

Safeguarding Adults Policy and Procedure (V 1.1)

Policy Statement

Aylsham and District U3A recognises that some older people are potentially at risk of abuse and neglect. Abuse and neglect can take place in a person's own home, in the home of a carer, family member or friend, in a place where care is provided and

Aylsham and District U3A also recognises that abuse and neglect can be perpetrated by staff of institutions, volunteers, other users of services, relatives, friends and neighbours.

Aylsham and District U3A acknowledges that the reasons for abuse and neglect occurring are not fully understood and vary with each incident, often dependant on risk factors. They can include poor quality long-term relationships, poor coping strategies, mental health issues, isolation, dependency and co-dependency as well as inadequate staff development, support and supervision.

Aylsham and District U3A will neither condone nor tolerate any form of abuse or neglect and believes that all people should be able and, where necessary, enabled to live in an environment which is safe from abuse and neglect.

In all situations, Aylsham and District U3A believes that everyone is entitled to:

- privacy
- be treated with dignity and respect
- lead an independent life and to be enabled to do so
- choose how they live their lives
- the protection of the law
- have their human and civil rights upheld regardless of ethnic origin, gender, sexuality, impairment or disability, age, religious or cultural background.

Where abuse or neglect is suspected, Aylsham and District U3A will aim to respond to the situation in a way which is caring, effective, enabling, influencing and innovative. In such situations

It is not appropriate for Aylsham and District U3A to take the lead role in any Safeguarding Enquiry under Section 42 of the Care Act 2014, but will refer this to the local authority

Aylsham and District U3A recognises that good safeguarding adult practice is predicated on good practice;

Policy

1. This Policy and Procedure is written to enable the committee and volunteers of Aylsham and District U3A to act appropriately whenever possible or actual abuse or neglect comes to their attention.
2. All volunteers who act in accordance with this Policy and Procedure will be supported by Aylsham and District U3A. Failure to do so may result in the implementation of Disciplinary Procedures.
3. Aylsham and District U3A recognises that adults at risk, as defined in the above, can be either the victim or the perpetrator of abuse.
4. Aylsham and District U3A recognises that, through its day-to-day activities, its volunteers may be in a position to be key in the identification, to abuse and neglect of adults at risk.

Procedure

1. All volunteers of who become aware of possible or actual abuse or neglect will ensure that the safety of the adult at risk is secured as a first priority.
2. Guidance on how to respond to a disclosure of possible or actual abuse is contained in Appendix 5
3. Any member volunteer who becomes aware of possible or actual abuse will, as soon as possible, record the details of the abuse using SAP1. This is attached in Appendix 2
4. The Trustee or equivalent, having been advised of the possible or actual abuse, will satisfy themselves that the adult at risk is safe, and that the alleged perpetrator, if known, does not pose a threat to any other adult at risk.
5. As far as possible, the adult at risk's wishes will be respected as to whether or not to refer any concerns to the local authority as a Safeguarding Enquiry under Section 42 of the Care Act 2014.
6. All incidents where a SAP12 form has been completed, will be advised to the Trustees. Confidentiality is adhered at all times and therefore the contents of the form will not be provided to any third parties.
7. See Appendix 6 for a Flow Diagram of the above.

Appendix 1 Key Definitions:

1. Adult at risk:

is any person, who is over 18 years of age and who has need for care and support, is experiencing, or is at risk of abuse or neglect, and as a result of those needs is unable to protect himself or herself against the abuse or neglect or risk of it.

2. Abuse:

is the “violation of a person’s human and civil rights by any other person(s). It may be a single or repeated act(s), physical verbal, psychological, sexual, institutional, discriminatory or financial, an act of neglect or failure to act”

3. Types of abuse:

- a) Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- b) Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.
- c) 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.
- d) 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.
- e) 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.
- f) 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.
- g) Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

- h) 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 one's own home. 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.
- i) 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
- j) Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Appendix 2

Confidential
SAFEGUARDING ADULT DISCLOSURE/SUSPICION
RECORDING PROFORMA

Adult at Risk			
Surname:		Forename:	
Gender:	Ethnicity:	Date of Birth:	Marital Status:

Home address:

Post Code:

Disclosure/Suspicion Date and Time:	Location of Disclosure/Suspicion:	
Who Received Disclosure/Had Suspicion:		
Type of Alleged Abuse:	Location of Alleged Abuse:	
Description of Alleged Abuse:		
Name:		
Signature:	Post:	Date:

Line Manager informed:		
Name:	Post:	Date & Time:
Line Manager's decision:		
	No further action:	Referral on:
	Yes/No	Yes/No
Date		
Action Date:		

Reason for Decision:

Date Record to be Destroyed:

Line Manager's Signature:

Date:

Time:

Information contained in this document should only be used for the purposes of implementing and monitoring Safeguarding Adults Policy and Procedures and service monitoring. The information must not be copied, transmitted or in any way divulged without the permission of the Trustees.

Appendix 3

Contact details for the members of the Board of Trustees:

In the event of becoming aware of actual or suspected abuse or neglect, any volunteer should contact the Trustees to report their concerns or for advice and support. .

Appendix 4

Contact Details for [REDACTED] Social Services:

For out of hours enquiries, please call the council switchboard and choose the appropriate option.

The local authority will contact the Police if they consider it appropriate. In the case of an emergency such as a serious assault or it is believed that other adults may be at immediate risk of serious harm or abuse, the Police should be contacted immediately via 999.

Appendix 5

If someone discloses abuse to you:

Do:

- Stay calm and try not to show shock or disbelief
- Listen carefully to what they are saying
- Be sympathetic (I'm sorry that this has happened to you')
- Be aware of the possibility that medical evidence might be needed
- Tell the person that:
They did the right thing to tell you
You are treating the information seriously. It was not their fault
You are going to inform the appropriate person
You/ will take steps to protect and support them
- Record and report the disclosure in line with the Procedure

Do Not:

- Press the person for more details; this will be done at a later date
- Stop someone who is freely recalling significant events (Don't say 'hold on, we'll come back to that later'; they may not tell you or anybody else again)
- Do not promise to keep secrets; you cannot keep this kind of information to yourself
- Make promises you cannot keep (Such as 'This will never happen to you again')
- Contact the alleged abuser
- Be judgemental
- Pass on the information other than to those with a legitimate 'need-to-know' under this Policy and Procedure

In your record of the disclosure:

You should aim to:

- Note what people actually said, using their own words and phrases
- Describe the circumstances in which the disclosure came about
- Note the setting and anyone else who was there at the time of the abuse or the disclosure
- Separate factual information from your own and others opinions
- Use pen or biro with black ink so that the report can be photocopied if needed

And be aware that your report may be required later as part of a legal action or disciplinary procedure