Safeguarding adults at risk of harm

CLASS Policy Framework

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CLASS Safeguarding Team

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1. Introduction

Safeguarding is everyone's responsibility.

CLASS has a duty to ensure that has appropriate policy and procedures in place to safeguard Adults At Risk from abuse, harm or neglect and promote the welfare of children and young people (see Safeguarding Children and Young People policy for more details).

This policy is discussed regularly by the above CLASS Safeguarding Team, and reviewed, endorsed, and approved by the Board of Trustees every two years or when legislation changes.

2. Purpose and scope of this policy

This policy applies to anyone working on behalf of CLASS, including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students. The purpose of this statement of policy and procedures is:

- to protect from harm any adults at risk who we may come into contact with during the course of our work;
- to provide staff, trustees and volunteers with the overarching principles that guide our approach to Safeguarding adults at risk;
- to provide staff, trustees and volunteers with guidance on processes for recording and taking action in response to Safeguarding concerns.

Safeguarding within the Ageing Well in Place in Hulme project (AWiPiH)

Ageing Well in Place in Hulme is a partnership project convened by CLASS and Aquarius Community Savers which also involves a range of participating agencies. One key partner is One Manchester Ltd, the registered social landlord for Hopton Court and Meredith Court tower blocks in Hulme which are the two main sites where AWiPiH activities take place at present.

CLASS staff working on this project will follow the steps in Section 6 of One Manchester Ltd's Safeguarding Adults at Risk policy which is available to read in full at: https://www.onemanchester.co.uk/policies/safeguarding-adults-policy.

In summary, (and following discussion and agreement with One Manchester) any safeguarding concerns that do not involve an immediate risk of harm will be reported to the One Manchester Neighbourhoods Team either:

1. To a Neighbourhood Officer (CLASS project staff have these names and contact details; there is a high turnover of staff at this level)
2. To the Neighbourhood Manager, Richard Monyei 07423 031 728 / richard.monyei@onemanchester.co.uk;
3. Or, if neither the relevant Neighbourhood Officer or the Neighbourhood Manager can be reached, One Manchester Ltd have requested that CLASS staff report these concerns via the "customer resolution centre on 0330 355 1000, if this is out of hours, you will be transferred to this team, who will contact the out of hours duty manager if required".

In all cases when CLASS staff or volunteers assess themselves that there is an immediate risk of harm; or have concerns that someone does not have the mental capacity to act in their own best interests; they must follow the procedure set out in Section 9 (pp7-10) of this CLASS Safeguarding Adults at Risk of Harm policy.

3. Legal Framework and Safeguarding guidance

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect adults at risk in England and Wales including The Care Act (2014) and guidance from the Charity Commission, NCVO, and the Ann Craft Trust. We have also learned about good practice from the policies and procedures of Safe and Sound.

4. Supporting documents

This policy statement should be read alongside other CLASS organisational policies and guidelines including:

- Safeguarding children and young people
- Health and safety
- Serious incident reporting
- Data protection
- Recruitment and selection

- Grievance and disciplinary
- Complaints
- Code of conduct

5. Definitions

Safeguarding adults at risk
"Adult Safeguarding" is working with adults with care and support needs to keep them safe from abuse or neglect. It is an important part of what many public services do, and a key responsibility of local authorities.' – Care Act 2014

All organisations have a duty to ensure that the welfare of all adults is safeguarded. As part of this they need to understand when to implement their Safeguarding adults reporting procedures.

Safeguarding duties apply to an adult 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 or neglect.

The Care Act recognises 10 categories of abuse that may be experienced by adults.

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.

Discriminatory

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

A “mate crime” is when “vulnerable people are befriending 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.

6. We believe that:

- the welfare of adults at risk is paramount in all the work we do and in all the decisions we take
- all adults at risk, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- some adults at risk are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- working in partnership with adults at risk, their parents, carers and other agencies is essential in promoting the welfare of adults at risk.

7. We recognise that:

- It is the responsibility of each CLASS staff member, and each of our trustees and volunteers, to prevent the neglect, physical, sexual or emotional abuse of adults at risk of harm and to report any abuse discovered or suspected.
- CLASS has a responsibility to implement, maintain and regularly review procedures, which are designed to ensure we are alert to and taking steps to prevent such abuse.

8. We will seek to keep adults at risk safe in the following ways:

To achieve a safe organisational ethos, we will:

- Treat all children, young people and adults fairly in being able to benefit from our work regardless of gender, ethnicity, disability, sexual orientation or religion
- Have in place quality assurance processes that help us to ensure we are all Safeguarding in practice

- Promote the safety of children, young people and adults at risk in all our work, including by encouraging the groups we work with to have Safeguarding training and policies and procedures in place

To achieve a safe working environment, we will:

- Ensure the welfare and safety of children, young people and adults at risk is paramount in all our activities
- Listen to the people we work with and take account of what they tell us in making any decisions in relation to them
- Take all reasonable steps to protect the people we work with from harm, discrimination, and degrading treatment
- Regularly assess and review safety risks which arise from premises, activities, equipment and travel arrangements, as outlined in the CLASS Health and Safety policy

To achieve safe processes, we will:

- Take all suspicions and allegations of abuse, from inside or outside the organisation, seriously, and respond to them promptly, proportionately and appropriately
- Be clear about everyone's roles and responsibilities
- Implement Safeguarding procedures that are compliant with the expectations of the Safeguarding arrangements in the areas where we operate
- Have in place clear arrangements for how we would respond to concerns about how we implement Safeguarding in practice within the organisation

To achieve safe information, we will:

- Be clear with the people we work with about how the things they tell us will be used
- Publish our Safeguarding policies on our website
- Communicate promptly and clearly within CLASS and with external agencies and partners, and follow the requirements of information sharing protocols in the localities in which we operate
- Keep good records of our work with community groups and of our management of staff member's work
- Hold information about people and groups we work with, with care, and use it for agreed purposes only
- Confidential Safeguarding records will be kept for 7 years

To achieve safe staff, we will:

- Recruit trustees, staff and volunteers with regard to their suitability for work with adults at risk, including use of Disclosure and Barring Service checks (*see also Recruitment, induction and training policy for DBS check policy and procedure)*
- Provide trustees, staff and volunteers with guidance and training in their Safeguarding role, and ensure they have access to our policies and procedures.

- Ensure that all CLASS staff carrying out work directly with community groups and individuals complete Safeguarding Level 3 training.
- Make sure everyone always has access to advice on Safeguarding in the course of their work.
- Be clear with everyone what their individual role and responsibility is in Safeguarding.
- Support staff and volunteers to carry out their job with appropriate supervision.

9. Procedure for reporting Safeguarding concerns about an adult at risk of harm

Staff members, volunteers, or trustees of CLASS who have Safeguarding concerns about an adult at risk of harm should follow the procedure below and discuss these concerns as a matter of urgency with the Designated Safeguarding Lead.

If the Safeguarding Lead is unavailable, you should contact the Deputy Safeguarding Lead. If both these people are unreachable, you should contact the Board Safeguarding Lead. Contact details for all these Leads are provided in the header section of this policy document.

If an allegation has been raised about the Designated Safeguarding Lead, or another volunteer or staff member of CLASS, you must report the allegation or concern to the Board Safeguarding Lead (contact details are in the header section of this document). The Board Safeguarding Lead will treat any such report in confidence so that there is no risk of any form of recrimination on the person raising a concern about a staff member or volunteer of CLASS.

The Board Safeguarding Lead will follow the below procedure to protect the Safeguarding needs of the adult in question and will also follow the CLASS Complaints policy.

Step1

- An adult at risk of harm makes an allegation or raises concerns about abuse;

Or

- an allegation or concern is raised by someone about an adult at risk of harm.

➢ Listen to the concern – do not ask detailed questions at this stage.
➢ Believe the adult at risk or person raising a concern & reassure them that they have done the right thing by talking to you.

Is the person over 18 years of age?

Yes	No
Follow this Safeguarding procedure for an Adult at Risk over 18 years	**Follow the separate CLASS Safeguarding Children and Young People Policy**

Step 2 (a) If the adult at risk is talking to you directly about their own situation:

- Explain what you will do with any information shared with you if they give you their consent: who you will tell, who you won't tell, when you will tell, and what might happen

- You should read this information on what will happen after making a referral to Adult or Children's Services at Manchester City Council as part of your induction and can refer to it again at this point if you need to: https://secure.manchester.gov.uk/info/100010/social_services/3843/tell_us_about_someone_being_abused_or_neglected/2

- Proceed to Step 3.

Step 2 (b) If an allegation or concern is raised by someone else about an adult at risk:

- Explain that someone will need to speak directly to the adult at risk of harm to discuss these concerns and that you need to report the allegation/concern confidentially to the Designated Safeguarding Lead (DSL) or a Deputy if the DSL is not available.
- Explain that the adult at risk will need to give their consent to share information with the local authority's Adult Social Care team (if they have the mental capacity to make an informed decision about their situation).
- Ask them if they would like to join in with that conversation alongside a representative from CLASS.
- If they do not want to participate in the conversation, ask them if they give their consent to be identified as the person having raised the concern or allegation, or if they prefer to remain anonymous.
- If there is a significant chance that the person at risk may not have the mental capacity to make an informed decision also explain the process you will follow in Step 4 (b) below.
- Proceed to step 3.

Step 3

- Check the definition of an adult at risk of harm in section 5 of this policy in order to verify that this procedure applies.
- Then make an immediate confidential record of the concern or allegation, include details of the referrer, any alleged victim, any alleged perpetrator/s, date and time, how received (phone, text, email, letter, in person).

● Also record whether the adult at risk from harm gives their consent to share the information; or whether the person raising concerns about a third party has given their consent to be identified to the adult at risk or prefers to remain anonymous.
Step 4 (a) If you assess the adult at risk has the mental capacity to make an informed decision: ● Ask them for their permission to share the information you have recorded with Adult Social Care at their local authority ● You may only share this information if the adult at risk from harm gives their permission for you to do so, or, if you believe someone else other than the adult who is sharing their concerns with you will be at serious risk of harm if you do not report the information. ● Discuss what immediate action to take with the Designated Safeguarding Lead. If s/he is not immediately available, then discuss with a Deputy Safeguarding Lead. If neither are immediately available discuss with the Board Safeguarding Lead. ● Either you or one of the CLASS Safeguarding representatives must then refer your concerns to the Duty Officer within Adult Social Care for the relevant Local Authority as soon as possible. ● ***The contact details for making a referral to Manchester City Council are: 0161 234 5001/ mcsreply@manchester.gov.uk*** ● Follow up by emailing all details (see Appendix 1) to the agreed recipient within 48 hours of referral. The form must say which Safeguarding Lead and which Adult Social Services officer, have agreed the referral.
Step 4 (b) If, having consulted the person at risk of harm, you believe they do not have the mental capacity to make an informed decision, you must act in their "best interest": ● Discuss what action you should take with the Designated Safeguarding Lead or Deputy. ● Attempt to consult another professional who supports the person in confidence if possible. ● If you continue to believe the person does not have the mental capacity to make an informed decision (including if you have been unable to consult with another professional), and you think they are at risk of harm, you must contact Adult Social Care for the relevant local authority and discuss your concerns (See Step 4b for Manchester City Council Adult Social Care's contact details – others can be found online). ● Follow up by emailing all details (see Appendix 1) to the agreed recipient within 48 hours of referral. The form must say which Safeguarding Lead and which Adult Social Care officer have agreed the referral.
Step Five ● Check that all actions have been taken ● Record all discussions and actions taken on the file confidentially. ● Respond to requests to attend external meetings if required.

10. Procedure for supporting an adult at risk investigation or plan

This process applies where Adult Social Care is investigating an allegation or concern under Safeguarding procedures for an adult at risk, and CLASS has been or is involved as a referrer, or the subject of the referral is known to us.

It is not the referral procedure for a Safeguarding concern or allegation – see above Steps 1 - 5.

Procedure for Supporting a Safeguarding Investigation, or Plan	
Step Six ● You have followed the procedure for making a Safeguarding referral; or you are working with an adult at risk subject to a Safeguarding investigation or plan. ● Discuss and agree what concerns CLASS has about the adult at risk with the Designated Safeguarding Lead or Deputy Safeguarding Lead if you have not already done so.	
Step Seven ● Respond to requests for reports or information from the relevant authorities. Log all requests and responses on the file.	
Step Eight ● Attend external meetings with agencies involved in the Safeguarding investigation or plan when requested.	
Step Nine Are you continuing to work with the adult at risk in some way?	
Yes	**No**
● Discuss the nature of this work with the Safeguarding Lead. ● Monitor and review the level of risk the adult at risk may be experiencing. ● Consider whether there is a need for a further Safeguarding referral.	● Record the outcome of any discussions with other agencies/partners and any decisions about the adult at risk and pass on to the Designated Safeguarding Lead. ● The Designated Safeguarding Lead will then be responsible for confirming whether there is any further action required by CLASS.

11. Whistleblowing

If you've reported a situation and are worried it is not being dealt with properly, speak to a whistleblowing specialist.

For independent advice speak to Protect who are specialists in whistleblowing related to charities via their advice line: 020 3117 2520

For whistleblowing relating to children, use the NSPCC's dedicated whistleblowing line: 0800 028 0285 or find out more about it on the dedicated whistleblowing page.

If you want to know about whistleblowing to the Charity Commission about a charity then you can read the Charity Commission whistleblowing guidance.

Appendix 1: Safeguarding referral form

TO:

Agency:	*(e.g. Adult Social Care, Manchester City Council)*
Worker:	
Address:	
Telephone:	
Email:	

FROM:

Agency:	**Community-Led Action and Savings Support**
Officer/Member:	
Address (where based):	
Address of the organisation	
Telephone:	
Email:	

SUBJECT: Safeguarding referral

Name of person being referred:	
DOB / Age:	
Address	
Ethnicity	
Reason for Referral:	
Details:	

REFERRAL AGREED WITH:

Named worker:	
Name of Agency:	
Date and Time:	

NAME of CLASS staff member/volunteer involved with the adult at risk (if different to the person making the referral):

Date sent: **Time:**

Please acknowledge receipt to the CLASS representative named above.