finished.
4. Employees and volunteers should adhere to The Forge Project's Confidentiality Policy and Safeguarding Adults at Risk Policy at all times (these shall be issued to staff and volunteers upon induction and everyone will sign to state that they agree to adhere to them).
5. The day centre may not open until two employees or one employee and at least one suitably trained volunteer or board members is present to ensure the safety of service users, the employee and any other volunteers.
6. Forge Project employees and volunteers should never allow or engage in inappropriate touching of any form, sexually suggestive comments, sexually provocative activity, rough physical activity, or do for a vulnerable adult what they can do for themselves, should not form inappropriate relationships with vulnerable adults and their families, should not take a vulnerable adult to his or her own home.
7. Employees should not spend excessive amounts of time alone with a vulnerable adult, should not take a vulnerable adult alone on a car journey unless this is part of The Forge Project's core activities or service provision. If unavoidable or necessary, these kinds of behaviour should only occur with the knowledge or consent of the project manager and an appropriate record should be kept.
8. Employees and volunteers should update their safeguarding training on a regular basis.

**APPENDIX 2 - USEFUL CONTACT DETAILS**

|  |  |
|--|--|
| Learning Disability                                  | 01724 298222   |
| Older People's & Physical Disability Services        | 01724 297000   |
| Mental Health Services                               | 01724 296633 (out of hour 01724 297000)  |
| Northern Lincolnshire and Goole NHS Foundation Trust | 01724 282282   |
| Care Quality Commission                              | 03000 616161<br><a href="mailto:enquiries.yorkshirehumberside@cqc.org.uk">enquiries.yorkshirehumberside@cqc.org.uk</a> |

## APPENDIX 3 - TEMPLATE FOR REPORTING A CONCERN / SUSPECTED ABUSE

***To be completed by nominated person responsible for reporting allegations or concerns (in consultation with the person who first vheard the disclosure where relevant).***

To be completed as fully as possible if you have concerns regarding an adult. It is important to inform the adult about your concerns and that you have a duty to pass the information on to the safeguarding officer. The safeguarding officer will then look at the information and start to plan a course of action, in conjunction with yourself, the adult involved, and if necessary, social care or other relevant organisations.

|                                      |  |
|--------------------------------------|--|
| Section 1 – Details of adult at risk |  |
| Name of adult                        |  |
| Address                              |  |
| Date of Birth                        |  |
| Age (if date of birth not known)     |  |
| GP Practice (if known)               |  |
| Contact number                       |  |
| Section 2 – Your details             |  |
| Name                                 |  |
| Contact phone number(s)              |  |
| Email address                        |  |
| Line Manager or alternative contact  |  |
| Name of organisation                 |  |
| Your role in organisation            |  |

|   |                     |                                 |
|---|---------------------|---------------------------------|
| Section 3 – Details of concern  |                     |                                 |
| Detail what you have seen/been told/other that makes you believe the adult at risk is being abused or is at risk of abuse (include dates/times/evidence from records/photos etc.) |                     |                                 |
| Section 4 – Abuse type if known (leave blank if uncertain)  |                     |                                 |
| Physical  | Psychological       | Financial                       |
| Sexual  | Discriminatory      | Organisational/Institutional    |
| Neglect   | Hate incident/crime | Mate Crime                      |
| Internet Abuse  | Modern Slavery      | Female Genital Mutilation (FGM) |
| Forced Marriage   | Domestic Abuse      | Radicalisation                  |
| Self-Neglect  |                     |                                 |
| Section 5 – Have you discussed your concerns with the adult? What are their views? What outcomes have they stated they want (if any)?   |                     |                                 |
|   |                     |                                 |
| Section 5A – Reasons for not discussing with the adult  |                     |                                 |
| Adult lacks capacity  |                     |                                 |
| Adult unable to communicate their views   |                     |                                 |
| Discussion would increase the risk  |                     |                                 |
| State why the risks would increase  |                     |                                 |
|   |                     |                                 |
| Section 5B – Have you discussed your concerns with anyone else? E.g., carer/partner/spouse/family member.   |                     |                                 |
| What are their views?   |                     |                                 |
|   |                     |                                 |

|   |  |
|---|--|
| Section 6 – What action have you taken/agreed with the adult to reduce the risks? |  |
| Information passed to safeguarding officer<br>Confirm details:                    | Referral to social care<br>Confirm details:  |
| Contact with the police<br>Confirm details:                                       | Referral to other agency<br>Confirm details: |
| Other – Please specify:   |  |
| No action agreed – state why:   |  |
| Section 7 – Risk to others  |  |
| Are any other adults at risk  | Yes/No (delete as appropriate)               |
| If yes, state why and what actions have been taken to address these?              |  |
| Are any children at risk  | Yes/No (delete as appropriate)               |
| If yes, state why and what actions have been taken to address these?              |  |
| Signed:   |  |
| Date:   |  |

**OFFICE USE ONLY**

Section 8 – Sharing the concerns (To be completed by Lead Safeguarding Officer)

Details of your contact with the adult at risk. Have they consented to information being shared outside of The Forge Project?

Details of contact with the social care team where the adult at risk lives – advice can still be sought without giving personal details if you do not have consent for a referral:

Details of any other agencies contacted:

Details of the outcome of this concern: