

ADULT SAFEGUARDING POLICY

Summary	
This policy states New Community's responsibility for the welfare and safety of adults at risk, offering protection and guidance in a professional capacity.	
Scope	
This policy covers New Community Network employees and workers and includes New Community Church, New Community Sholing, Community Café, SO14 Hub, CCTS, Kibera and NCV.	
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1. Introduction

New Community Network and all its congregations, outreach projects and adult services consider the welfare of any child, young person or adult 'at risk', who engages with our charity, to be of paramount importance and we are committed to ensuring that they are valued, listened to, and respected within the work that we do. We have a responsibility to protect and safeguard the welfare of adults we meet across the range of services we provide. The need for guidelines and procedures is important to ensure that this is done with understanding and clarity.

The trustees, staff and volunteers believe all adults using our service, no matter their sex, disability, racial or ethnic background, religious beliefs or sexual orientation, have the right to be in a safe, and caring environment. As a church and charity, we have a zero tolerance to harm or abuse in our organisation and projects.

Living a life that is free from harm and abuse is a fundamental right of every person. When abuse or neglect does occur, it needs to be dealt with swiftly, effectively and in ways that are proportionate to the concerns raised. The purpose of this document is to guide all members of our team at New Community Network, to identify and respond appropriately when adults may be at risk of harm, abuse or neglect. We aim to keep the individual at the centre of any safeguarding response and for them to stay in control of as much of the decision-making process as possible.

This policy outlines our commitment and practices, to ensure any adult who requires support, or protection from harm or abuse, will receive the best possible care and guidance. We also provide full details of how we support the welfare and protection of all children and young people in our Safeguarding Children Policy, which is available on request.

The name of New Community Network whenever used in this document, will refer to all departments of NCN such as our Central Counselling & Training Service, all church congregations managed at Central Hall and Sholing, our outreach services and projects such as the Community Café and Community Hub, and our international ministries such as Kibera and School of Ministries.

We uphold the policy and procedures for safeguarding from Southampton Safeguarding Adults Board (SSAB), a group of partner organisations who work together to improve the safety and wellbeing of adults at risk of harm in Southampton. The SSAB ensures that safeguarding activities are of a high quality and in line with the Care Act 2014. <http://southamptonlsab.org.uk/>
Email: SSAB@southampton.gov.uk Telephone: 023 8083 2995

Contact details for Southampton Safeguarding Adults - raising a concern	
Southampton Adult Safeguarding Services Email: adultsocialcareconnect@southampton.gov.uk	023 8083 3003
Out of Hours: Social Services (evenings & weekends)	023 8023 3344
In an emergency call 999	
Adult Social Care, Southampton City Council, Civic Centre, Southampton, SO14 7LY	

All staff and volunteers are made aware of this policy and the process for reporting concerns by issuing the policy at induction.

2. Principles

New Community Network and Central Counselling & Training Service (CCTS) will adopt and uphold the Local Safeguarding Adult's Board recommended policies and reflect that advice and guidance throughout this policy whose key principles are outlined below:

The Six Principles of Adult Safeguarding:

- **Principle 1: Empowerment** – presumption of person-led decisions and informed consent.
- **Principle 2: Prevention** - It is better to take action before harm occurs.
- **Principle 3: Proportionality** – proportionate and least intrusive response appropriate to the risk presented.
- **Principle 4: Protection** – Support and representation for those in greatest need.
- **Principle 5: Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Principle 6: Accountability** – Accountability and transparency in delivering safeguarding.

This approach informs planning of individual care packages, delivery of universal services and strategic planning. Service commissioners and providers, along with our services at New Community Network and Central Counselling & Training Service (CCTS), will assume that individuals are best placed to judge their own wellbeing and be respectful of their individual views, beliefs, feelings and wishes.

Aims of Our Policy

- Adopting person led safeguarding, respecting and promoting the rights, wishes and feelings of adults.
- Listening to and working alongside adults actively to provide support and representation for them as needed.
- Creating a safe and healthy environment within our organisation and the services it provides, avoiding situations where abuse may occur.
- On-going training, supervision and support for staff and volunteers to adopt local multi-agency good practice.
- Raising the awareness of the duty of care responsibilities relating to adults throughout the staff and volunteers team, assessing risk and responding to concerns proportionately.

- Actively encouraging good practice amongst all staff, and volunteers and promoting wider awareness wherever possible i.e. partnership organisations and user groups.
- Staff and volunteers who work with adults will be subject to Safer Recruitment processes and the appropriate level of Criminal Records check through the Disclosure & Barring Service.
- Responding to any allegations appropriately and implementing the appropriate disciplinary and appeals procedures.
- Requiring staff and volunteers to adopt and abide by the 4LSAB Adult Safeguarding Policy and procedures.
- Managing allegations against staff or volunteers appropriately, referring any member of staff or volunteer to the appropriate agencies such as the ACC, BACP, including the Disclosure & Barring Service if required.

3. Abuse of Adults and Safeguarding

Safeguarding adult's 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 and neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feeling 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.

The Care Act 2014 Definition of an Adult Needing Care and Support

Under The Care Act 2014 the Government expects local authorities and others to help people with care and support needs, 'who may be at risk of abuse or neglect as a result of those needs', to keep safe. This must not mean preventing them making their own choices and having control over their lives.

Criteria of an Adult at Risk:

Safeguarding procedures apply where a local authority makes an enquiry or require others to do so on their behalf if they reasonably suspect an adult meets the following criteria:

- any adult aged 18 or over, who has needs for care and support (whether or not the local authority is meeting any of those needs)
 - and is experiencing, or is at risk of, abuse or neglect
 - and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse and neglect

(Care and Support Statutory Guidance published under the Care Act 2014, Department of Health)
- This **may** include a person who:
 - Is elderly or frail
 - Has a mental health difficulty

- Has a physical disability
 - Has a learning disability
 - Has a severe physical illness
- This **may** include a situation where a person receives care or is currently unable to protect themselves, for instance, someone who:
 - Is misusing substances
 - Is someone who is homeless
 - Is in an abusive relationship
 - Is vulnerable due to context or experience e.g. bereavement, poverty

Person Led Safeguarding:

Professionals are often wary of intervening in abusive situations if the adult does not want them to do so because of human rights and other issues. These dilemmas are very real for staff but can lead to an approach of non-intervention which conflicts with the professional “duty of care”.

Person led adult safeguarding follows the principle of ‘no decision about me without me’ and means that the adult, their families and carers are working together with agencies to find the right solutions to keep people safe and support them in making informed choices.

This person led approach to safeguarding leads to services which are: person-centred and focused on the outcomes identified by the individual; planned, commissioned and delivered in a joined up way between organisations; responsive and which can be changed when required.

Mental Capacity:

People must be assumed to have capacity to make their own decisions and be given all practicable help before they are considered not to be able to make their own decisions. Where an adult is found to lack capacity to make a decision then any action taken, or any decision made for, or on their behalf, must be made in their best interests. Professionals and other staff have a responsibility to ensure they understand and always work in line with the Mental Capacity Act 2005. In all safeguarding activity due regard must be given to the Mental Capacity Act 2005. In all cases where a person has been assessed to lack capacity to make a decision, a best interest’s decision must be made. Even when a person is assessed as lacking capacity, they must still be encouraged to participate in the safeguarding process.

4. Definition of Abuse and Harm

Harm: For the purpose of these procedures, the term harm is defined as:

- A single act or repeated acts.
- An act of neglect or a failure to act.
- Multiple acts, for example, an adult at risk may be neglected and also being financially harmed.
- Self-neglect

This can mean:

- Ill treatment (including sexual harm and forms of ill treatment which are not physical).
- The impact of not providing care, providing inappropriate care or other actions which are detrimental to health, wellbeing, maintaining independence and choice
- The impairment of, or an avoidable deterioration in physical or mental health
- The impairment of physical, intellectual, emotional, social or behavioural development.

Intent is not an issue at the point of deciding whether an act or a failure to act is harm; it is the impact of the act on the person and the harm or risk of harm to that individual. Harm can take place anywhere. Harmful acts may be crimes and informing the Police must be a key consideration.

Where and How Abuse and Harm Might Occur

Abuse of adults may be perpetrated by a wide range of people, including spouses/partners, relatives and family members, professional staff, paid care workers, volunteers, other service users, neighbours, friends and associates, people who deliberately exploit people who might be at risk, strangers or the elderly. Mate crime happens when someone is faking a friendship in order to take advantage of a vulnerable person.

There is often particular concern when abuse is perpetrated by someone in a position of power or authority who uses his or her position to the detriment of the health, safety, welfare and general well-being of a vulnerable person. Abuse can occur in any setting. Abuse and crimes against adults may occur in different contexts. Actual or suspected abuse of persons at risk will trigger a safeguarding response in accordance with this policy.

We all need to look beyond single incidents or individuals to identify patterns of harm. Repeated instances of poor care may be an indication of more serious problems and of what is now described as organisational abuse. In order to see these patterns, it is important that information is recorded and appropriately shared. Patterns of abuse vary and include:

- Serial abusing in which the perpetrator seeks out and 'grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse.
- Long term abuse in the context of an ongoing family relationship such as domestic violence between spouses or generations of persistent psychological abuse
- Opportunistic abuse such as theft occurring because money or jewelry was left lying around.

Types of Abuse

Physical abuse: including assault, hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate physical 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 or does not have the mental capacity to consent.

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.

Neglect and acts of omission: includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, equipment, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Discriminatory abuse: including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

Domestic abuse and violence: including psychological, physical, sexual, financial, emotional abuse; 'honour' based violence.

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 a person's own home. This may be a one-off incident or on-going ill-treatment. It can refer to neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

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.

Self-neglect: This includes a broad spectrum of behaviour. The Care Act 2014 statutory guidance defines self-neglect as: "a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding". Self-neglect is recognised as the failure or unwillingness to meet your own basic care needs required to maintain health.

Other forms of abuse to consider:

Domestic Abuse: is defined as any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or other family members regardless of gender or sexuality. Victims under the age

of 18 should have support from Children's Services. Controlling behavior is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is an act or pattern of acts of assaults, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim.

Honour Based Violence: is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community. It is a collection of practices, which are used to control behavior within families or other social groups to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code.

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 parties consent to the assistance of their parents or a third party in identifying a spouse. Forced marriage can be a particular risk for people with learning difficulties and people lacking capacity.

Although forcing someone into a marriage and/or luring someone overseas for the purpose of marriage is a criminal offence the civil route and the use of **Forced Marriage Protection Orders** is still available and can be used as an alternative to entering the criminal justice system. It may be that perpetrators will automatically be prosecuted where it is overwhelmingly in the public interest to do so, however victims should be able to choose how they want to be assisted.

Female Genital Mutilation (FGM): involves procedures that include the partial or total removal of the external female genital organs for cultural or other non-therapeutic reasons. The practice is medically unnecessary, extremely painful and has serious health consequences, both at the time when the mutilation is carried out and later in life. The age at which the girls undergo FGM varies enormously, from new born through to marriage and first pregnancy. FGM constitutes a form of child abuse and violence against women and girls. It is illegal under the Female Genital Mutilation Act 2003.

Human Trafficking: is defined as "the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of giving or receiving of payments or benefits to achieve consent of a person having control of another person for the purpose of exploitation".

Sexual exploitation: The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Exploitation by radicalisation: The Home Office leads on the anti-terrorism PREVENT strategy, of which CHANNEL is part (refer to www.gov.uk for information). This aims to stop people becoming terrorists or supporting extremism. All local organisations have a role to play in safeguarding people who meet the criteria. Contact should be made with Hampshire Police regarding any individuals identified that present concern regarding violent extremism.

Internet/cyberbullying: can be defined as the use of technology, and particularly mobile phones and the internet, to deliberately hurt, upset, harass or embarrass someone else. It can be an extension of face-to-face bullying, with the technology offering the bully another route for harassing their victim or can be simply without motive. Cyberbullying can occur using practically any form of connected media, from nasty text and image messages using mobile phones, to unkind blog and social networking posts, or emails and instant messages, to malicious websites created solely for the purpose of intimidating an individual or virtual abuse during an online multiplayer game.

Hate crime: Hate crime is defined as any crime that is perceived by the victim, or any other person, to be racist, homophobic, trans-phobic or due to a person's religion, belief, gender identity or disability. It should be noted that this definition is based on the perception of the victim or anyone else and is not reliant on evidence.

Mate crime: Mate crime happens when someone is faking a friendship in order to take advantage of a vulnerable person. Mate crime is committed by someone known to the person. They might have known them for a long time or met recently. A 'mate' may be a 'friend', family member, supporter, paid staff or another person with a disability.

Abuse of trust: A relationship of trust is one in which one person is in a position of power or influence over the other person because of their work or the nature of their activity. There is a particular concern when abuse is caused by the actions or omissions of someone who is in a position of power or authority and uses their position to the detriment of the health and well-being of a person at risk, who could be dependent on their care. There is always a power imbalance in a relationship of trust.

Abuse between adults at risk: Any organisations supporting these individuals have a responsibility to protect them from abuse as well as preventing them from causing harm to other adults. It is important the needs of the adult causing the harm are taken into consideration in the safeguarding responses for both parties.

Carers at risk of harm: Carers experiencing abuse by the person they offer care to can expect the same response as any person at risk of abuse. Carers also have a legal right to an assessment of their needs. A carer's assessment should be seen as part of the overall assessment process. Sometimes both the carer and the supported person may be at risk of harm.

5. Guidance on Progressing Safeguarding Concerns

Raising a Concern

New Community Network will always raise a concern when there is reason to believe an adult at risk may have been, is, or might be the subject of harm, abuse or neglect by any other person or persons, this includes anyone self-neglecting. The local authority will determine if the concern meets the criteria for a Section 42 Enquiry and if not, what other actions may be taken. It is acknowledged that the route this information is received by the Local Authority could vary and for example may come from a third-party source where no action has been taken. **However, doing nothing is not an option.**

All concerns need to be reported to our safeguarding team using the Incident Form at Appendix A. You can call our Safeguarding Manager for advice and support on 07875028663. Email your reports etc to safeguarding@newcommunity.org.uk

When to Raise a Concern

A concern should be raised when there is reason to believe an adult at risk may have been, is, or might be the subject of harm, abuse or neglect by any other person or persons. This may include anyone self-neglecting. Urgent actions will be taken to safeguard anyone at risk of immediate harm if any of the following concerns are apparent:

- active abuse is witnessed
- an active disclosure is made by an adult or third party
- there is suspicion or fear that something is not right or there is evidence of possible abuse or neglect

In circumstances where there are significant high immediate risks, Adult Services or the Police will need to be called immediately for advice. You may also follow up with a call to the Safeguarding Manager if you would like further support yourself to manage the concern.

Actions to be taken when Harm is Directly Observed or Disclosed by the Individual

When harm is directly observed by anyone at New Community Network, all efforts will be made by the observer to ensure the individual is safe and urgent steps taken to report to the Local Authority and the Police, if a crime appears to have been committed. You can call any of the local authority numbers for advice, and/or discuss this with the Safeguarding Manager directly.

If there is no immediate risk, then take time to support and reassure the person of our help and gain permission to discuss this with the safeguarding team or your line manager if appropriate.

Advice to Follow

It is vital to listen carefully to what the person is saying, reassure them they will be involved in decisions about what will happen and get as clear a picture as possible but avoid asking too many questions at this stage. Then you must be assured the individual is safe from harm or any further harm. This may mean contacting any/all of the emergency services.

Listening to an Adult Disclose

- 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 make a record.
- 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 or others 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 judgmental or jump to conclusions.
- If the person has specific communication needs, provide support and information in a way that is most appropriate to them.
- There must be an assumption that the individual has capacity. Where there is doubt it may be necessary to undertake a full capacity assessment including issues of duress and coercion.

Careful consideration will need to be given regarding who else needs to know about the concern. The concern must/should not be discussed with the person alleged to have caused harm.

Supporting Immediate Needs

In line with information sharing considerations, New Community Network may need to take the following actions:

- Make an immediate evaluation of the risk to the person at risk and any others who may be at risk.
- Take reasonable and practical steps to safeguard the person at risk as appropriate.
- Consider referring to the Police if the abuse suspected is a crime.
- If the matter is to be referred to the Police, discuss risk management and any potential forensic considerations.

- Consider the support needs of the person alleged to have caused harm if they are also an adult 'at risk'.
- Arrange any necessary emergency medical treatment; note that offences of a sexual nature will require expert advice from the Police.
- If there is a need for an immediate Safeguarding Plan, we will refer to the relevant Adult Services or Emergency Duty Services if out of hours.
- Consider appropriate action in line with New Community Network's disciplinary procedures if a staff member is suspected to have caused harm.

Making a Written Record

As soon as possible on the same day, a chronological written record of what has been seen, been told or there are concerns about will be written down. Anyone else who saw or heard anything relating to the concern will also make a written record. **Our Incident Report Form is at Appendix A**

The written record will need to include:

- the date and time of the disclosure, or when you were told about or 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:

Wherever possible and practicable seek the persons consent to raise the concern. Where the person raises objections and there are significant risks, or if other adults or children may be at risk, it may be necessary to override their expressed wish not to consent.

- include as much detail as possible

- make sure the written record 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 record and that it is signed and dated
- keep the record 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 record/s confidential, storing them in a safe & secure place until needed

Referring a Concern

These procedures inform all staff and volunteers of New Community Network of what action they should take if they have a concern that should be passed on.

It is important that all staff and volunteers are aware that the first person that has concerns or encounters a case of abuse is not responsible for deciding whether or not abuse has occurred. However, staff and volunteers have a duty of care to the adult to report any suspicions or concerns to their line manager or the safeguarding lead/manager. Please refer to Appendix B for our reporting flow chart.

The safeguarding lead/manager will ultimately decide whether to alert Adult Services in each case. If an adult is at immediate and significant risk of harm, then 999 should be called urgently. Concerns of abuse should be referred/reported to the area Adult Service team or emergency Social Services duty team, if urgent and outside normal office hours.

In order to prevent a delay in raising concerns, alerts to the local authority should be made by contacting Adult services.

Southampton: **T: 023 8083 3003**

Out of hours: **T: 023 8023 3344**

Call **999** and request police if a crime has been committed.

Criminal Offences and Adult Safeguarding

Everyone is entitled to the protection of the law and access to justice, therefore consideration will be given to contacting the police where behaviour amounts to abuse and neglect, physical or sexual assault or rape, psychological abuse or hate crime, willful neglect, unlawful imprisonment, theft, fraud, and certain forms of discrimination.

Staff and volunteers are required to liaise with adult services and support any investigation that might be carried out.

Sharing Information

Sharing the right information, at the right time, with the right people, is fundamental to good practice in safeguarding adults, though this is often complex. The Care Act 2014 emphasises the need to empower people, to balance choice and control for individuals against preventing harm and reducing risk, and to respond proportionately to safeguarding concerns.

When sharing people's information, New Community Network recognise that:

- Adults have a general right to independence, choice and self-determination including control over information about themselves. In the context of adult safeguarding these rights can be overridden in certain circumstances.
- Emergency or life-threatening situations may warrant the sharing of relevant information with the relevant emergency services without consent.
- The law does not prevent the sharing of sensitive, personal information within organisations. If the information is confidential, but there is a safeguarding concern, sharing it may be justified.
- The law does not prevent the sharing of sensitive, personal information between organisations where the public interest served outweighs the public interest served by protecting confidentiality – for example, where a serious crime may be prevented.
- The Data Protection Act enables the lawful sharing of information.
- An individual employee cannot give a personal assurance of confidentiality.

New Community Network and Central Counselling & Training Service (CCTS) also support, train and inform staff counsellors and volunteers to:

- Report safeguarding concerns in line with New Community Network policy – this is usually to their line manager or supervisor in the first instance except in emergency situations.
- Implement good practice to try to gain the person's consent to share information.
- Use clear routes for escalation where a member of staff feels a manager has not responded appropriately to a safeguarding concern.
- Follow our whistleblowing policy.
- Share safeguarding information and understand the potential risks of not sharing it.
- Know when to raise a concern with Adult Services.
- Adopt the six safeguarding principles to underpin all safeguarding practice, including information sharing.

6. Managing Concerns of Other Adults' Behaviour

Responding to allegations or concerns against another person, a member of staff or volunteer, parent, carer or service user

Unfortunately, those that live with, care for, work alongside or serve those that are vulnerable can be individuals who go on to abuse them. Should you ever have a concern about a person close to the adult who may be at risk be that a relative, or a member of your team for example, you should:

- Take the allegation or concern seriously
- Consider any allegation or concern to be potentially dangerous to the adult who may be at risk
- Report to and inform (if appropriate) your Line Manager or Safeguarding Lead/Manager
- Record in writing on our Adult Incident Form all the details that you are aware of as soon as possible
- New Community Network Safeguarding Manager, or deputy, will inform relevant persons, i.e. Adult Services, and/or the Police if appropriate
- Any allegations involving a line manager/ senior team leader can be reported to a trustee, or direct to the local authority. Please refer to our Whistleblowing policy.

Internal Investigation for Staff or Volunteers

When a complaint or allegation has been made against a member of staff, he/she must be made aware of their rights under employment legislation and internal disciplinary procedures. It is the responsibility of senior managers and trustees, to conduct a thorough investigation in accordance with New Community Network Disciplinary Policy and Procedure.

Volunteers will be managed under safeguarding processes and managing concerns.

A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the member of staff/volunteer. This must include whether it is safe for them to continue their role or any other role within the charity whilst the investigation is being undertaken. The consideration of risk must be considered alongside the right of the employee. Decisions not to suspend an employee or volunteer will be fully documented.

Action to be considered will include the following:

- Is this a supervisory/training issue?
- Is it a matter for discipline/capability issue?
- Does discussion need to take place with other agencies, e.g. the Police and Adult Services?
- Is there a need to refer to Disclosure & Barring Service?

Any individual under supervision has the right to be notified about the cause for concern. This should be done in joint consultation with Adult Services and the Police. It is important that the timing of this does not prejudice the investigation.

Referring to the Disclosure and Barring Service

The Safeguarding Vulnerable Groups Act (2006) places specific duties on those providing 'regulated' health and social care activities. They must refer to the Disclosure and Barring Service (DBS) anyone who has been dismissed or removed from their role because they are thought to have harmed, or pose a risk of harm to, a child or adult with care and support needs. This applies even if they have left their job and regardless of whether they have been convicted of a related crime. The statutory guidance to the Care Act 2014 requires Designated Adult Safeguarding Managers to work with partner agencies to ensure that referral of individual employees to the DBS is carried out promptly and appropriately.

Appendix A: New Community Incident Reporting Form

Safeguarding Adults Incident Form – New Community

To be completed as fully as possible if you have concerns regarding an adult. It is important to inform the adult about your concerns and that you have a duty to pass the information onto the Designated Safeguarding Lead. The DSL 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		
Position		
Contact phone number(s)		
Email address		
Line manager or alternative contact		
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 know (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)?

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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:

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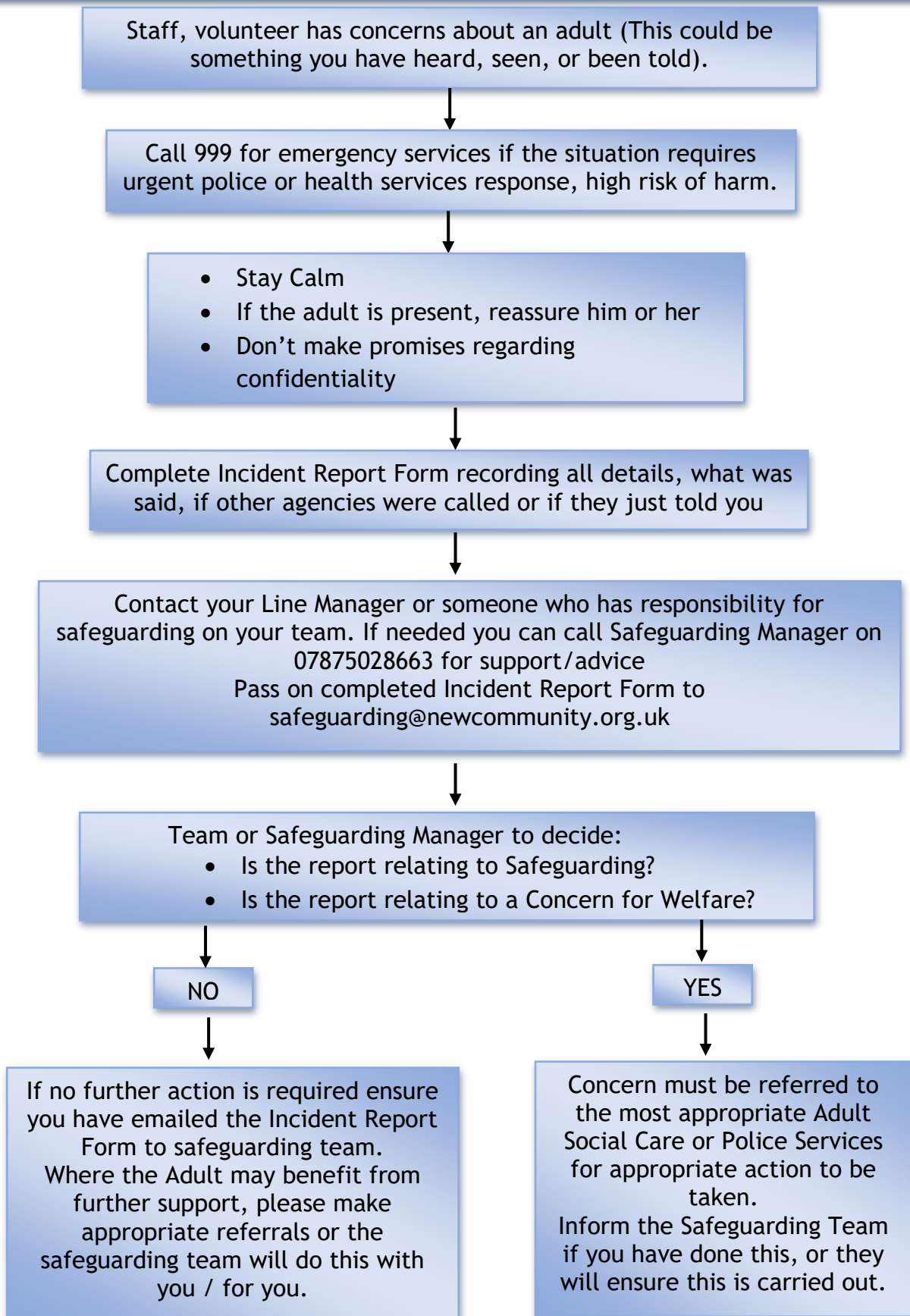
**Section 5B - Have you discussed your concerns with anyone else? E.g. carer/ partner/ spouse/ family member.
What are their views?**

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Section 6 – What action have you taken /agreed with the adult to reduce the risks?	
Information passed to Safeguarding Officer, confirm details:	Referral to Adult Social Care - confirm details:
Contact with the police - confirm details:	Referral to other agency – please 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:	

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Section 8 – sharing the concerns (To be completed by Designated Safeguarding Lead or Safeguarding Manager)
Details of your contact with the adult at risk. Have they consented to information being shared outside of New Community or CCTS?
Details of contact with the Adult Social Care Team where the adult at risk lives – advice can be still sought without giving personal details if you do not have consent for a referral.
Details of any other agencies contacted.
Signed:
Date:

Guidelines for Line Managers, Supervisors & Volunteers dealing with concerns relating to Safeguarding Adults



Every adult with care and support needs has the right to live their life free from abuse.