

Safeguarding Adults Policy and Procedures for Trustees, Staff and Volunteers

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| **Version 2** | **Date** |
| Named Safeguarding Lead | Rachel Thistlewood  (Trustee) |
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**York Neighbours Safeguarding Aims**

York Neighbours supports people over the age of 65 living within the City of York in the following ways:

1) Help with practical one-off jobs.

2) Regular phone calls

3) Provision of Individual and group outings

This policy will enable York Neighbours to demonstrate its commitment to keeping safe the vulnerable adults with whom it works alongside. York Neighbours acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that Trustees, staff, volunteers, service users and carers, can work towards preventing abuse and know what to do in the event of any allegations or concerns about potential abuse.

The Policy Statement and Procedures have been drawn up to outline the steps York Neighbours will make to safeguard an adult if they are any concerns about a Neighbour experiencing, or potentially being at risk from abuse or neglect.

Section 6 of the Care Act sets out the roles and responsibilities of York Neighbours and states that, as an organisation, we have a duty to work together with other professionals and agencies, to promote an adults’ welfare and safeguard all individuals we work with from abuse and neglect.

York Neighbours will ensure that prior to any actions being taken, we will encourage and support those at risk to make their own choices and to be included in all decisions and actions, assuming they have the capacity to do so.

This policy is intended to support staff, trustees and volunteers working within York neighbours to understand their role and responsibilities in safeguarding adults. Everyone is expected to be aware of and follow this policy which will be an integral part of the compulsory initial induction training and be part of the regular training updates for staff and volunteers.

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The key objectives of this policy are for all employees, trustees and volunteers of York neighbours to:

* have an overview of what adult safeguarding is
* to be clear about their responsibility to safeguard adults and
* to ensure that the necessary actions are taken where an adult with care and support needs is deemed to potentially be at risk

This policy is based on:

* The Care Act 2014 and the Care and Support statutory guidance
* The City of York Safeguarding Adults policy and procedures
* The City of York Safeguarding Adults Board (SAB) local procedures and appendices
* The Human Rights Act 1998
* The Mental Capacity Act 2005

Copies of this Safeguarding policy are available from the York Neighbour’s office or via the York neighbour’s website.

**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.’*

Care and Support Statutory Guidance, Department of Health, updated February 2017

All adults should be able to live free from fear and harm, but some people may find it hard to get the help and support they need to stop abuse. This may be due to many reasons including their mental or physical incapacity, sensory loss, learning disability, physical disability, frailty, addiction or illness.

York Neighbours adheres to following the six key principles that underpin safeguarding work (as per The Care Act guidance). These are -

1. Empowerment
2. Prevention
3. Proportionality
4. Protection
5. Partnership and
6. Accountability

York neighbours will not tolerate the abuse of adults and all staff and volunteers should ensure that their work reflects the principles above. At all times, any adult who has care and support needs will be involved decisions and their consent will be obtained, where possible, before any actions are taken.

We will ensure that the safeguarding action agreed is proportionate and the least intrusive response to the risk. We are aware that partners from Adult Social care and / or the police may need to be involved in any safeguarding work to assist in preventing, detecting and reporting potential neglect and / or abuse. York Neighbours will be transparent and accountable in delivering their safeguarding actions.

**Why is it important to take action?**

It is may be difficult for adults with care and support needs to protect themselves and to report abuse. As a general principal people must assume it is their responsibility to raise a safeguarding concern if they believe an adult at risk is suffering, or likely to suffer, abuse or neglect, and / or are a risk to themselves or another, rather than assume that someone else will do so.

**Who do adult safeguarding duties apply to?**

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

* has care and support needs, (regardless of whether the local authority is meeting these or not) and
* is experiencing, or is at risk of experiencing abuse and/or neglect, and
* is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

**What is Making Safeguarding Personal (MSP)?**

*Mrs Smith reports to a volunteer that she believes that her daughter, with whom she lives, is taking her money. She does not wish to pursue this via the police or Adult social care but asks for assistance using MSP outcomes to look for alternative housing where she can live independently – and end the abuse.*

*example if your organisation is a faith a typical safeguarding adult’s scenario which staff or volunteers might be likely to encounter in your organisation]*

MSP means that any potential concerns or allegations should be person-led and outcome-focused. The Care Act is clear that the ‘person (experiencing the abuse) knows best’. It lays the foundation for a significant change in the way that care, and support, is provided to adults, and encourages greater self-determination whilst also ensuring that people are able to maintain their independence and have real choices. The individual at risk should be involved in identifying how best to respond to their safeguarding situation, (if they have capacity to do so), and that they are given the choice and control to address their concerns and identify options which may improve the quality of their life, their wellbeing and safety.

York neighbours will not tolerate the abuse of adults and will ensure that all adults are fully involved in their safeguarding arrangements. It is acknowledged that all adults have different preferences, histories and life styles, and that the same process and outcomes may be different from person to person.

**What do I do if I have any concerns?**

A concern may be raised by anyone, and can be:

1. An active disclosure of abuse by the adult, where the adult tells a member of staff or volunteer that they are experiencing abuse and / or neglect;

2. A passive disclosure of abuse where someone notices a sign of potential abuse or neglect, i.e.: volunteers or staff who notice unexplained injuries or bruises;

3. An allegation of abuse by a third party, for example a family / friend or neighbour who have observed abuse or neglect or have been told of it by the adult and then share this with a volunteer or staff member;

4. A complaint or concern raised by an adult or a third party who doesn't perceive that it is abuse or neglect.

5. A concern raised by a staff member or volunteer, a neighbour, carer or a member of the public about an incident witnessed.

6. An observation of the behaviour of the adult at risk; which causes concern

7. An observation of the behaviour of another; or

8. Patterns of concerns or risks that emerge through a contact, visits, trips or reports.

**What should I do if I have a concern?**

In the first instance If you witness any abuse that has just taken place, or are informed about any potential abuse that has taken place, your priorities should be:

1. **To respond –**

* To call an ambulance if required and / or to call the police if a potential crime has been committed
* To keep yourself, staff, volunteers and/ or The York Neighbours safe from harm.
* To reassure the person concerned
* To listen to what the York Neighbour is telling you
* To record what you have been told /witnessed as soon as possible
* To remain calm and to not show shock or disbelief
* To reassure the York Neighbour that information they have shared will be treated seriously

Please -

* Do not start to investigate or ask detailed or probing questions;
* Do not promise to keep any secrets;
* Reassure the adult at risk that consent from themselves must be gained to take any action and to report the concern further, if they have the capacity to do so\*.
* Inform the involved York Neighbour that you are going to share their concerns with York Neighbours staff and the designated safeguarding lead. However please also reassure them that they will be fully involved in all actions taken as a result of the safeguarding concern.

\*If Staff members or a volunteer has concerns about an adult’s capacity to make a decision about their own safety and wellbeing or, if there are potential risks to others, the safeguarding concerns should and can be shared without consent from the individual.

\*\*If it is decided to act against a York Neighbours’ wishes or without their consent, then the decisions and the reasons for this must be clearly recorded.

1. **To Report -**

* Please contact the York Neighbours office staff to make them aware of any safeguarding concerns immediately. The office staff will, in turn, inform the Designated Named Person for safeguarding - Rachel Thistlewood (Trustee and the named designated responsible person for safeguarding duties on behalf of York neighbours) or Liz Ramage – deputy designated responsible person for Safeguarding. If the office staff are not available, please contact Rachel direct on 07590310326
* You will need to write brief, factual details about what the concern is and the situation surrounding the allegation, as these notes may be needed to be transferred or forwarded to the Adult social care safeguarding adult team and the Police. The form asks about how the abuse occurred and what the adult would like to be done about it.
* All incidents / concerns should be logged as soon as possible following the visit / allegation / incident. The City of York council Safeguarding alert form can be used as a template as to what information might be useful.
* As far as possible, records should be written as soon as is practical, then dated, signed and shared with the office staff.
* These reports should remain factual and include quotes and records of discussions or actions taken. (Direct quotes are often helpful, alongside full names and relationships of any witness’s)

Records about safeguarding concerns should remain confidential and will be stored in a locked facility at the York Neighbours’ office at The Raylor Centre, James Street, York, YO10 3DW. Access should not be given to any unauthorised personnel as this should remain highly confidential.

1. **To Refer-**

* All concerns raised about potential abuse or neglect should be discussed with the Designated Named Person or their deputy. If a trustee, staff member or volunteer feels unable to raise this concern with the Designated Named Person or their deputy, then concerns can be raised directly with Adult Services a record of the reasons for referring the concern (or the reasons for not referring.)
* In deciding whether to refer or not to The City of York Adult Social care Safeguarding team, the designated safeguarding lead should consider the values highlighted within the Care Act which state that –
* People can access support and protection to live independently and have control over their lives;
* Appropriate safeguarding options should be discussed with the adult at risk and actions taken according to their ability to consent and their wishes and preferences.
* That there should be proper account of any additional factors associated with the individual’s disability, age, gender, sexual orientation, ‘race’, religion, culture or lifestyle;
* That the adult at risk should be the primary focus of decision making, determining what safeguards they want in place and provided with available options so that they maintain choice and control;
* That the action should begin with the assumption that the adult at risk is best-placed to judge their own situation and knows best the outcomes, goals and wellbeing they want to achieve and that the individual’s views, wishes, feelings and beliefs should be paramount and are critical to a personalised way of working with them;
* Consideration must be given to the adult’s mental capacity to make an informed decision about their own and others’ safety;
* whether there is a person in a position of trust involved and /or
* whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

* + The police, if a crime has been committed and/or
  + The City of York Councils Customer Advice and Assessment Team (part of adult social services) to initiate a potential safeguarding enquiry and / or
  + Relevant regulatory bodies such as the Charities commission or IDAS

\*It is acknowledged that Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns of behaviours or concerns.

As soon as Adult Social Care becomes involved, the City of York safeguarding adults process is followed. For more information about the safeguarding adults process, refer to the City of York Safeguarding Adults Procedures. These can be found at [https://www.safeguardingadultsyork.org.uk/](https://www.safeguardingadultsyork.org.uk/%20)

**What are the responsibilities of York Neighbours Staff, management and Trustees?**

* All staff, management and trustees at York neighbours are expected to report any concerns to the designated named person for safeguarding in a timely manner.
* If the allegation is against one of York neighbour’s members, volunteers, or trustees, please seek advice from York neighbours safeguarding lead.
* If the allegation is against the safeguarding lead, please seek advice from York Neighbours Chair person
* Safeguarding Referrals to City of York Adult social care will be made via York Neighbours’ designated safeguarding lead to The City of York Councils advice and assessment team on telephone: 01904 555111 (office hours), via fax: 01904 554055 or via the out of hours service who are available on 01609 534527 5pm – 8am.
* The [Safeguarding Adults 'concern form'](https://www.york.gov.uk/downloads/file/3652/safeguardingadults-alertformpdf) should be used and returned via email to adult.socialcare@york.gov.uk.

<https://www.york.gov.uk/downloads/file/3652/safeguardingadults-alertformpdf>

The designated safeguarding adults lead should be responsible for providing an acknowledgement of the referral and a 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. York neighbours will ensure ongoing support to the volunteer or staff member throughout this process.

The City of York Adult Adults Safeguarding team will decide on who will lead on the 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.

The adult with care and support needs should remain involved at all stages of their safeguarding enquiry, to ensure that a Making Safeguarding Personal and a person-centred approach is adopted. The Safeguarding team will advise as to who will undertake this task throughout any potential investigation.

**Complaints procedure**

York Neighbours promotes transparency and honesty when things go wrong. We are a registered Charity with the Charities commission and therefore all staff, trustees and volunteers have a legal Duty of Candour to give a full and honest explanation to people about when things go wrong.

If a staff member, volunteer or any other member of the organisation is unhappy with York Neighbours decision about a safeguarding concern, please refer to our Complaints procedure. <https://yorkneighbours.org.uk/securecontent/uploads/2015/07/YN-Complaints-procedure.doc>

We are also committed as an organisation to ensuring that staff and volunteers who whistle-blow, in the public interest, will be protected from reprisals and victimisation.

The Mental Capacity Act 2005 is used when decisions on behalf of those adults with care and support needs may be unable to make some decisions for themselves.

<https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>

We are aware of the need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

**Confidentiality and information sharing**

York Neighbours expects all staff, volunteers, trustees to always maintain confidentiality. In line with The Data Protection Act we will not share information if not appropriate. It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

York neighbour’s confidentiality statement can be found at <https://yorkneighbours.org.uk/securecontent/uploads/2015/07/YN-confidentiality-policy.doc>

**Recruitment and selection**

York Neighbours is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks of all staff, trustees and volunteers reduce the risk of exposing adults with care and support needs to people unsuitable to work with them.

**Training, awareness raising and supervision**

All staff and volunteers should be clear about the core values of York Neighbours and their commitment to safeguarding adults.

York Neighbours ensures that all staff and volunteers receive basic awareness training on safeguarding adults as part of their induction training and as part of the ongoing training sessions. If any neighbour, trustee or volunteer has any concerns, then we acknowledge that they should be equipped with basic knowledge about the safeguarding adults process and be confident about sharing these so that appropriate action can be taken.

Please see **Appendix 1** for examples of types of abuse and who might abuse.

**City of York Safeguarding Adults Board (SAB)**

The City of York SAB is a multi-agency partnership with a wide-ranging membership of representatives from the statutory, independent, health and voluntary organisations in York including-

* Health partners in York- including the Hospital trust, TUWV and the CCG
* Independent care providers in York
* York CVS
* City of York Council Adult social care
* North Yorkshire Police

Its role is to ensure that people in the city of York are safeguarded from abuse by making sure adequate procedures and processes are in place.

**PREVENT**

Radicalisation and extremism of adults with care and support needs is a form of emotional / psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media. If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern. For more information about Prevent see: <https://www.gov.uk/government/publications/prevent-duty-guidance>

**Designated Named Person for safeguarding adults**

York Neighbours has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with.

The Designated Named Persons for Safeguarding Adults within York Neighbours is Rachel Thistlewood (Trustee)

Work telephone number: 01904 553873

Mobile telephone number: 07590310326

Emergency contact number: 01904 763125

The deputy designated named person for Safeguarding Adults within York Neighbours is Lis Ramage (Trustee)

Work telephone number: 01904 627995

Mobile telephone number: 07950337769

Emergency contact number: 01904 63386

**Useful links**

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| If your concern relates to an adult at risk of harm or abuse, please contact The City of York Adults Access & Advice Service on  01904 555111 or adult.socialcare@york.gov.uk |  |

Care Act legislation –

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

City of York Safeguarding Adults policy and procedures –

<http://www.safeguardingadultsyork.org.uk/>.

City of York Council Safeguarding Contact form –

<http://www.york.gov.uk/download/downloads/id/3652/safeguarding_adults_concern_form.docx>

Care and support statutory guidance -

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf>

PREVENT-

<https://www.gov.uk/government/publications/prevent-duty-guidance>

Information sharing-

<https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

**Appendix 1 –**

**What are the types of Adult Abuse?**

The Care and Support Statutory guidance for Adult Safeguarding sets out the 10 main types of abuse:

* **Physical abuse**
* **Neglect**
* **Sexual abuse**
* **Psychological**
* **Financial abuse**
* **Discriminatory**
* **Organisational**
* **Domestic violence**
* **Modern Slavery**
* **Self-neglect**

What constitutes abuse or neglect can take many forms and the circumstances of the individual case should always be considered.

**What are the possible signs of abuse?**

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect;

* Depression, self-harm or suicide attempts
* Difficulty making friends
* Fear or anxiety
* The person looks dirty or is not dressed properly,
* The person never seems to have money,
* The person has an injury that is difficult to explain (such as bruises, finger marks, ‘non-accidental’ injury, neck, shoulders, chest and arms),
* The person has signs of a pressure ulcer,
* The person is experiencing insomnia
* The person seems frightened or frightened of physical contact.
* Inappropriate sexual awareness or sexually explicit behaviour
* The person is withdrawn, changes in behaviour

You should ask the person themselves if you are unsure about their well-being, as there may be other explanations to the above presentation(s).

**Who abuses and neglects adults?**

Abuse can happen anywhere, even in somebody’s own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether the adult lives alone or with others. Anyone can carry out abuse or neglect, including:

* **Partners or other relatives**
* **people who deliberately exploit adults they perceive as vulnerable to abuse;**
* **paid staff or professionals;**
* **volunteers and strangers;**
* **Local residents or next door neighbours;**
* **Friends or acquaintances**