

SAFEGUARDING ADULTS AT RISK POLICY

1. PURPOSE AND SCOPE

- 1.1 The purpose of this policy is to ensure that all staff, trustees, freelance workers and volunteers at New Mills and District Volunteer Centre recognise and accept their responsibilities to develop awareness of the issues which cause harm to at risk groups and act appropriately and effectively.
- 1.2 The policy relates to all adults at risk regardless of gender, ethnicity, disability, sexual orientation or religion whether visiting New Mills and District Volunteer Centre, working as volunteers, employees or on work experience.
- 1.3 This policy should be read alongside all policies, plans and strategies governing other areas of work within New Mills and District Volunteer Centre.
- 1.4 This Policy has been written in line with Derby and Derbyshire Safeguarding Adults Policy and Procedure document produced June 2023
<https://www.derbyshiresab.org.uk/site-elements/documents/pdf/derbyshire-and-derby-safeguarding-adults-policy-and-procedures.pdf>

2. WHAT IS SAFEGUARDING ADULTS?

Safeguarding means 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, 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.

3. ADULTS AT RISK ARE DEFINED AS:

People aged 18 or over who:

- Are receiving or may need community care services because of learning, physical or mental disability, age, or illness.
- Are or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

4. KEY PERSONNEL

4.1 Designated Protection Officers (DPO):

Trustee Protection Lead	:	XXXXXX
DPO – Centre Manager	:	Mark Allen

4.2 Roles and Responsibilities of Protection Officers:

Trustee Protection Lead is responsible for acting as a source of advice on adult safeguarding matters and ensuring policies are updated and adhered to.

Designated Protection Officers are responsible for co-ordinating action within - New Mills and District Volunteer Centre and for liaising with relevant statutory agencies about suspected or actual cases of abuse. Their role is to:

- Establish contact and liaise with the relevant statutory agencies.
- Provide information and advice on protection of adults at risks within New Mills and District Volunteer Centre.
- Ensure safeguarding adults at risk policy and procedures are followed and to inform the appropriate statutory agencies of relevant concerns.
- Ensure that appropriate information is available at the time of referral and that referral is confirmed in writing, under confidential cover.
- Keep relevant personnel within New Mills and District Volunteer Centre informed about any action taken and any further action required.
- Ensure that an individual case record is maintained of the action taken by New Mills and District Volunteer Centre, liaison with other agencies and the outcome.
- Advise New Mills and District Volunteer Centre of Adult Safeguarding training needs. Training will be coordinated by the Centre Manager once requirements have been identified.

5. POLICY

This policy should be read in conjunction with the following policies:

- DBS Policy
- Recruitment and Selection Policy
- Volunteer Policy
- Staff Development & Training Policy
- Equality and Diversity Policy

5.1 Core Principles

New Mills and District Volunteer Centre adheres to the following six guiding principles outlined by The Derbyshire Safeguarding Adults at Risk Partnership Board that 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.

In order to implement the policy all staff, trustees and volunteers at New Mills and District Volunteer Centre will work:

- To promote the freedom and dignity of the person who has experienced or is experiencing abuse.
- To promote the rights of all people to live free from abuse and coercion.
- To make every effort to enable vulnerable adults to express their wishes in a way that is appropriate to them. It is also recognised that vulnerable adults at risk may sometimes remain in dangerous situations because the adult refuses any offer of help.
- Within the guidance of the Mental Capacity Act 2005 which presumes mental capacity unless a person's apparent comprehension of a situation gives rise to doubt.
- To ensure the safety and wellbeing of people who do not have the capacity to decide how to respond to abuse that they are experiencing.
- To manage services in a way which promotes safety and prevents abuse.
- Recruit staff and volunteers safely, ensuring all necessary checks are made.
- Provide effective Management for staff and volunteers through supervision, support and training.

New Mills and District Volunteer Centre will:

- Ensure that all trustees, staff, volunteers, and clients are familiar with this policy and procedures.
- Work with other agencies within the framework of Derbyshire's Safeguarding Adults Board Policy and Procedures.
- Act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency.
- Inform service users that where a person is in danger, or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent.
- Make a referral to Call Derbyshire/Adult Social Care as appropriate.
- Keep up to date with national developments relating to preventing abuse and welfare of adults.
- Ensure that the Designated Protection Officers understand their responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult Social Care).

Training

New Mills and District Volunteer Centre will ensure that staff, trustees and volunteers receive appropriate training to ensure everyone is aware of their responsibilities and the processes.

- Staff will receive fully accredited Safeguarding training through a recognised supplier such as Derbyshire County Council or NHS. This will be completed every 3 years.
- Staff will also undertake additional Safeguarding training through eLearning for health, this will be completed every year.
Volunteers, where appropriate, will have the opportunity to undertake Safeguarding additional safeguarding training on top of the Safeguard training delivered during their induction. This will be completed as required.

6. PROCEDURES

6.1 Preventing Abuse

The Bureau is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers. Therefore this policy needs to be read in conjunction with the following policies:

- Equality and Diversity.
- Volunteer Policy.
- Complaints and Feedback.
- Whistleblowing.
- Confidentiality.
- Disciplinary and Grievance.
- Data Protection.
- Recruitment and Selection.

New Mills and District Volunteer Centre is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This may include DBS checks for staff and volunteers, ensuring references are taken up and providing adequate training on Safeguarding Adults for staff and volunteers.

The Organisation will work within the current legal framework for reporting staff or volunteers suspected of abuse.

6.2 Recognising Abuse

New Mills and District Volunteer Centre is committed to ensuring that all staff, volunteers and trustees (where appropriate) undertake training to gain a basic awareness of signs and symptoms of abuse.

It needs to be acknowledged that sometimes adults at risk are abused. It should also be acknowledged that 'at risk' people may perpetrate abuse. Abuse may be carried out deliberately (eg. by inflicting harm or knowingly not preventing harm) or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

6.3 Types of Abuse

The following types of abuse and neglect are identified within the Care Act 2014, but should not be considered exhaustive:

- **Physical abuse** – includes hitting, shaking, burning, biting, misuse of medication, suffocating, drowning or using excessive force.
- **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, pregnancy and maternity, marriage or civil partnership 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 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 including neglecting to care for one's personal hygiene, health or surroundings and behaviour such as hoarding.

6.4 Domestic Abuse

It is important to recognise that adults may be subject to domestic abuse. This group of people may not be eligible for adult care services under the definition of an Adult at Risk but are likely to be the most vulnerable to serious harm or homicide.

6.5 Bullying

In addition to the above definitions it is important to recognise the impact and extent of bullying in the lives of at risk people. The most common experiences were:

- Being deliberately embarrassed or humiliated.
- Being unfairly treated or verbally abused.
- Being ignored or not spoken to.

New Mills and District Volunteer Centre views bullying as another form of abuse.

6.6 **Identifying Abuse**

The following list outlines some ways in which abuse may be identified. This is not an exhaustive list and it is not the responsibility of staff or volunteers to determine if abuse is occurring but to report their concerns. These signs are not always necessarily evidence of abuse and may have innocent explanations. Some disabled people may feel more at risk in making others aware of abuse because of their reliance on the abuser. People are rarely abused by strangers, it is usually someone known to them who has a measure of control over them.

- Changes in behaviour; immediate or over time (eg., becoming withdrawn or depressed).
- Injuries for which there are no explanations, or the explanation given raises concern.
- Fear of certain adults.

- Behaves like a much younger person.
- Does not socialise and has few friends.
- Uses sexually explicit language and actions.
- Confuses affection with sexual behaviour and seeks secretive relationships.
- Is unresponsive, nervous, attention seeking, aggressive or lethargic.
- Appearance deteriorates physically or hygienically.
- Seems to be a 'loner' and does not integrate with the group.
- A reluctance to participate or go home.
- They tell you they are being abused.
- A third-party tells you they are being abused.

7. RESPONDING TO ALLEGED OR SUSPECTED INCIDENTS

New Mills and District Volunteer Centre recognises that it has a duty to act on reports or suspicions of abuse or neglect. Staff and volunteers who have any concern should follow the *four 'R'* procedure, being:

- Respond
- Report
- Record
- Refer

This is expanded upon below.

7.1 How to Respond if you Receive an Allegation:

- Reassure the person concerned.
- Listen to what they are saying.
- Record what you have been told/witnessed as soon as possible.
- Remain calm and do not show shock or disbelief.
- Tell them that the information will be treated seriously.
- Don't start to investigate or ask detailed or probing questions. Ask questions for clarification only, avoiding leading questions eg. 'Did they do X?' (this assumes they did). Use open questions eg. 'What happened?', 'Anything else?', Allow them to speak in their own words and at their own pace.
- Do not push for information, make suggestions or offer alternative explanations.
- It is essential that the details of any alleged abuse are recorded correctly and legibly using the recording form, as this could be critical later in the proceedings.
- Do not share the information with other people. The only person you need to inform is the Designated Protection Officer or the referral agency.

7.2 If you Witness Abuse or Abuse has just Taken Place the Priorities will be:

- To call an ambulance if required.
- To call the police if a crime has been committed.
- To preserve evidence.
- To keep yourself, staff, volunteers and service users safe.
- To inform the Designated Named Person.
- To record what happened clearly. A central record is kept accessible only by the Designated Protection Officers and management, this is called the Safeguarding and Risk Register. A reference to the concern or incident should be recorded on Charity Log case management system referring to the confidential Safeguarding and Risk Register for more information.
- As far as possible, records should be written contemporaneously and dated.

7.3 Procedure for Dealing with Allegations of Abuse

7.3.1 It is not New Mills and District Volunteer Centre or the individual's responsibility to identify and investigate possible instances of abuse. This is the role of the statutory agencies. It is a statutory responsibility to report any adult at risk protection concerns.

7.3.2 Under no circumstances should any staff/volunteer attempt to deal with an allegation alone.

7.3.3 Formally record full details of the incident within 24 hours and pass to a Designated Protection Officer. In the case of allegations against any of the Designated Officers reports should be passed directly to the Trustee Protection Lead. If a member of staff, a volunteer or trustee feels unable to raise this concern with people connected to New Mills and District Volunteer Centre, then concerns can be raised directly with Adult Social Care via Call Derbyshire.

7.3.4 Call Derbyshire number – 01629 533190. The phone line is open 8am to 8pm Monday to Friday and 9.30am to 4pm Saturdays, out of hours call 01629532600. In an emergency, dial 999.

7.3.5 Information will be treated as confidential. The alleged victim will be told that this will happen.

7.3.6 If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to Adult Social Care.

7.3.7 The Designated Protection Officer may take advice at the above stage from Call Derbyshire on 01629 533190. The phone line is open 8am to 8pm Monday to

Friday and 9.30am to 4pm Saturdays, out of hours call 01629532600 or try other advice-giving organisations such as Police on 101.

7.3.8 Reporting into safeguarding may be done through making contact with the adult care team at a local DCC area office or through Call Derbyshire on the above number or Derbyshire Police on 101.

7.3.9 Referrals can be made to Adult Social Care by completing the form on the link [safeguarding-adults-referral-form.docx \(live.com\)](#) and sending to asch.bshighpeak@derbyshire.gov.uk

Remember:

- Do not try to investigate any suspicion of abuse. Only seek sufficient information to clarify whether a concern should be referred.
- Try not to show shock or disapproval when you are listening.
- Do not jump to conclusions, make assumptions or interpretations.
- The person may not regard the experience as bad or painful, they may not feel or show any emotion.
- Be aware of your own feelings and make sure you have the opportunity to discuss them with someone at a later stage.
- Do not destroy any evidence as it may be useful in a court of law.
- Initial disclosure, even if retracted, must still be referred.
- Only tell those people who need to know.

8. WHAT ARE YOUR ROLES AND RESPONSIBILITIES

8.1 All staff, management, trustees and volunteers at New Mills and District Volunteer Centre are expected to report any concerns to the named person with responsibility for safeguarding. If the allegation is against one of The Centre's staff member, volunteers or trustees, seek advice from The Centre's Designated Protection Officers. If the allegation is against the Designated Protection Officer, seek advice from Call Derbyshire / Adult Social Care.

8.2 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.

- 8.3 Where the safeguarding issue concerns a client or volunteer who has been interacting with a number of staff members, the procedure must be followed through by the staff member who has had the most recent interaction with the client or volunteer. They may liaise with other staff members for advice or more information but they are responsible for taking all necessary steps.
- 8.4 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.
- 8.5 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.

9. CONFIDENTIALITY AND SHARING OF INFORMATION

- 9.1 New Mills and District Volunteer Centre adheres to the following principles of confidentiality and information sharing as outlined in the Derbyshire Safeguarding Adults Policy and Procedures.
- 9.2 Sharing of information will be based on the welfare of the adult, or of other potentially affected adults. This should be consistent with the principles set out in the Caldicott Review published 2013 ensuring that:
- 9.3 Information will only be shared on a 'need to know' basis when it is in the interests of the adult.
- 9.4 Confidentiality must not be confused with secrecy.
- 9.5 Informed consent should be obtained but, if this is not possible and other adults are at risk of abuse or neglect, it may be necessary to override the requirement.
- 9.6 It is inappropriate for agencies to give assurances of absolute confidentiality in cases where there are concerns about abuse, particularly in those situations when other adults may be at risk.
- 9.7 Where an adult has refused to consent to information being disclosed for these purposes, New Mills and District Volunteer Centre staff must consider whether there is an overriding public interest that would justify information sharing.
- 9.8 Examples of this may include:
 - If the person lacks capacity to make the decision

- For the prevention and investigation of the crime
- To prevent serious harm, distress or threat to life
- If there is a risk to others
- If there is a risk to children
- If the person is under duress, coercion or undue influence
- If staff are implicated
- Domestic Abuse which meets the MARAC threshold (or professional judgement)
<https://safelives.org.uk/sites/default/files/resources/Dash%20risk%20checklist%20quick%20start%20guidance%20FINAL.doc>
- If there is a court order or other legal authority in place instructing you to do so
- Where the alleged source of risk has care and support needs and may be at risk

9.9 Local safeguarding adult's information sharing agreements can be located on the Derby Safeguarding Adult's Board website at www.derbysab.org.uk and Safer Derbyshire website at www.derbyshiresab.org.uk.

10. USEFUL CONTACTS

10.1 Trustee Protection Lead – XXXXXX

10.2 DPO – Centre Manager – Mark Allen – mark@nmvc.org

10.3 Adult Social Care 01629 533190 Line open 8am – 8pm Monday to Friday and 9.30am – 4pm Saturday

Adult Social Care 01629 532600 Out of hours line

Referrals to be sent to asch.bshighpeak@derbyshire.org.uk after phoning.

[Home - Derbyshire Safeguarding Adults Board \(derbyshiresab.org.uk\)](http://derbyshiresab.org.uk)

10.4 Domestic Abuse Helpline – Elm Foundation 08000 198 668 (24 hour, 7 day a week) <https://www.saferderbyshire.gov.uk/what-we-do/domestic-abuse/domestic-abuse.aspx>

11. REVIEW

This policy will be reviewed annually or as guidance / legislation changes.

12. Safeguarding Process

