

FAMILIES TOGETHER SUFFOLK (FAMILIES TOGETHER)

Safeguarding Protecting Adults Policy

Policy Statement

Families Together is committed to safeguarding and protecting the welfare of all who use its service. We recognise that we have a responsibility to protect the welfare of adults at risk through our support for families and to ensure they are protected from harm. Families Together has no statutory remit or role to investigate but acknowledges a responsibility to pass on to the appropriate statutory agency concerns in relation to the safety or welfare of an adult at risk so that these concerns can be assessed.

Definition of an Adult at Risk

A person aged 18 years or over who is receiving or may be in need of community care services and is or may be unable to take care of themselves or protect themselves from significant harm or serious exploitation. This may include a person who:

- Is elderly or frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless.

In this context community care services includes all care services provided in any setting by any agency whether statutory, voluntary or community and therefore includes the services provided by Families Together.

Principles

This policy and following procedures are based on the following principles.

All adults at risk in Families Together, irrespective of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion and belief, sex or sexual orientation, have the right to:

- Have their money, goods and possessions treated with respect and to receive equal protection for themselves and their property.

- Guidance and help in seeking assistance as a consequence of abuse.
- Be supported in making their own decisions about how they wish to proceed in the event of abuse and to know their wishes will only be over-riden if it is considered necessary for their own safety or the safety of others.
- Be supported in bringing a complaint under any existing complaint procedure.
- Be supported in reporting the circumstances of any abuse to independent bodies.
- Have alleged, suspected or confirmed cases of abuse that come to light through Families Together support dealt with as a priority.
- Receive appropriate support following abuse.

It is the responsibility of all within Families Together to report any concerns about abuse. When abuse of an adult needs to be reported each local authority will have its own system, resources and reporting procedures.

This may be a dedicated phone line or a specific social services team. Schemes should familiarise themselves with local procedures in their area. Alternatively, adult abuse can be reported directly to the police.

All incidents of alleged poor practice, misconduct or abuse will be taken seriously and responded to swiftly and appropriately.

All personal data will be processed in accordance with the requirements of the the General Data Protection Regulations (GDPR).

Where there are concerns about the safety or welfare of an adult at risk this policy and these procedures will be followed and information will be shared with the relevant agencies in order to protect them.

Families Together will take all possible steps to ensure that adults with whom it works are kept safe through:

- Clear procedure for the raising of concerns about an adult at risk
- Safe recruitment processes for all trustees, staff and volunteers including the obtaining of DBS or Access NI checks as appropriate
- Procedures to structure the management of an allegation of abuse against trustees, staff or volunteers
- Effective induction, training and support for trustees, staff and volunteers to ensure they are aware of and understand the importance of implementing this policy and the related procedures
- Identified personnel to hold the strategic lead and designated safeguarding responsibilities for the safeguarding of adults at risk within Families Together
- Clear expectations of all trustees, staff and volunteers for sharing information.

Disclosure of Information

- Families Together recognises the importance of sharing information to protect an adult at risk and normally any disclosure of confidential information to any other person may only be undertaken with the express permission of the person.
- Where it is considered necessary for the welfare and protection of an adult at risk, the person will be kept informed unless to do so would put his or her welfare and safety at risk of harm.
- In recognition of its commitment to pass on concerns, Families Together will maintain effective working partnerships with organisations working with adults at risk within the community and will maintain current information on and work within the requirements of the local procedures followed by statutory and voluntary agencies.

Procedure when there are concerns

- a) If anyone who is associated with Families Together has concerns about the welfare of an adult at risk they must raise those concerns and inform the designated person **without delay**
- b) If an adult discloses that they are being, or have been abused this information must be taken seriously and the information must be passed to the designated person for dealing with their concerns without delay and in any event **within 24 hours** of the information coming to light
- c) The first priority should always be to protect the safety of all adults at risk and it is the responsibility of all within Families Together to act on any suspicion or evidence of abuse or neglect
- d) The information regarding the concerns and the action taken will be recorded and passed to the relevant agencies. Written information will be passed to the respective agencies **within 7 working days (within 2 days in NI)**
- e) If an adult is at risk of immediate harm then the designated person will inform the appropriate agency without delay
- f) If the adult is not in immediate harm the information must be passed to the designated person who will respond as soon as possible but **within 24 hours**
- g) Failure to report concerns may lead to suspension pending investigation and for staff, disciplinary action
- h) If a member of staff, volunteer or trustee is alleged to have put the welfare or safety of an adult at risk, the designated person will inform the appropriate agency and cooperate fully with the authority in the manner in which the matter is dealt with including the immediate suspension of the person pending an investigation

Allegations against Staff and Volunteers

It is important that any concerns for the welfare of an adult at risk arising from abuse or harassment by a member of staff or volunteer should be reported immediately to the designated person, or, if they are implicated in the concerns, to the strategic lead or a named trustee, and an incident form completed. Concerns about poor practice should also be reported to the designated person.

Where there are allegations of abuse or concerns about poor practice of staff or volunteers there may be three strands of investigation as follows:

1. Adult at risk protection investigation (externally led)
2. Criminal investigation (externally led by the Police Authority)
3. A disciplinary investigation (internally led)

It may be that the employee will be suspended with pay during an investigation or a volunteer asked to cease volunteering pending the outcome of the investigation.

Designated Safeguarding Personnel

Families Together has appointed

Amanda Jacques 01379 678552 or 07540 282074 to take the strategic lead responsibility and

Kerry Agricole	01379 678552 or 07415 690130
Charlotte Bloomfield	01379 678552 or 07754 285649
Charlotte Deacon	01379 678552 or 07921 137481
Hannah Edwards	01379 678552 or 07563 029195
Wendy Gausden	01379 678552 or 07395 796279
Karen Lovell	01379 678552 or 07925 138384
Jo Pearson	01379 678552 or 07933 801871
Vickie Stone	01379 678552 or 07754 764477
Julie Sullivan	01379 678552 or 07927 322506
Helen Thorby	01379 678552 or 07563 029117
Honor Warner	01379 678552 or 07415 689087
Eloise Warren	01379 678552 or 07563 029068
Steven Wort	01379 678552 or 07925 138386

to act as the designated person(s) and
Kathryn Sansom 07938 915602 to act as named trustee.

Retention of Records

A factual, dated and signed/initialled record of concerns about an adult at risk in a family supported will be kept, in line with Families Together record keeping and procedures.

Records kept by employees about adults at risk should only include contacts made, referrals made including date, time, and reason, and referral agency.

This policy will be reviewed annually and more frequently if **appropriate**

Signed by Chair:	C. Read
Date:	November 2021

Review Date:

November 2022

Appendix 1 –Types & Signs of Abuse

Categories of Abuse

Self-neglect

This covers a wide range of behaviour, but it can be broadly defined as neglecting to care for one's personal hygiene, health, or surroundings. An example of self-neglect is behaviour such as hoarding.

Modern Slavery

This encompasses slavery, human trafficking, forced labour, and domestic servitude.

Domestic Abuse

This includes psychological, physical, sexual, financial, and emotional abuse perpetrated by anyone within a person's family. It also includes so-called "honour" based violence.

Discrimination

Discrimination is abuse that centres on a difference or perceived difference, particularly with respect to race, gender, disability, or any of the protected characteristics of the Equality Act.

Organisational

This includes neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to care provided in one's own home. Organisational abuse can range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Physical

This includes hitting, slapping, pushing, kicking, restraint, and misuse of medication. It can also include inappropriate sanctions.

Sexual

This includes 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.

Financial or Material

This includes theft, fraud, internet scamming, and coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions. It can also include the misuse or misappropriation of property, possessions, or benefits.

Neglect and Acts of Omission

This includes ignoring medical or physical care needs and failing to provide access to appropriate health social care or educational services. It also includes the withdrawing of the necessities of life, including medication, adequate nutrition, and heating.

Emotional or Psychological

This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.

Four Additional Types of Harm

There are four additional types of harm that are not included in The Care Act, but they are also relevant to safeguarding adults.

Cyber Bullying

Cyber bullying occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages. It can also involve using online forums with the intention of harming, damaging, humiliating, or isolating another person. It includes various different types of bullying, including racist bullying, homophobic bullying, or bullying related to special education needs and disabilities. The main difference is that, instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

Forced Marriage

This 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 a third party in identifying a spouse. The Anti-Social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.

Mate Crime

“Mate crime” is when “vulnerable people are befriended by members of the community who go on to exploit and take advantage of them” (Safety Network Project, ARC). It may not be an illegal act, but it still has a negative effect on the individual. A mate crime is carried out by someone the adult knows, and it often happens in private. In recent years there have been a number of Serious Care Reviews relating to people with a learning disability who were seriously harmed, or even murdered, by people who purported to be their friend.

Radicalisation

The aim of radicalisation is to inspire new recruits, embed extreme views and persuade vulnerable individuals to the legitimacy of a cause. This may be direct through a relationship, or through social media.