

# Safeguarding Adults Policy and Procedure



<b>Date approved</b>	January 2021	<b>Date of next review</b>	July 2026
<b>Date of last review</b>	July 2024	<b>Review frequency</b>	Biennially
<b>Type of Document</b>	Safeguarding Adults Policy and Procedure		
<b>Owner name and job title</b>	Sarah Bourne CEO		
<b>Approved by</b>	Trustees		
<b>Linked documents</b>	Safeguarding Children Policy Employee Handbook Whistleblowing Policy Disciplinary procedures Code of conduct Equality and diversity policy Data protection policy Lone working guidance Complaints policy		
<b>Legislation, regulations and guidance</b>	<p>Gloucestershire Adult Safeguarding: Multi-agency policy and procedures for the protection of adults with care and support  <a href="https://www.gloucestershire.gov.uk/media/2095462/safeguarding">https://www.gloucestershire.gov.uk/media/2095462/safeguarding</a></p> <p>The Care Act 2014  Mental Capacity Act 2005 Guidelines (including Deprivation of Liberty Safeguards DoLs)  Sex Offences Act 2003  Safeguarding Vulnerable Groups Act  2006 Protection of Freedoms Act 2012  Human Rights Act 1998  Data Protection Act 2018 and General Data Protection Regulations  <i>No Secrets: Guidance on developing multi-agency policies and procedures to protect vulnerable adults from abuse</i> – Dept of Health 2020</p>		

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Details</b>
2.0	Feb 2021	Juliet Cocks	Policy rewritten
2.1	Feb 23	Juliet Cocks	
2.3	July 2024	Sarah Bourne	



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## 1. Scope and Aims

The Churn Project works with the communities of Cirencester and the outlying villages supporting those who are lonely or marginalised, disadvantaged or at a point of transition or crisis in their lives, including families, unemployed people and older people. We may be in contact with adults with care and support needs through our day-to-day activities.

### Policy Statement

The Churn Project is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and is committed to ensuring that all those involved with The Churn feel safe and be treated with respect.

If anyone discloses or experiences abuse, it will be dealt with in a timely and effective manner and in ways which are proportionate to the issues.

### The purpose of this document is:

- To set out The Churn Projects approach towards safeguarding adults with care and support needs at risk from harm and abuse.
- To explain the responsibilities the staff, volunteers and trustees have in respect of adults with care and support needs.
- To provide a clear procedure which will be followed by trustees, staff and volunteers, when reporting and dealing with safeguarding concerns and incidents.

Where a third party is running a service from The Churn's premises, they must have their own Safeguarding policies in place or must sign up to this policy.

## 2. Safeguarding adults and safeguarding children policies

We have separate policies for Safeguarding Adults at Risk and Safeguarding Children. One of the key differences is that adults have their own rights and responsibilities and can make their own decisions and live independent lives. This means that they have a legal right of consent and participation in progressing safeguarding concerns. Exceptions to this are:

- if they do not have the mental capacity to make informed decisions about their safety.
- there is a significant risk of harm to the individual or others.
- a crime has taken place or could be prevented.
- or a member of staff is the alleged abuser.

Adult safeguarding concerns may also involve children and vice versa. If concerns arise about a child, these must also be reported to the local Children's Services team within Social Services and/or police to investigate. See our Safeguarding Children Policy.

### 3. Context

This policy and procedure is underpinned by the following six key principles.

- Empowerment: People being supported and encouraged to make their own decisions and informed consent
- Prevention: It is better to act 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 transparent in delivering safeguarding

The Care Act 2014 sets out a clear legal framework for how local authorities and other statutory agencies should protect adults with care and support needs at risk of abuse or neglect.

The local authority must promote wellbeing when carrying out any of their adult care and support functions. Wellbeing is a broad concept and is described as relating to areas which include protection from abuse and neglect, personal dignity (including treating the individual with respect), physical and mental health and emotional wellbeing, suitable living accommodation and economic and social wellbeing, control over day-to-day life, participation in work or education or training, domestic, family and personal relationships or contribution to society.

Services provided to adults with care and support needs must be appropriate and not discriminate because of disability, age, gender, sexual orientation, race, religion, culture or lifestyle.

Local authorities have the lead responsibility for safeguarding adults. Their role is to ensure that there are local Safeguarding Adults Boards, that they provide services to people who need care and support and that they respond to concerns about harm and abuse. Safeguarding Adults Boards are the lead agency with responsibility for co-ordinating safeguarding and conducting case management and reviews. They have expertise in handling cases of abuse, providing support and counselling to victims and assisting the police with any criminal investigations.

Gloucestershire Safeguarding Adults Board <https://www.gloucestershire.gov.uk/gsab/>

Gloucestershire Adults Help Desk **01452 426868**

Gloucestershire Adults Email [socialcare.enq@gloucestershire.gov.uk](mailto:socialcare.enq@gloucestershire.gov.uk)

## Definitions

The adult safeguarding duties under the Care Act 2014 apply to an adult, aged 18 or over. The definition of an 'adult at risk' is any person aged 18 years and over who is or may be in need of:

- community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is, or may be, unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.
- and is experiencing, or is at risk of, abuse or neglect.

A wider definition of whom we consider to be adults at risk includes:

- people encountering domestic abuse, sexual exploitation and/or human trafficking.
- people who are experiencing homelessness.
- people suffering from alcohol and substance misuse.
- people who are refugees or asylum seekers.

Care and support are the mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and carers. Care and support include assessment of people's needs, provision of services and the allocation of funds to enable a person to purchase their own care and support. It could include care home, home care, personal assistants, day services, or the provision of aids and adaptations.

**Abuse or neglect** Defining abuse or neglect is complex and rests on many factors. The term "abuse" can be subject to wide interpretation. It may be physical, verbal or psychological, it may occur where a person is persuaded to enter a financial or sexual transaction to which they have not consented or cannot consent. Incidents of abuse may be one-off or multiple and affect one person or more. Abuse or neglect may be the result of deliberate intent, negligence or ignorance. Exploitation can be a common theme in the experience of abuse or neglect.

Whilst it is acknowledged that abuse or neglect can take different forms, the Care Act guidance identifies the following types of abuse or neglect:

- Physical abuse
- Domestic abuse
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse/hate crime
- Organisational abuse
- Neglect and acts of omission
- Self-neglect

## 4. Responsibilities of staff, trustees and volunteers

We expect all staff, volunteers and trustees to

- Be alert to concerns for welfare and indicators of abuse or neglect
- Report all cases of suspected abuse or neglect to the designated safeguarding leads
- Be vigilant about their actions to avoid misinterpretation and be aware of appropriate behaviour when working with service users (for

example appropriate boundaries of personal contact)

- Attend safeguarding training and refresher training where relevant

All line managers are responsible for

- Ensuring safeguarding is a fixed agenda item and regularly discussed in team meetings and 121s

Designated Safeguarding Leads are responsible for

- Ensuring that any changes to legislation or good practice lead to corresponding policy and procedure updates
- Notify the board in the event of a serious safeguarding incident and/or pending safeguarding adult review
- Review the adult safeguarding policy on a regular basis and ensure that other policies have regard to safeguarding as appropriate
- Ensure systems are in place to accurately and appropriately record and monitor safeguarding cases
- Promote awareness of safeguarding within the organisation
- Work with external organisations as appropriate in relation to adult safeguarding
- Attend external safeguarding meetings representing The Churn Project
- Provide guidance to colleagues on specific cases and generally liaise with statutory agencies regarding referrals and active cases

### **Whistleblowing**

If a member of staff, trustee or volunteer suspects that an adult is being abused by another staff member, trustee or volunteer, they must immediately report their concerns to the Designated Safeguarding Leads or Chief Executive Officer. The whistleblowing policy must be followed.

### **Recruitment**

We are committed to safe recruitment, selection and vetting of all trustees, staff and volunteers. This includes

- All new employees and volunteers will complete an application form
- Before commencing employment or voluntary work, staff and volunteers will be asked to attend an interview with an appropriate manager or representative members from the Board of Trustees. The level and formality of interview will depend on the role and work involved
- New trustees and employees will be required to provide two acceptable references
- All employees, trustees and volunteers will require a DBS check at the appropriate level which will include self-declaration. Which will be renewed every 3 years.

### **Training and Induction**

#### **Induction**

All new staff members will receive a comprehensive induction upon commencement of their employment.

- The induction will cover the organisation's policies and procedures.
- An induction checklist will be completed and signed by both the new employee and the supervisor to ensure all topics are covered.
- Volunteers will participate in an induction programme. They will receive a handbook that includes key safeguarding information and other relevant organisational policies.

**Safeguarding Training:****Initial Training:**

- The induction for both staff and volunteers will include an appropriate level of safeguarding training tailored to their roles.
- This initial safeguarding training will ensure that all new staff, trustees and volunteers understand their responsibilities and the procedures for reporting concerns.

**Ongoing Training:**

- Safeguarding training will be renewed every two years at the appropriate level for all staff, trustees, and volunteers.
- The training will be conducted by a recognised organisation to ensure it meets current best practices and legal requirements.

**Documentation and Records:****Training Records:**

- Completion certificates for all safeguarding training will be stored in individual staff files.
- Detailed records of all training sessions attended by staff, trustees, and volunteers will be maintained.

**Monitoring and Compliance:**

- Regular audits will be conducted to ensure all staff, trustees, and volunteers have up-to-date safeguarding training.
- Non-compliance with the training requirements will be addressed promptly to maintain high safeguarding standards.

## **Confidentiality**

We will always respect confidentiality and will not share any information given in confidence unless justified by the assessed risk to the vulnerable adult at risk or required by law. We will discuss confidentiality with the service user where there are safeguarding concerns. We will be honest and explain that information might need to be shared with other organisations for them to respond to or resolve a safeguarding issue. If a person is unable to give informed consent and is assessed as lacking capacity to consent, but information needs to be shared to prevent or protect from abuse, then the 'best interest' principle must be followed.

## **Diversity and Inclusion**

We will ensure that no person or group of persons will be treated less favourably than another person or group of persons on account of any diversity strand.

## **Complaints**

Service users who do not feel satisfied with our service in relation to Safeguarding may wish to make a complaint. Complaints will be investigated by the safeguarding lead for a resolution. If a resolution is not found or the service user remains dissatisfied, this will be managed in accordance with the Complaints Policy.

## **Support to staff, volunteers and trustees**

Support will be provided to staff, volunteers and trustees dealing with safeguarding cases, including supervisory support from managers and the safeguarding leads. Clear guidance will be given around professional boundaries when working with adults with care and support needs.

If we receive an allegation about a member of staff that constitutes an adult safeguarding issue, an investigation will be conducted in accordance with the Disciplinary procedures.



## 5. Procedure when reporting and dealing with safeguarding concerns and incidents

**Emergency:** If someone is in immediate danger, seriously injured or may cause serious harm to others call the emergency services on **999** and inform the safeguarding lead as soon as possible.

**Step 1** - Contact the Designated Safeguarding Lead at The Churn. The designated safeguarding leads for adults are:

**Sarah Bourne** [sarah.bourne@thechurn.org.uk](mailto:sarah.bourne@thechurn.org.uk) **01285 380031**

**Michelle Bradburn** [michelle.bradburn@thechurn.org.uk](mailto:michelle.bradburn@thechurn.org.uk) **01285 380039**

If they are not available, please speak to trustee safeguarding lead:

**Rosemary Lynn:** [rozlynn54@gmail.com](mailto:rozlynn54@gmail.com) **07527 171490**

If they are not available, please speak to another line manager.  
(Kim Kimbell **01285 380035**/ Rachel Stainton **01285 380034**)

**Step 2** - Having considered all the available information, the safeguarding lead will decide on the next steps which maybe to

- Take no action
- Monitor the situation
- Report the matter to the police
- Contact the Gloucestershire Adult Safeguarding Desk **01452 426868** or out of hours Emergency Duty Team **01452 614194**

Remember it is not the person who first encounters a case of alleged abuse or harm who is responsible for deciding whether abuse has occurred. This is a task for Gloucestershire safeguarding adults' team.

However, it is important to remember that staff, trustees and volunteers should ensure that concerns are well recorded, physical evidence is preserved, appropriate information is gathered and that responses to concerns are appropriate. (see good practice guidance below) If it is safe to do so, speak to the Adult concerned to get their views on the concerns or incident and what they would like to happen next.

**If you are unable to contact a safeguarding lead or manager.**

- If someone is at risk, Phone Adults Help Desk 01452 426868
- If someone is breaking the law, phone the police on 101
- In an emergency phone 999

## 6. Policy Review

The overall responsibility for this policy lies with the Chief Executive Officer and Board. The policy will be reviewed biennially.

## 7. Contact Information

The Churn Project Designated Adults Safeguarding Leads	Sarah Bourne <a href="mailto:sarah.bourne@thechurn.org.uk">sarah.bourne@thechurn.org.uk</a> 01285 380031  Michelle Bradburn <a href="mailto:michelle.bradburn@thechurn.org.uk">michelle.bradburn@thechurn.org.uk</a> 01285 380039
Gloucestershire Safeguarding Adults Board Help Desk	<b>01452 614194 Emergency Duty Team</b>  <b>01452 426868 (Mon-Fr 9:00 –17:00)</b> <a href="mailto:Socialcare.enq@gloucestershire.gov.uk">Socialcare.enq@gloucestershire.gov.uk</a>
Gloucestershire Safeguarding Adults Board	<a href="https://www.gloucestershire.gov.uk/gsab/">https://www.gloucestershire.gov.uk/gsab/</a>
GDASS (Gloucestershire Domestic Abuse and Support Service) Inc domestic abuse, coercion and control, forced marriage	<b>0845 602 9035</b>  <b>Helpdesk: 01452 726570</b>  <b>Professional Advice line: 01452 726561</b> <a href="mailto:support@gdass.org.uk">support@gdass.org.uk</a>
Modern slavery reporting	<b>Police 101</b>  <b>Crimestoppers 0800 555 111</b>
GRASAC (Gloucestershire Rape and Sexual Abuse Centre)	<b>01452 305421</b>  <b>27/7 0808 500 2222</b>
The Forced Marriage Unit	<b>020 7008 0151</b>
PREVENT (anti Terrorism) Anti-terrorist hotline	<b>Police 101</b>  <b>0800 789 321</b>
Gloucestershire Fire & Rescue service (Safe and Well Checks)	<b>0800 180 4140</b>
Independent advocacy POhWER	<b>0300 456 2370</b>
Sexual Assessment Referral Centre (SARC) for counselling & support	<b>0300 421 8400</b>

## 8. Good practice guides

<https://www.gloucestershire.gov.uk/gsab/i-am-a-professional/safeguarding-an-overview-for-practitioners/good-practice-guides/>

### Good Practice Guide – Responding to Disclosures

It is often difficult to believe that abuse or neglect can occur. Remember, it may have taken a great amount of courage for the person to tell you that something has happened and fear of not being believed can cause people not to tell.

- Accept what the person is saying – do not question the person or get them to justify what they are saying – reassure the person that you take what they have said seriously.
- Don't 'interview' the person; just listen carefully and calmly to what they are saying. If the person wants to give you lots of information, let them. Try to remember what the person is saying in their own words so that you can record it later.
- You can ask questions to establish the basic facts, but try to avoid asking the same questions more than once, or asking the person to repeat what they have said- this can make them feel they are not being believed.
- Don't promise the person that you'll keep what they tell you confidential or "secret". Explain that you will need to tell another person but you'll only tell people who need to know so that they can help.
- Reassure the person that they will be involved in decisions about what will happen.
- Do not be judgemental or jump to conclusions.
- If the person has specific communication needs, provide support and information in a way that is most appropriate to them.

## Good Practice Guide – Preserving Physical Evidence

In cases where there may be physical evidence of crimes (e.g. physical or sexual assault), **contact the Police immediately**. Ask their advice about what to do to preserve evidence.

As a guide-

- Where possible leave things as and where they are. If anything has to be handled, keep this to an absolute minimum;
- Do not clean up. Do not touch anything you do not have to. Do not throw anything away which could be evidence;
- Do not wash anything or in any way remove fibres, blood etc;
- Preserve the clothing and footwear of the victim;
- Preserve anything used to comfort or warm the victim, e.g. a blanket;
- Note in writing the state of the clothing of both the victim and person alleged to have caused the harm. Note injuries in writing. As soon as possible, make full written notes on the conditions and attitudes of the people involved in the incident;
- Take steps to secure the room or area where the incident took place. Do not allow anyone to enter until the Police arrive.

In addition, in cases of sexual assault –

- Preserve bedding and clothing where appropriate, do not wash;
- Try not to have any personal or physical contact with either the victim or the person alleged to have caused the harm. Offer reassurance and comfort as needed, but be aware that anyone touching the victim or source of risk can cross contaminate evidence.

## Good Practice Guide – Recording

As soon as possible on the same day, make a written record of what you have seen, been told or have concerns about. Try to make sure anyone else who saw or heard anything relating to the concern also makes a written report.

The written report will need to include:

- the date and time when the disclosure was made, or when you were told about / witnessed the incident/s,
- who was involved, any other witnesses including service-users and other staff,
- exactly what happened or what you were told, in the person's own words, keeping it factual and not interpreting what you saw or were told,
- the views and wishes of the adult,
- the appearance and behaviour of the adult and/or the person making the disclosure,
- any injuries observed,
- any actions and decisions taken at this point,
- any other relevant information, e.g. previous incidents that have caused you concern.

Remember to:

- include as much detail as possible,
- make sure the written report is legible, written or printed in black ink, and is of a quality that can be photocopied,
- make sure you have printed your name on the report and that it is signed and dated,
- keep the report factual as far as possible. However, if it contains your opinion or an assessment, it should be clearly stated as such and be backed up by factual evidence. Information from another person should be clearly attributed to them.
- keep the report/s confidential, storing them in a safe & secure place until needed.

## Good Practice Guide – Information gathering

### What information needs to be gathered?

As a guide, the following sorts of information may be needed to enable effective decision-making and should be recorded on a SAFE 1:

#### Details of the person raising the concern / making the referral-

- Name, address and telephone number.
- Relationship to the adult.
- Name of the person raising the concern if different.
- Name of the organisation, if the concern is made from a care setting.
- Anonymous alerts will be accepted and acted on. However, the person raising the concern should be encouraged to give contact details.

#### Details of the adult

- Name, address and telephone number.
- Date of birth, or age.
- Details of informal carer/s.
- Details of any other members of the household including children.
- Information about the primary care needs of the adult (i.e. disability or illness).
- Funding authority, if relevant.
- Ethnic origin and religion.
- Gender (including transgender and sexuality).
- Communication needs due to sensory or other impairments (including dementia), including any interpreter or communication requirements.
- Whether the adult knows about the referral.
- Whether the adult has consented to the referral and, if not, on what grounds the decision was made to report the concern.
- What is known of the person's mental capacity.
- What are their views about the abuse or neglect.
- What they want done about it (if that is known at this stage).
- Details of how to gain access to the person and who can be contacted if there are difficulties.

#### Information about the abuse or neglect

- How and when did the concern come to light?

Sarah Bourne

July 2024