

Third Sector Model Procedures

Your organisation's Safeguarding Adults procedures should detail the steps, which will be followed, where there are concerns that a vulnerable adult could be experiencing abuse and/or neglect. This process needs to be linked to the North Yorkshire Multi Agency Safeguarding Adults Policy and Procedures guidance,

The procedures should ensure a speedy response for dealing with your concerns.

Introduction

This should provide a brief introduction to the work that your organisation does with adults. It should also explain that you are committed to the wellbeing of the group of people that you work with.

Also include; the purpose of the procedures, i.e. that is to ensure that any allegations of abuse are effectively managed and that staff and volunteers fully understand their duty to act.

NAME OF ORGANISATION provides aservice topeople and these procedures have been designed to ensure the welfare and protection of any adult who accesses services provided.

The organisation 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.

These procedures are cross referenced with and should be read in conjunction with the following policies and procedures

- Staff and Volunteer recruitment policies
- Confidentiality
- Health and Safety
- Disciplinary and Grievance
- Whistle blowing
- Complaints
- Equality and Diversity
- Data Protection

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

1 Preventing and minimising abuse

This section details the measures that your organisation puts in place to reduce the risk of abuse occurring and will make reference to key policies that work to prevent or reduce abuse occurring. It is also an opportunity to think here about staff ratio and empowerment work that you can do with your service users to inform them about prevalence of abuse as well as agencies that can offer support.

It is useful to publicise both the complaints and Safeguarding Adults policy statement, so that people who use the service and carers are aware of the policies. It might also be useful to provide the information in welcome packs and other literature that you give to service users and/or carers.

Refer to North Yorkshire Multi-agency Policy and Procedure - guidance section on Prevention and Minimising Abuse, page 37.

NAME OF ORGANISATION is committed to safer recruitment policies and practices for paid staff, volunteers and trustees. This includes enhanced CRB disclosures for staff and volunteers, ensuring references are taken up and adequate training on Safeguarding Adults is provided for staff and volunteers.

Reference to recruitment and selection policy for paid staff and Volunteer policy should be made here.

Where appropriate management committee members will be required to provide two references and have an enhanced Criminal Records Bureau disclosure.

The organisation will work within the current legal framework for reporting staff that are abusers.

Service users will be encouraged to become involved with the running of the organisation. Information will be made available about abuse and the complaints policy and Safeguarding Adults policy statement will be available to service users. This information will be in a form that can be easily understood. Service users will be provided with simple and straightforward ways to report their concerns.

All staff, volunteers, trustees and service users will be provided with training and information to enable them to develop the awareness; skills and abilities appropriate to their role within the organisation and responsibilities regarding Safeguarding.

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

Staff will be provided with opportunity to discuss Safeguarding issues during their supervision and appraisal.

The Trustee Board will receive at least an annual monitoring report regarding Safeguarding, assessing its progress towards implementing the North Yorkshire Safeguarding Adults Multi Agency Policy and Procedures.

2 Recognising the signs and symptoms of abuse

NAME OF ORGANISATION is committed to ensuring that all staff and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse and will ensure that the named person and other members of staff and volunteers have access to 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, hitting, slapping, punching, burning
- sexual abuse, rape, indecent assault, inappropriate touching
- emotional abuse, belittling, name calling,
- financial or material abuse, stealing, selling assets
- neglect and acts of omission, leaving 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 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.

See **Appendix 1** for more detailed definitions of types of abuse (this is an extract from the North Yorkshire Multi-agency Policy and Procedure)

Vulnerable adult

Safeguarding Adults procedures relate to the multi-agency responses made to a person aged 18 years or 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].*

3 Named person for safeguarding adults

Every organisation that works with vulnerable adults should have in place a named person who is responsible for dealing with any Safeguarding Adults issues that might arise. A deputy should be available in their absence. These individuals must be trained in Safeguarding Adults, have a good knowledge of the North Yorkshire Multi Agency Safeguarding Adults Policy and Procedures and their responsibilities clearly stated within your procedures.

These individuals must understand the role of the Alerter and Referrer as described in North Yorkshire Multi Agency Safeguarding Adults Policy and Procedures

NAME OF ORGANISATION has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with. The named person(s) for Safeguarding Adults within **NAME OF ORGANISATION** is/are:

Named Person for Safeguarding Adults

Work Telephone number
Mobile Number
Emergency Contact Number

Name of deputy person

Work telephone number
Mobile number
Emergency contact number

The roles and responsibilities of the named person(s) are:

- To ensure that all staff, volunteers and trustees 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 or neglect.
- To ensure that concerns are acted on, clearly recorded and referred to Adult Social Care following the North Yorkshire Safeguarding Adults Multi-agency Policy and Procedure where necessary.
- To follow up any referrals and ensure the issues have been addressed.
- To reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security.
- To ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- To co-operate with safeguarding investigations carried out under the North Yorkshire 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.

4 Responding to people who have experienced or are experiencing abuse

The following section should provide clear guidelines for staff and volunteers to follow if they have concerns about a person they are working with. It is a good idea to incorporate a flowchart outlining the stages, as it can be easier for staff to follow (see Appendix Three)

NAME OF ORGANISATION recognises that it has a duty to act on reports, or suspicions of abuse or neglect. Anyone who has contact with vulnerable adults and hears disclosures or allegations or has concerns about potential abuse or neglect 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

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 and service users safe
- To inform the named person
- To record what happened in.....

All situations of abuse or alleged abuse will be discussed with the named person. The alleged victim will be told that this will happen. This stage is called the alert

The named person can then take advice from the Safeguarding Adults Team and/or other advice giving organisations. (See Appendix Two)

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral to Adult Social Care will be made, using the North Yorkshire 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 you have established that you believe there is an allegation of abuse, you have a duty to make a referral to North Yorkshire Adult Social Care.
- Prior to making a referral, you will need to gather as much information as you can about the allegation, and complete as much of the **Inter-agency Safeguarding Adults Alert/Referral Form (SA_A)** as possible (See Appendix Four)
- **Lack of access to the necessary information should NOT delay the referral.**

Make a referral to North Yorkshire Adult Social Care by contacting:

North Yorkshire County Council Customer Service Centre

Telephone: 0845 034 9410

Fax: 01609 53 2 009

Email: cru.customer.services@northyorks.gov.uk

If you are deaf or hard of hearing and use a text phone, call 0845 603 6391.

For social care **emergencies** outside these hours in North Yorkshire call **0845 034 9417**

For any Safeguarding Adults concerns which may involve a **Crime**, contact should also be made with the **Police** via **0845 60 60 24 7**. It should be made clear that the report is about a Safeguarding Vulnerable Adults issue, and an incident number should be requested.

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 Manager 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. The named person should have an overview of this process so they can explain it to the person concerned and offer all relevant support to the process. This could be practical support e.g. providing a venue, or information and reports and emotional support.
- 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.

5 Managing allegations made against member of staff or volunteer

All organisations that work with adults need to ensure that they have procedures in place to deal with allegations of abuse by a member of staff, volunteer or trustee. The process of responding to such an allegation has been developed in conjunction with

- *Whistle blowing,*
- *Complaints,*
- *Disciplinary and grievance procedures.*

NAME OF ORGANISATION will ensure that any allegations made against members or member of staff, volunteer or trustee will be dealt with swiftly.

Where a member of staff/volunteer/trustee is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

Where the allegation involves alleged abuse of a vulnerable adult, a referral should be made following the process in section 4.

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 named person will liaise with the Safeguarding Manager to discuss the best course of action and to ensure that the **NAME OF ORGANISATION** Disciplinary Procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

6 Recording and managing confidential information

This section should include details about how any allegations; disclosures or suspicions are going to be dealt with. It should provide a place to record incidents, detailing what information needs to be collected.

Reassurance that this information will be kept in a secure location and only shared with those who need to know should be included.

Reference should be made to the organisation's confidentiality policy and data protection policy.

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

However there will be occasions when confidentiality cannot be guaranteed.

NAME OF ORGANISATION 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 **NAME OF ORGANISATION** confidentiality policy.

All allegations/disclosures/concerns should be recorded in.....The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

7 Disseminating/Reviewing policy and procedures

It is important that you have put in place a system for updating this policy on a regular basis, to ensure that it reflects changes in law or good practice. It should be reviewed on an annual basis and the procedures should set out who will review and what measures will be in place to disseminate new information. It might be appropriate to involve the service users in this process.

NAME OF ORGANISATION will ensure that the Safeguarding Adults Policy and Procedures are reviewed annually by the Board of Trustees. The named person for Safeguarding Adults will be involved in this process and can recommend any changes.

It may be appropriate to involve service users in the review and parents/carers need to be informed of any significant changes.

The named person will also ensure that any changes are clearly communicated to staff, volunteers and service users.

APPENDICES

Appendix One	Definition and types of abuse
Appendix Two	Useful telephone numbers.
Appendix Three	Flowchart – process for referral
Appendix Four	<u>Inter-agency Safeguarding Adults Alert/Referral Form (SA A)</u>