

Safeguarding – Guidance and Procedures

Anyone can witness or become aware of information suggesting that abuse and neglect is occurring. Regardless of how a safeguarding concern is identified, everyone should understand what to do and where to go locally to get help and advice. It is vital that professionals, other staff (paid and voluntary) and members of the public are vigilant on behalf of those unable to protect themselves.

This will include:

- knowing about different types of abuse and neglect and their signs
- supporting adults to keep safe
- knowing who to tell about suspected abuse or neglect
- supporting adults to think and weigh up the risks and benefits of different options when exercising choice and control

Six Key Principles that underpin all Adult Safeguarding work:

Empowerment

People being supported and encouraged to make their own decisions and informed consent

Prevention

It is better to take action before harm occurs

Proportionality

The least intrusive response 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

Who does Safeguarding apply to at ReSkilled?

Safeguarding duties apply to a person, aged 18 or older, who:

- has needs for care and support (whether or not the local authority is meeting any of those needs)
AND
- is experiencing, or 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 or neglect

If in doubt, speak to the Programme Manager.

What is Abuse or Neglect?

There are many different types and patterns of abuse and neglect, and the different circumstances in which they may take place. The list below is not intended to be exhaustive but a guide as to the sort of behaviour which could give rise to a safeguarding concern.

Incidents of abuse may be one-off or multiple, and affect one person or more. Professionals and others should 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 we now describe 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 abuse*, 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 or persistent psychological abuse
- *opportunistic abuse*, such as theft occurring because money or jewellery has been left lying around

Types of abuse

Physical abuse including:

- assault
- hitting
- slapping
- pushing
- misuse of medication
- restraint
- inappropriate physical sanctions

Domestic violence, i.e. any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality, including:

- psychological
- physical
- sexual
- financial
- emotional abuse
- so called 'honour' based violence
- coercive and controlling behaviour in intimate and familial relationships (Serious Crime Act 2015)

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
- sexual assault
- sexual acts to which the adult has not consented or was pressured into consenting

Psychological abuse including:

- emotional abuse
- threats of harm or abandonment
- deprivation of contact
- humiliation
- blaming
- controlling
- intimidation
- coercion
- harassment
- verbal abuse
- cyber bullying
- isolation
- 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
- the misuse or misappropriation of property, possessions or benefits

n.b. *Financial abuse* is the main form of abuse investigated by the Office of the Public Guardian both amongst adults and children at risk. Potential indicators of financial abuse include: change in living conditions; lack of heating, clothing or food; inability to pay bills/unexplained shortage of money; unexplained withdrawals from an account.

Modern slavery encompassing:

- slavery
- human trafficking
- forced labour and domestic servitude
- traffickers and slave masters using 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
- religion

Organisational abuse including:

- neglect and poor care practice within an institution or specific care setting. 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. It should be noted that self-neglect may not prompt a Section 42 enquiry and assessments should be made on a case by case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this without external support.

Signs might include a person who is:

- either unable, or unwilling to provide adequate care for themselves
- not engaging with a network of support
- unable to or unwilling to obtain necessary care to meet their needs
- unable to make reasonable, informed or mentally capacitated decisions due to mental disorder (including hoarding behaviours), illness or an acquired brain injury
- unable to protect themselves adequately against potential exploitation or abuse
- refusing essential support without which their health and safety needs cannot be met and the individual lacks the insight to recognise this

Who abuses and neglects adults?

Anyone can perpetrate abuse or neglect, including:

- spouses/partners
- other family members
- neighbours
- friends
- acquaintances
- local residents
- people who deliberately exploit adults they perceive as vulnerable to abuse

- paid staff or professionals and volunteers
- strangers

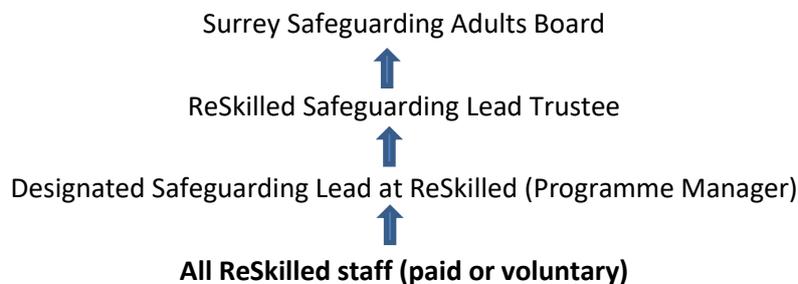
While a lot of attention is paid, for example, to targeted fraud or internet scams perpetrated by complete strangers, it is far more likely that the person responsible for abuse is known to the adult and is in a position of trust and power.

Who is responsible for reporting a safeguarding concern?

According to the Care Act 2014:

“In order to respond appropriately where abuse or neglect may be taking place, *anyone* in contact with the adult, whether in a volunteer or paid role, must understand their own role and responsibility and have access to practical and legal guidance, advice and support. This will include understanding local inter-agency policies and procedures.”

All staff, paid and voluntary are provided with their roles and responsibilities (and limitations) on their induction. In addition to this, the accountability structure for ReSkilled is:



The procedure for reporting a concern can be found at the end of this guidance (and displayed in the workplace).

It should be remembered that abuse may consist of single or repeated acts. Where you encounter abuse and you are uncertain about your next steps, you should contact the police for advice.

What is the role of the Designated Safeguarding Lead?

The Designated Safeguarding Lead (DSL) is the person within the daily workplace who takes responsibility to:

- act as a source of support, advice and expertise to staff on matters of safety and safeguarding and when deciding whether to make a referral by liaising with relevant agencies
- keep detailed, accurate and secure written records of concerns and referrals
- keep information confidential
- store information regarding concerns, even if a referral is not made
- ensure that the necessary DBS checks are carried out and recorded for all staff (paid and voluntary)
- provide appropriate training for all new staff (paid and voluntary)
- ensure effective communication with participants' referral agencies
- liaise with the Safeguarding Lead Trustee

- monitor absences and communicate these as appropriate to the referral agency
- ensure health and safety is in place
- encourage a culture of safeguarding within ReSkilled
- attend multi-agency meetings where appropriate and receive safeguarding updates regarding training and policy/procedure changes, e.g. local Safeguarding Adults Group (S.A.G.)
- ensure ReSkilled's Safeguarding policy is reviewed annually, the procedures and implementation are updated and reviewed regularly, and undertake work with the Safeguarding Lead Trustee regarding this.
- ensure the Adult Safeguarding policy is available publicly, i.e. displayed in the workplace and on the website

The Safeguarding Lead Trustee will compile an annual report covering: incidents; outcomes; lessons learned.

Confidentiality

The main principles concerning the sharing of information, based on the welfare of the adult or of other potentially affected adults are that:

- information will only be shared on a 'need to know' basis, and only when it is in the interests of the adult
- confidentiality must not be confused with secrecy
- 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
- 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. According to the Care Act 2014: "Where an adult has refused to consent to information being disclosed for these purposes, then practitioners must consider whether there is an overriding public interest that would justify information sharing (for example, because there is a risk that others are at risk of serious harm) and wherever possible, the appropriate Caldicott Guardian should be involved" (section 14.188).

Prevention

It is better to take action before harm occurs.

Some actions that can prevent abuse and neglect are:

- Ensuring that adults at risk receive clear, simple information about what abuse is, how to recognise the signs and where/how they can seek help
- Staff/Volunteers acting swiftly to raise concerns or seeking more information when there is a suspicion of someone being abused or neglected
- Early intervention to prevent the risk of harm from escalating

Information should be produced in a range of media in different, user-friendly formats for people with care and support needs. These should explain clearly what abuse is, how to express concern

and how to make a complaint. Adults with care and support needs should be informed that their concern or complaint will be taken seriously, dealt with independently and that they will be kept involved in the process to the degree that they wish to be. They should be reassured that they will receive help and support in taking action on their own behalf. They should also be advised that they can nominate an advocate or representative to speak and act on their behalf if they wish.

What signs should I look out for?

Personal characteristics of a person at risk that can increase the risk of abuse or neglect may include:

- Not having mental capacity to make decisions about their own safety, including fluctuating mental capacity associated with mental illness and other conditions
- Communication difficulties
- Childhood experience of abuse
- Experience of abuse e.g. domestic abuse
- Substance misuse
- Low self esteem
- Physical dependency - being dependent on others for personal care and activities of daily life

What is the difference between a *concern* about the quality of care or practice, an *allegation* and a *complaint*?

A ***concern*** is when you suspect that there is abuse or potential for abuse in the way that a person or organisation carries out their duties. This may simply be a worry about the wellbeing of an adult at risk.

An ***allegation*** is any information which indicates that a member of staff/volunteer may have:

- behaved in a way that has, or may have harmed an adult at risk
- possibly committed a criminal offence against/related to an adult at risk
- behaved towards an adult/s at risk in a way which indicates s/he would pose a risk of harm if they work regularly or closely with adults at risk

A ***complaint*** is used when you are dissatisfied with the way that a person or organisation carries out their duties in any area *except Safeguarding*. Please see the *ReSkilled Complaints Policy* for details.

Staff and Volunteer Safeguarding training

ReSkilled will provide all necessary induction and further training for staff and volunteers to fully understand their roles and responsibilities with regard to safeguarding.

The DSL will undergo initial and ongoing training as advised and updated by the Surrey Safeguarding Adults Board. The Safeguarding Lead Trustee is responsible and will make arrangements for keeping all staff and volunteers' training up-to-date and maintaining a record of the training, as advised by SSAB.

What should I do if I have a Safeguarding Concern?

If you believe an adult is being, or is at risk of being abused or neglected **and** the adult meets the definition for safeguarding care then you, or the Designated Safeguarding Lead (ReSkilled

Programme Manager) must contact the Multi Agency Safeguarding Hub (MASH) to tell them the safeguarding concern.

The definition of an *adult at risk* is: “a person, aged 18 or older, who has needs for care and support **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 or neglect”.

If the concern is in connection with radicalisation, contact the Surrey Police Prevent Team (tel. 101).

You can report a Safeguarding Concern by contacting Surrey Safeguarding Adults Board hub:

MASH (Multi-agency Safeguarding Hub)

Tel: 0300 470 9100

Email: mash@surreycc.gov.uk

Secure email: mash@surreycc.gcsx.gov.uk

In an emergency, always call the Police on 999

What will Adult Social Care (ASC) do when they receive your Safeguarding concern?

When the MASH receives a safeguarding concern, the ASC staff in the MASH will:

- Manage immediate safety
- Gather initial information and decide if a safeguarding enquiry is required
- Contact the Social Worker in the ASC Locality Team where appropriate
- Visit the adult if appropriate

If a Safeguarding Enquiry under Section 42 of the Care Act is required, Adult Social Care will:

- Complete an enquiry plan or hold a multi-agency meeting
- Ensure a wellbeing assessment is undertaken and a protection plan completed

If a Safeguarding Enquiry is not required, ASC will consider what other advice/action or information is needed. This is called the 'Safeguarding Pathway'.

Safeguarding should be person-led and outcome-focused, engaging the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

What should I do if the concern regards the Designated Safeguarding Lead?

If the concern is about the Designated Safeguarding Lead, contact the Multi Agency Safeguarding Hub (details above) or the Safeguarding Whistleblowing Helpline: 0800 0724 725

Safeguarding Reporting Procedure

Stage 1:

If a Staff member or Volunteer:

- *observes* something that they feel constitutes abuse or the risk of abuse or neglect **or**
- *is informed* about abuse or the risk of abuse or neglect **or**
- *is told* something that *they feel constitutes* abuse or the risk of abuse or neglect

They are responsible for alerting the Designated Safeguarding Lead (DSL) within 4 hours.

The staff member or volunteer must make a **written record** of the incident observed, or the disclosure made, and give this to the DSL within the working day, or the next working day if the incident observed or disclosure made takes place between the hours of 3pm - 9am (weekdays) or on a weekend or Bank Holiday.

Guidance on how you should *handle a disclosure* and what to write down can be found at the end of this section.

A *Concern Form* for recording allegations, disclosures or suspicions of abuse or neglect is also available within this Safeguarding folder.

If the concern is in connection with radicalisation, contact the Surrey Police Prevent Team on 101.

If a written record has been received from the adult at risk or any witness:

The written record should be given to the DSL within the working day, or the next working day if the incident observed or disclosure made takes place between the hours of 3pm - 9am (weekdays) or on a weekend or Bank Holiday.

In Emergency situations:

Where the person is in need of immediate medical attention or where the abuse or neglect is observed, immediate action should be taken to safeguard the adult at risk and evidence should be preserved. In this case the Emergency services should be contacted on 999.

If the Designated Safeguarding Lead is not available:

If the DSL is not available, or the concern is raised out of ReSkilled's hours (including weekends and Bank Holidays), then you need to contact the Multi-agency Safeguarding Hub (MASH).

If the concern is an emergency or in connection with radicalisation, contact the Emergency services or Surrey Police Prevent Team.

If the Multi-agency Safeguarding Hub, the Emergency services or Surrey Police Prevent Team are contacted, the Designated Safeguarding Lead, or in their absence the Safeguarding Lead trustee, must be alerted the next working day.

Designated Safeguarding Lead - Piers Rosslyn-Smith: piers@reskilled.org

Safeguarding Lead Trustee - Pauline Searle: safeguarding@reskilled.org

Multi-agency Safeguarding Hub (MASH) - 0300 470 9100 from 9-5pm Mon-Fri
(or 01483 517898 out of hours); e-mail: ascmash@surreycc.gov.uk

For emergency situations - call 999

For concerns relating to possible radicalisation – call 101 (Surrey Police Prevent Team)

Stage 2:

Upon receipt of any verbal or written report the Designated Safeguarding Lead will decide if referrals are necessary and if so, contact the appropriate external agencies such as:

- Multi-agency Safeguarding Hub (MASH)
- The Emergency services
- Surrey Police Prevent Team
- Care Quality Commission

The procedures and advice from the external agencies will then be followed and records maintained.

The Safeguarding Lead Trustee will also be informed **within 24 hours** of the concern being raised. It is the Safeguarding Lead's responsibility to inform the Charities Commission of any incidents as soon as practicably possible.

Stage 3:

Reports of all disclosures or concerns will be anonymised and submitted to the Safeguarding Lead Trustee by the Designated Safeguarding Lead on a quarterly basis.

ReSkilled's duty of care to its Staff members/Volunteers following an allegation against them:

ReSkilled recognises its primary concern is to ensure the safety of the adult at risk and it has a duty to investigate the allegation. However ReSkilled also has a duty of care to the Staff member or Volunteer.

To minimise stress to the staff member or volunteer, ReSkilled will provide support for anyone facing an allegation and provide the staff member or volunteer with a named contact if they are suspended.

All allegations against Staff members or Volunteers will be investigated in accordance with the ReSkilled Disciplinary Procedure to determine whether the allegation is:

- Substantiated – where there is sufficient evidence to prove the allegation
- Unsubstantiated – where there is insufficient evidence to prove or disprove the allegation
- Unfounded – where there is no evidence which supports the allegation. It might also indicate the person making the allegation misinterpreted the incident or was mistaken about what they saw
- False – where there is sufficient evidence to disprove the allegation
- Malicious – where there is clear evidence to prove there has been a deliberate act to deceive and the allegation is entirely false

If the allegation is *substantiated*, the Staff member is dismissed or resigns, or the Volunteer's services are no longer offered or accepted by ReSkilled, it is the Designated Safeguarding Lead's responsibility to refer the individual to the DBS.

If the allegation is determined to be *false* or *malicious*, the DSL will refer the person who made the allegation to Surrey Safeguarding Adults Board to determine if they are in need of services.

If the allegation is shown to be *malicious* the DSL and Safeguarding Lead trustee will decide if it is appropriate to apply sanctions against the person who made the allegation, including whether or not to refer to the Police.

If an allegation is found to be *unsubstantiated* or *unfounded*, both parties will be informed in writing of why this has been found to be the case.

How should I handle a disclosure?

If someone tells a Staff member or Volunteer about something that has happened, it is that member of Staff or Volunteer's responsibility to respond sensitively and pass the information on. The person disclosing the information may be asking for help but sometimes they may not realise the significance of what they are saying, or they may not construe the actions of another as harmful or unusual.

The Staff member or Volunteer should:

- consider the safety of the person and any others - if there is immediate danger contact the relevant emergency service
- stay calm - try not to appear shocked or upset
- listen carefully
- show concern and interest in what is being said; be sympathetic
- inform the person that you have to pass on the information to the Safeguarding Lead (or Trustee as appropriate) and other Safeguarding agencies may need to know
- tell the person that they were right to talk - what is being said is being taken seriously
- Only ask the following four open questions:
 - Who was involved/who was there?
 - What happened?
 - When did it happen?
 - Where did it happen?
- enquire of the wishes of the individual, i.e. what outcome they would like (e.g. support, protection, apology)?
- tell the person what will happen next and where possible, let the person know as soon as it has been done
- *as soon as possible*, write down the exact facts that have been disclosed (not your own thoughts or ideas) - **see below for detailed guidance**
- preserve any evidence – do not take photographs
- follow ReSkilled's Whistle-blowing procedures if relevant

The Staff member or Volunteer should **not**:

- ask probing questions (other than the four questions above) or push the person to reveal more details
- stop the person talking once they have started to disclose
- be judgemental
- promise to keep secrets
- make promises that cannot be kept
- contact or talk to the person alleged to have caused the abuse or neglect

- pass on information other than to those who need to know in order to keep the learner safe and deal with the safeguarding issue

What should I write down if someone discloses information to me?

If recording allegations, disclosures and/or suspicion of abuse:

- write in ink (not pencil)
- be brief and factual
- use clear straightforward language, avoiding abbreviations
- do not include your opinions, ideas or assumptions
- describe the context, i.e. workshop environment
- describe where you were when you were told and /or what you saw, heard, etc.
- record the name(s) of who you were talking to, their date of birth if possible and who else was there
- record whether the person is aware that the concerns have been reported
- record the date and time you wrote the note
- note any actions that have been taken already

Include:

- the details of what you were told and/or saw including dates, times and actual events
- what the person actually said - in their own words if possible
- the wishes of the individual – what they would like to happen next

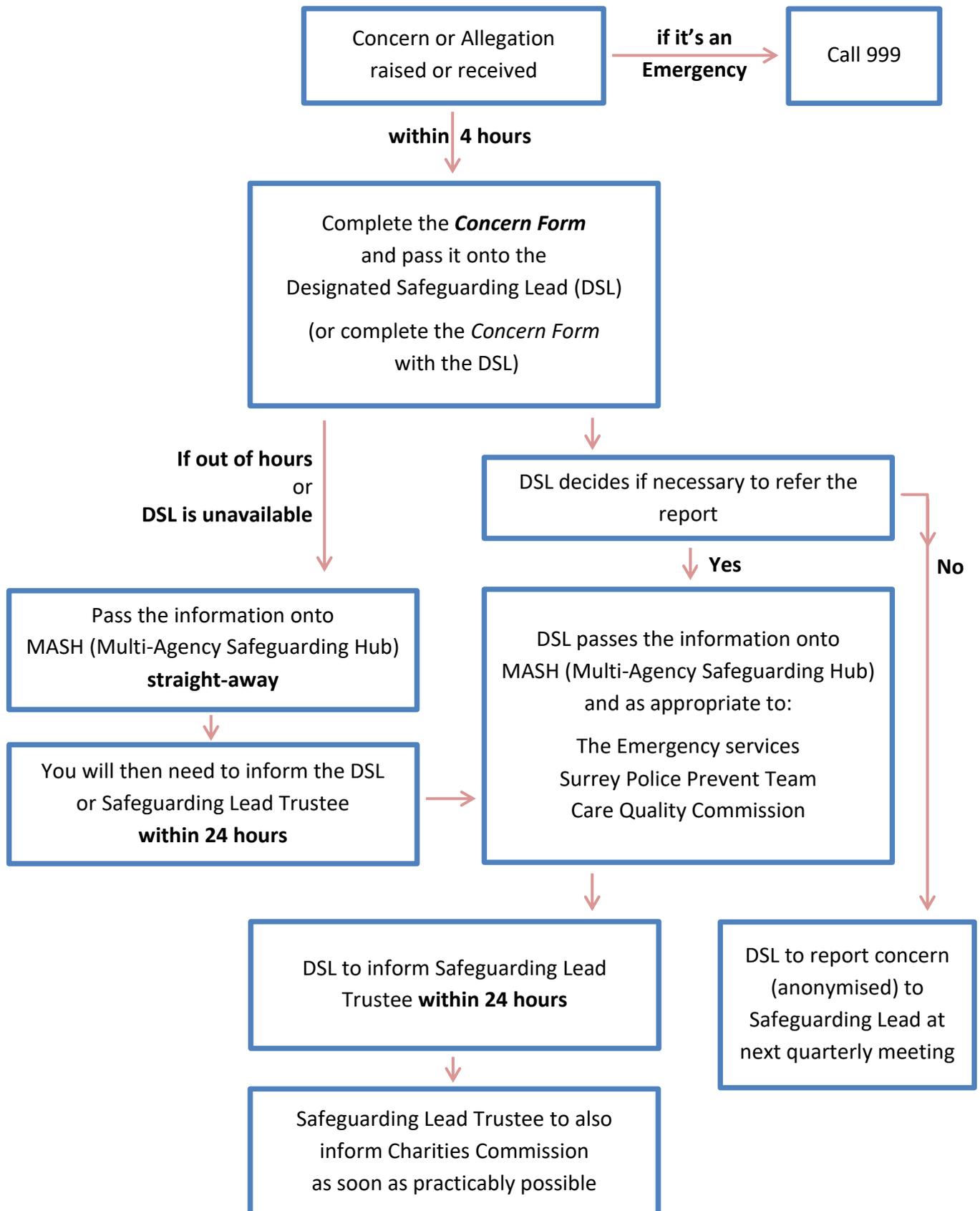
Remember what you record may be used in evidence.

For the suggested template for writing a Safeguarding record, **please use the *Concern Form* below.**

What should I do if I think I need legal advice?

Legal advice and support can be obtained by searching online for a Solicitor. It should not cost to make an enquiry.

Reporting Abuse or Suspicion of Abuse



MASH (Multi-agency Safeguarding Hub) - tel: 0300 470 9100 from 9-5pm Mon-Fri

Out of hours - tel: 01483 517898

Email: ascmash@surreycc.gov.uk

In an emergency, always call the Police on 999

Safeguarding Concern Form

at ReSkilled Woodwork Workshop

Referrer name:	Referrer phone:
Date/Time of conversation or concern: / / : am / pm	
Who is the concern about?	
Their role at ReSkilled: Participant <input type="checkbox"/> Staff <input type="checkbox"/> Volunteer <input type="checkbox"/>	
Nature of concern: Physical <input type="checkbox"/> Sexual <input type="checkbox"/> Psychological <input type="checkbox"/> Self-neglect <input type="checkbox"/> Organisational <input type="checkbox"/> Domestic <input type="checkbox"/> Financial <input type="checkbox"/> Discriminatory <input type="checkbox"/> Neglect <input type="checkbox"/> Modern slavery <input type="checkbox"/>	
Concern outline: (include the following: names of others present; place; how the concern came to light; what happened/could happen; details of the alleged perpetrator; actions taken; perspective of the adult at risk; outcome wishes of the adult at risk)	
Have you had any prior concerns about the adult at risk?	
Have you any concern about this adult's capacity to make appropriate decisions? Yes <input type="checkbox"/> No <input type="checkbox"/> If so, why?	
Have you let the adult know that you are passing on your concerns? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Referrer signature:	
Date/Time form completed: / / : am / pm	
Sent on to: Designated Safeguarding Lead <input type="checkbox"/> Safeguarding Lead Trustee <input type="checkbox"/>	
Sent by: Hand <input type="checkbox"/> E-mail <input type="checkbox"/>	
For Safeguarding Lead:	
Date/Time reported to MASH: / / : am / pm	