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Applies to: All Goodwin Staff, Trustees, Placements & Volunteers	Safeguarding Vulnerable Adults Policy	
Prepared by:	Name: Anna Heddle	Version 3
To be disseminated by:	Human Resources	
Authorised by: Stuart Spandler	Review Date: Annually	Issue Date: July 2011

1. Policy Statement

Every person has the right to live a life that is free from abuse. Goodwin Development Trust (GDT) is committed to ensuring that our staff, volunteers and service users are kept safe and feel safe at all times. The aim of this policy is to ensure that all staff, volunteers, trustees and service users are aware of and understand our safeguarding arrangements and their responsibilities in relation to this. GDT is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved will be treated with dignity and respect.

The procedures within this policy are cross referenced with and should be read in conjunction with the following policies and procedures:

- Confidentiality Statement & Data Protection Policy
- Health & Safety Manual
- Employee & Volunteer Handbooks (Disciplinary and Grievance/Whistle blowing)
- Equality & Diversity Policy

The term ‘personnel’ within this policy refers to all staff, volunteers and trustees. The term ‘service user’ refers to all customers, clients, candidates, learners, stakeholders, employers and partners that access GDT services.


1.1 Policy Objectives

- To ensure that our service users and personnel are kept safe
- To ensure that our service users and personnel feel safe
- To ensure that where appropriate, partner agencies and employers we work with understand our safeguarding arrangements and what is expected of them (their responsibilities in relation to safeguarding our personnel and service users)
- To provide GDT personnel with clear guidance on safeguarding arrangements and how to deal with safeguarding issues
- To set out how we comply with The Multi-Agency Policy, Procedures and Practice Guidelines for Safeguarding Vulnerable Adults in Hull and East Riding of Yorkshire
- To comply with government legislation

2. Safeguarding Procedures

These procedures are divided into the following sections:

- Preventing and minimising abuse
- Recognising the signs and symptoms of abuse
- Named person for safeguarding adults
- Responding to people who have experienced or are experiencing abuse
- Managing allegations made against a member of staff or volunteer
- Recording and managing confidential information
- Disseminating/Reviewing policy and procedures

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2.1 Preventing and minimising abuse

GDT is committed to safer recruitment policies and practices for all personnel. This includes enhanced CRB disclosures, which are renewed every 3 years (as stated in all job/role descriptions and emphasised in GDT Employee and Volunteer Handbooks), ensuring references are taken up and adequate training on Safeguarding Adults is provided which is commensurate to their roles and level of responsibility. This training includes recognising signs of abuse (see section 2.2) and knowing how to respond to disclosures and/or suspected issues.

Information will be made available about abuse and GDT's Safeguarding Vulnerable Adults policy statement will be available to service users. This information will be in a clear and easy to understand format. Service users will be provided with simple and straightforward ways to report their concerns.

All staff will be provided with information regarding GDT's safeguarding policies and procedures during their induction period and all the organisations procedures will form part of the staff, volunteer and trustee handbooks.

GDT's Senior Management Team will lead on Safeguarding policy development and planning. The Board of Trustees will receive regular updates on Safeguarding via a standing item on Sub Committee agendas.


2.2 Recognising the signs and symptoms of abuse

GDT is committed to ensuring that all personnel undertake training to gain a basic awareness of signs and symptoms of abuse and will ensure that all GDT Safeguarding Co-ordinators have undertaken training around Safeguarding Adults.

"Abuse is a violation of an individual's human and civil rights by any other person or persons" No Secrets: Department of Health, March 2000

Abuse includes:

- Physical abuse e.g. hitting, slapping, pushing, burning, shaking, in appropriate restraint, force feeding, forcible administration of medicine, neglect or abandonment.
- Sexual abuse e.g. involvement of any sexual activity against his/her will, exposure to pornography, voyeurism and exhibitionism.
- Emotional/psychological abuse e.g. intimidation or humiliation.
- Financial or material abuse e.g. theft or exerting improper pressure to sign money over from pensions, savings, etc.
- Neglect and acts of omission e.g. being left in soiled clothes, failing to feed properly
- Discriminatory abuse (including racist, sexist, based on a person's disability and other forms of harassment)
- Institutional abuse e.g. failure to provide a choice of meals or failure to ensure privacy or dignity.
- Violation of rights e.g. preventing an individual speaking his/her thoughts and opinions.
- Acts of Commission
- Self Neglect
- Information Abuse

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Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts. People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Vulnerable adult

A vulnerable adult is defined as a person aged 18 and over:

'who is or may be in need of community care services by reason of mental or other disability, age or illness and is or maybe unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' [No Secrets 2000].

Any adult can potentially become vulnerable at any time depending on their individual circumstances; therefore care must be taken to recognise possible signs of abuse.

The harm or possible harm of a vulnerable adult may come to our attention in a number of different ways including, but not limited to, the following:

- Information being given by the vulnerable adult, his/her friends, a family member or close associate.
- The vulnerable adult's behaviour may have become significantly different than usual or is significantly different from the behaviour of his/her peers or is bizarre or unusual.
- An injury may arouse suspicion because it does not make sense when compared to the explanation given and/or explanations differ depending upon who is giving them.
- Suspicion is being raised when a number of factors occur over time, for example when a vulnerable adult fails to progress and thrive in contrast to his/her peers without explanation.

2.3 Named person for safeguarding adults

GDT has appointed individuals within each service area who are responsible for dealing with any Safeguarding Adults concerns. The Safeguarding Co-ordinators will share information with the Safeguarding Manager, who will be responsible for keeping records of all safeguarding issues across the organisation, making referrals as appropriate and report to the Senior Management Team and Board of Trustees.

Named Persons for Safeguarding Adults

Safeguarding Manager and Deputy

Anna Heddle – Safeguarding Manager


Direct Dial: 01482 485903

Mobile Number: 07792 819212

Dianne Hamilton – Deputy Safeguarding Manager & Co-ordinator for CYP

Direct Dial: 01482 594336

Tel: 07779 267253

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Safeguarding Co-ordinators

Beth Marshall – Safeguarding Co-ordinator (Goodwin Centre)

Direct Dial: 01482 586550

Tel: 07973 393692

Cheryl Oakshott – Safeguarding Co-ordinator (Healthwise)

Direct Dial: 01482 485926

Tel: 07980 731015

Terry Quinn – Safeguarding Co-ordinator (Health Cluster)

Tel: 07977 572811

Jayne Windass – Safeguarding Co-ordinator (Douglas)

Tel: 07814 382127

Sam Bell – Safeguarding Co-ordinator (Danny’s Dream)

Office Tel: 01482 313883

Tel: 07531853475

Debbie Kay – Safeguarding Co-ordinator (Employment, Enterprise & Training)

Direct Dial: 01482 224754

Tel: 07969 223336

Martin Davies – Safeguarding Co-ordinator (Safer, Stronger Communities)

Office Tel: 01482 620470


Tel: 07973 393878

The roles and responsibilities of the Safeguarding Co-ordinators are:

- To ensure that all personnel are aware of what they should do and who they should go to if they have concerns that someone may be experiencing, or has experienced abuse.
- To be a point of contact within departments for personnel and service users wishing to report concerns.
- To report all concerns to the Safeguarding Manager, who will act accordingly.
- To liaise with the Safeguarding Manager and follow up any referrals and ensure the issues have been addressed.
- To reinforce the utmost need for confidentiality and to ensure that personnel are adhering to good practice with regard to confidentiality and security.
- To ensure that personnel working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.

The role and responsibility of the Safeguarding Manager:

- To keep a record of all safeguarding issues across the organisation and make links between any cross-referrals from different departments and act accordingly.
- To ensure that concerns are acted on, clearly recorded and referred to Adult Social Care following the Hull and East Riding Safeguarding Adults Multi-agency Policy and Procedure where necessary.

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- To co-operate with safeguarding investigations carried out under the Hull and East Riding Safeguarding Adults Multi-agency Policy and Procedure.
- To ensure that disciplinary procedures are co-ordinated with any other enquiries taking place as part of the ongoing management of any allegation.
- To ensure appropriate registration bodies (e.g. Independent Safeguarding Authority – ISA), Care Quality Commission - CQC, etc) are notified in accordance with registration guidelines.
- To report safeguarding issues to GDT’s Senior Management Team and Board of Trustees as appropriate.

2.4 Safeguarding code of behaviour for GDT staff, volunteers and trustees

(Danny’s Dream Staff to follow Appendix E – due to the nature of this service, it is necessary to have a separate code of behaviour)

As in introduction the term ‘personnel’ below refers to all staff, volunteers and trustees. This code of behaviour has been put in place to help protect personnel. Failure to comply may lead to disciplinary action.

- Personnel should not spend excessive amounts of time alone with service users. One to one meetings should take place within sight of others or where another member of personnel is present. If privacy is needed, the door should remain open or other personnel should be made aware and remain close at hand.
- Personnel should not make unnecessary physical contact with service users. However, there may be occasions when physical contact is unavoidable, e.g. to avoid injury or accident. In all such cases contact should only take place with the consent of the person involved (if possible) and if absolutely necessary.
- Personnel should not take service users alone in a car, however short the journey, unless the relevant risk assessments have been carried out and procedures put in place accordingly to mitigate any identified risks.
- Unless the project requires it (e.g. home visits), personnel should not meet service users away from GDT premises other than at places of employment / volunteering (or similar), or events related to service provision, where other personnel or employers will be present.
- If personnel are required to do home visits, a Risk Identification Check List (Appendix A – Example - to be adapted to suit particular projects) must be completed and any identified risks mitigated. Personnel to complete any additional forms as required by the individual project (e.g. Visit Sheets) and GDT’s Lone Working Policy must be adhered to.
- Pre-existing relationships with service users must be declared to management in writing before provision of services commences.
- It is best practice for personnel not to engage socially with service users. Where there is a pre-existing relationship, this should be declared to management in writing. We understand that when working closely with others, relationships can develop. If this happens, we expect personnel to declare this to management in writing and to ensure that they act professionally at all times. Personnel should not engage in any activity that may leave themselves open to allegations of misconduct or abuse. Socialising includes communicating via social networking sites such as Facebook and Twitter. Communication via social media should only be made via GDTs formal groups or profiles, not through personnel’s own profiles or accounts.

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- Personnel should never (even in fun) initiate or engage in sexually provocative conversations or activity.
- Personnel should not use inappropriate language and should not allow the use of inappropriate language by service users to go unchallenged.
- Personnel should not do things of a personal nature that a person is capable of doing themselves.
- If a member of personnel finds himself or herself the subject of inappropriate affection or attention from a service user, they should make their line manager aware of this immediately, who will take appropriate action depending on the severity and circumstances of the situation. All departments to ensure that service users are made aware of what is considered appropriate during the induction to the service. Should an incident occur, an explanation should be given to the service user of why their actions were not appropriate to avoid future occurrences.

2.5 Responding to people who have experienced or are experiencing abuse

See Flowchart – Appendix B – Responding to an alert

See Flowchart – Appendix C – Responding to service user/colleague discussing suicide attempt/self harm

GDT recognises that it has a duty to act on reports, or suspicions of abuse. Anyone who has contact with vulnerable adults and hears disclosures or allegations or has concerns about potential abuse has a duty to pass them on appropriately.


How to respond if you receive a disclosure:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told / witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret as you will need to report this to a GDT Safeguarding Co-ordinator

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers, trustees and service users safe
- To inform a GDT Safeguarding Co-ordinator
- To record what happened

All situations of abuse or alleged abuse must be discussed with a Safeguarding Co-ordinator (see section 2.3 for contact details). The alleged victim should be told that this will happen. This stage is called the alert.

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Safeguarding Co-ordinators can then take advice from GDT's Safeguarding Manager to agree the appropriate course of action. Support is also available from Hull or East Riding Safeguarding Adults Teams (see below) or North Bank Forum (Tracy Dearing – tel: 01482 499042)

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as a significant risk to themselves or others, a referral to Adult Social Care will be made by GDT's Safeguarding Manager, using the Hull and East Riding Safeguarding Adults Referral process below.

If the individual experiencing abuse does not have the mental capacity to understand what is happening to them, a referral will be made without that person's consent.

Making a referral

- Once the GDT Safeguarding Manager has established that they believe there is an allegation of abuse, they have a duty to make a referral to either the Hull Safeguarding Adult team or East Riding of Yorkshire Safe Guarding Adult team.
- Prior to making a referral, the Safeguarding Manager will need to gather as much information as they can about the allegation (with support from the GDT Safeguarding Co-ordinator who received the alert), and complete as much of the Safeguarding Adults Alerter Form as possible (a copy of the Alerter Form can be found in **Appendix D**).
- **Lack of access to the necessary information should NOT delay the referral.**

Referrals can be made to:

Hull Safeguarding Adult Team

Tel: 01482 585166

Out of hours: Tel 01482 788 080

Email: socialservicessafeguardingserviceadults@hullcc.gov.uk

East Riding of Yorkshire Safeguarding Adult Team


Duty Team: 01482 861103

E-mail: safeguardingadultsteam@eastriding.gov.uk

Explain to the call taker that you wish to make a '**Safeguarding Adults Referral**'.

It is important to provide contact details about yourself, as the Safeguarding Team may need to contact you for further details and, should contact you in any event to offer feedback about the safeguarding assessment.

- A referral will then lead to the implementation of the next stages of the Multi agency Safeguarding Adults policy and procedures.
- Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

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2.6 Managing allegations made against member of staff, volunteer or trustees

GDT will ensure that any allegations made against members of staff, volunteers or trustees will be dealt with swiftly.

Where the allegation involves alleged abuse of a vulnerable adult, a referral should be made following the process in section 2.5.

The safety of the individual(s) concerned is paramount and it should be ensured that they are safe and away from the person(s) who are the alleged perpetrators.

The Safeguarding Manager will liaise with the alleged perpetrator's Line Manager to discuss the best course of action and to ensure that the GDT's Disciplinary Procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

2.7 Recording and managing confidential information

GDT is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see GDT's Confidentiality & Data Protection policy.

All allegations/disclosures/concerns should be recorded on an Alerter Form (Appendix D) so that information can be referred if required. The information should be factual and not based on opinions, record what the person tells you, what you have seen and details of witnesses if appropriate. Below is a summary of the key points to record:


- The Adult(s) about whom the Name(s) concern has been raised: contact information, communication and access needs, gender, race, faith, and culture, what is known of their mental capacity and of their wishes in relation to the abuse.
- The abuse that may be taking place: how it came to light, its impact on the adult concerned, the setting/occasion(s) where/when it took place, the alleged perpetrator(s), name and date of birth (if known), any witness(es).
- Any immediate action that was taken in response to the concern being raised: any use of emergency services, crime number, any immediate safeguarding plan.

Summarise what you have heard and get the person to agree if possible. This shows that you have understood and will allow someone to correct you if you have misunderstood.

Where an adult has the mental capacity and no other person or child is at risk, if they do not want to take the matter further, it will remain confidential. The adult should be reassured and provided with information about possible sources of help, should they decide to do something at a later date.

The information that is recorded will be kept securely by the GDT Safeguarding Manager and will comply with data protection.

Please remember that there will be occasions when confidentiality cannot be guaranteed – e.g. risk to others. If you are unsure, please contact GDT's Safeguarding Manager.

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2.8 Partner Agencies, employers & safeguarding

GDT will ensure that, where appropriate, all partner agencies and employers that we work with are aware of our policy and that they understand our safeguarding arrangements and their responsibilities in relation to this.

Where GDT arrange a work or volunteering placement within a host organisation, qualified staff will carry out appropriate Health and Safety checks (Placement Location Health, Safety and Welfare Assessments) to ensure that the working environment is safe and secure. These checks will include the assessment of safeguarding risks. Staff, volunteers, trustees or service users will not be placed in unsatisfactory or unsuitable environments that would put them at risk of harm. The GDT member of staff carrying out the workplace induction must ensure that the placeholder is aware of GDTs and the host's safeguarding policies and procedures.

Where appropriate, qualified personnel will agree a suitable action plan with partner agencies or employers that do not pass the above assessment so that they can take appropriate action.

2.9 Disseminating/Reviewing policy and procedures

GDT will ensure that the Safeguarding Adults Policy and Procedures are reviewed annually. The Safeguarding Co-ordinators and Manager will be involved in this process and can recommend any changes.

All of GDT's Management Team is responsible for ensuring that any changes are clearly communicated to personnel and service users.

APPENDICES

- Appendix A – Risk Identification Checklist
- Appendix B – Reporting Procedure Flowchart
- Appendix C – Responding to Self Harm Flowchart
- Appendix D – Alerter/Referral From
- Appendix E – Danny's Dream Safeguarding Code of Behaviour


ADDITIONAL INFORMATION

Please see below links to further information on safeguarding vulnerable adults.

Hull and East Riding of Yorkshire Safeguarding Board
<http://www.adultprotectionhullandeastriding.com>

No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse.
http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_4074544.pdf

For further information on CRB checks.
http://www.direct.gov.uk/en/Employment/Startinganewjob/DG_195809

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The National Framework of Standards for good practice and outcomes in adult protection work.
<http://www.adass.org.uk/images/stories/Publications/Guidance/safeguarding.pdf>

The Independent Safeguarding Authority website.
<http://www.isa-gov.org.uk/>

