



# 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**

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.

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

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

The policy and procedures have been developed to assist staff and volunteers in acting on reported or suspected abuse.

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

## **2. POLICY STATEMENT**

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

## **3. AREA**

This policy applies to all staff employed by The Forge Project, volunteers, and any learner undertaking work experience or work-related activity.

All staff have an individual responsibility for the protection and welfare of adults at risk and must know what to do if concerned that someone is being abused or neglected, being mindful of the requirement for consent and compliance with with the Mental Capacity Act 2005.

Managers have a responsibility to ensure staff are aware and comply with the local safeguarding procedures and receive training where appropriate.

Employees and volunteers are expected to report all concerns, queries and incidents to the manager in this regard.

The Management Board will also delegate a specific trustee to fulfil the role of Lead Trustee: Safeguarding Matters. This person will have oversight of safeguarding issues at The Forge Project for young people and vulnerable adults in consultation with the manager. Safeguarding issues also have bearing on the roles of Lead Trustee: Day Centre Matters.

## **4. DUTIES**

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 - Views should not be limited on what constitutes abuse or neglect as this can take many forms.

## 5. DEFINITIONS

There are different types and patterns of abuse and neglect, and different circumstances in which they may take place. The Care Act 2014 identifies the following as an illustrative guide and is not intended to be exhaustive list as to the sort of behaviour which could give rise to a safeguarding concern:

**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.

**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.

**Domestic Abuse** and coercive control - including psychological, physical, sexual, financial and emotional abuse. It also includes so called 'honour' based violence. It can occur between any family members.

**Discriminatory Abuse** - discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act.

**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 structure, policies, processes and practices within an organisation.

**Physical Abuse** - including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

**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

**Financial or Material Abuse** - including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection to wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Neglect** - including ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**Emotional or Psychological Abuse** - this includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

### **Not included in the Care Act 2014 but also relevant:**

**Cyber Bullying** - cyber bullying occurs when someone repeatedly makes fun of 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.

**Forced Marriage** - forced marriage is a term used to describe a marriage in which one or both of the parties 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 make it a criminal offence to force someone to marry. The forced marriage of adults with learning disabilities occurs when the adult does not have the capacity to consent to the marriage.

**Mate Crime** - a 'mate crime' as 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.

**Radicalisation** - the aim of radicalisation 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

## **6. PRINCIPLES**

The following six principles underpin all adult safeguarding work:

- **Empowerment** - People are supported and encouraged to make their own decisions and informed consent
- **Prevention** - it is better to take action before harm occurs
- **Proportionality** - The least intrusive response 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 preventing, detecting and reporting neglect and abuse
- **Accountability** - Accountability and transparency in delivering safeguarding

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

The adult at risk and/or their representative should be involved as soon as possible and to the extent to which they'd 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.

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

The Forge Project will appoint a designated person to act and liaise on safeguarding matters and also a deputy designated person. If an adult at risk is volunteering for the organisation, careful consideration needs to be given to 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 vulnerable people.

Paid staff and volunteers have a responsibility to be aware of and alert to signs of abuse or neglect, or suspected abuse or neglect. They should always act upon by talking to the designated person to see if there is a need to raise a safeguarding concern. However, 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.

## **9. 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
- Person has belongings or money going missing
- Person is not attending when they usually attend and it is unusual for them to not do so
- Someone losing or gaining weight / an unkempt appearance
- A change in the behaviour or confidence of a person
- They may self-harm
- They may have a fear of a particular group or individual
- They may tell you / another person they are being abused -i.e. a disclosure

## **10. 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 12. All action must proceed urgently and without delay.

## **11. 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 neglected Or abused discuss the situation immediately with the designated person or deputy designated person.

## 12. ACTION ON DISCLOSURE OF ABUSE/MAKING A REFERRAL

There should always be the opportunity to discuss concerns with and seek advice from colleagues 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 in the language used by the vulnerable person
- The North Lincolnshire Safeguarding Adults Team should be notified and a safeguarding concern submitted within 24 hours of the occurrence taking place
- You should always discuss the concern with your Designated Person or Deputy Designated Person
- Any member of The Forge Project may report a concern to the North Lincolnshire Safeguarding Adults Team irrespective of the opinion of others

It is important for staff and volunteers 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.

## 13. PREVENTING ABUSE BY STAFF AND VOLUNTEERS

It is important that any staff or volunteers who are likely to be regularly working alone with adults at risk are thoroughly vetted before being employed. At The Forge Project this means as well as references being checked there will be a requirement for offences to be declared and a Disclosure and Barring Services (DBS) check undertaken.

It may be very hard for an individual 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.

## 14. WHISTLEBLOWING PROCEDURES

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:

Name of Designated Person responsible for Adult Safeguarding, phone and email	Andrea Houghton 07568 053392 <a href="mailto:Confidential.forgeproject@gmail.com">Confidential.forgeproject@gmail.com</a>
Name of Deputy Designated Person responsible for Adult Safeguarding, phone and email	Julie Reed 07584 261066 <a href="mailto:julie@thejays.me.uk">julie@thejays.me.uk</a>
North Lincolnshire Council	The Safeguarding Adults Team 01724 297195, or out of hours 01724 297000 <a href="mailto:adultprotectionteam@northlincs.gov.uk">adultprotectionteam@northlincs.gov.uk</a>
Police	Emergency 999 Non-Emergency 101 Routine 01482 220393

## **15. 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 <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 s 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 Confirm details:	Referral to social care Confirm details:
Contact with the police Confirm details:	Referral to other agency 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:	

<b>OFFICE USE ONLY</b>
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: