# Age UK Hounslow

# Adult & Child Safeguarding Policy – Version 4

# This is in conjunction with the LBH Safeguarding Policy.

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| **Policy Owner** | AgeUK Hounslow. |
| **Effective** | Immediate Action |
| **Adopted by Age UK Hounslow** | 1st February 2018 |
| **Reviewed by Age UK Hounslow Trustees** | 04.01.2021 |
| **Review Date** | The Safeguarding Policy, and associated guidance and procedures, will be reviewed regularly in line with changes implemented by The London Borough of Hounslow, or sooner where there are significant changes to guidance or legislation. Minor updates will be made as required. |
| **Policy purpose** | This policy sets out thekey elements and overarching principles of Age UK Hounslow’s commitment to safeguarding.  Safeguarding is a term used to describe a range of activity aimed at ensuring that children and adults who need care and support are not abused.  The Charity Commission asserts that safeguarding policy and procedures are vital for the effective operation of any charity that works with vulnerable groups. |
| **Policy Scope** | This policy applies to all staff and volunteers working for Age UK Hounslow. In some cases trading partners and the recipients of grants or contracts from Age UK Hounslow may be required to comply with the Age UK Hounslow Safeguarding Policy. |

Policy Statement

For Age UK Hounslow safeguarding encompasses everything we do to protect children, adults who need care and support, our staff and our volunteers, from abuse.

Safeguarding is a fundamental part of Age UK Hounslow’s work and this commitment is reflected in the Age UK Organisational Quality Standards and the values of our organisation, which inform and support all of our safeguarding activity.

* We are respectful
* We treat others as they would want to be treated
* We are inclusive
* We work together, we involve and we consult
* We are solutions-focused and learn from our findings and incidents
* We have set procedures and time frames
* We ensure that what we do makes a real difference
* We are expert
* We strive to be the best at what we do.
* We are empowering
* We support others to achieve their goals
* We work in line with the Care Act 2014 guidance
* We work in line with the Mental Capacity Act

Guiding Principles

There are 2 main elements in Age UK Hounslow’s safeguarding work:

1. **Prevention** – We will put sensible measures in place to prevent abuse or incidents including the use of safe recruitment practices, promoting safe working environments and raising awareness of safeguarding. We take learnings and place processes in place.
2. **Protection** – We will provide policy, procedures, information and training, escalation and reporting pathway to enable all Age UK staff to identify and respond appropriately to concerns about abuse that may be affecting a child or an adult who needs care and support.

In the vast majority of cases Age UK Hounslow will only be required to provide information and signposting, to empower those raising safeguarding concerns to obtain the support they need and achieve the outcomes that they want.

Where there are reasonable doubts about the ability of the person raising concerns to obtain the right support for themselves or others, or where allegations concerning Age UK Hounslow staff or volunteers are raised, more complex responses may be required. Detailed information on how all safeguarding issues should be managed within Age UK Hounslow can be found in the Age UK Adult Safeguarding Guidance & Procedures and Age UK Child Safeguarding Guidance & Procedures.

Roles & Responsibilities

**All staff and volunteers**

Every individual working for Age UK Hounslow, irrespective of their role, has a part to play in safeguarding children and adults who need care and support from abuse. All staff will undertake training in accordance with the Age UK Safeguarding Training Competencies and the Local authority too, and must familiarise themselves with, both Policies, Guidance and Procedures.

**Trustees**

Charity trustees serve on the governing body of Age UK Hounslow and have responsibility for the general control and management of the administration of the charity. Trustees of charities which work with children and adults who need care and support have a duty of care to their charity, which includes taking the necessary steps to safeguard those at risk from abuse, managing risk and protecting the reputation of the charity.

**Senior Management Team**

The Senior Management Team will receive and scrutinise quarterly reports on safeguarding activity and trends, via the Director of People & Performance, and may suggest areas of focus for the Safeguarding Implementation Group (see below).

**Directors**

Directors have a responsibility to ensure that safeguarding is included, where appropriate, in the strategic plans, risk assessments, communications and quality assurance processes of their Directorate. In some cases they will be required to make decisions in relation to complex or serious safeguarding concerns, in consultation with the Head of Safeguarding.

**Heads of Department & Other Managers**

Heads of Department and Managers are responsible for ensuring that they, and the staff that they supervise, are aware of Age UK Hounslow’s safeguarding policy and procedures and access relevant training. They should promote the discussion of safeguarding at team meetings and as part of supervision or one to one meetings. They may be required to make decisions relating to complex or serious safeguarding concerns and can seek advice from the Head of Safeguarding or Safeguarding Adviser where required.

**Safeguarding Implementation Group (SIG)**

SIG is a task and finish group attended bykey safeguarding stakeholders. SIG supports and scrutinises the safeguarding work programme and receives reports on the nature and outcomes of safeguarding work at Age UK Hounslow. Sub groups may be convened via SIG as required, in order to carry out specific tasks.

**Head of Safeguarding**

The Head of Safeguarding is the Designated Person for Safeguarding at Age UK. They are responsible for developing and quality assuring safeguarding activity across Age UK and supporting best practice for external stakeholders.

**Safeguarding Adviser**

The Safeguarding Adviser supports, and deputises for, the Head of Safeguarding. They provide operational safeguarding support and information across Age UK and engage with external organisations to promote best practice in safeguarding for older people.

**Age UK Partners**

Age UK Partners are independent and autonomous organisations. They will make their own arrangements for safeguarding, in partnership with their local Adult and Children’s (where required) Safeguarding Boards and in accordance with the Organisational Quality Standards for safeguarding. And links with the charity commission in reporting serious incidents.

Additional guidance can be found in the Age UK Adult Safeguarding Procedures and Age UK Child Safeguarding Procedures.

Breaches of Policy

Failure to comply with the Age UK safeguarding policy may be managed in a number of ways, depending on the nature and consequences of any incident. In some cases a combination of responses may be required.

* People & Performance disciplinary process – where there are concerns regarding staff misconduct or competence.
* Local authority co-ordinated safeguarding investigation – where concerns about the actions or inactions of a member of staff or volunteer necessitate referral to the adult safeguarding team in the area where the abuse is alleged to have taken place. This may also result in referral to Disclosure & Barring Service
* Police led investigation – where the actions or inactions of a member of staff or volunteer appear to be criminal in nature.
* Serious incident reporting to The Charity Commission – where the allegations meet the criteria set out in the Age UK Incident Management Procedures.
* Additional or repeat training – where the concern does not meet the threshold for the processes outlined above, but does indicate a need for further development of safeguarding competence.

Associated documents

* Age UK Guidance & Procedures for Adult Safeguarding
* Age UK Guidance & Procedures for Child Safeguarding
* Age UK People & Performance Policies & Guidance
* Age UK Health and Safety Policy Statement
* Age UK Safeguarding Training Strategy & Competencies
* Age UK Values
* Age UK Incident Management Procedures

Equality Statement

Age UK Hounslow is committed to providing services which embrace diversity and that promote equality of opportunity. Everyone who accesses our services or works for us in a paid or voluntary capacity should be safe, empowered to play a part in promoting their own welfare and that of others and able to live a life free from abuse. This applies to all, regardless of age, gender, ethnicity, disability, sexuality or belief.

Basic Terms & Definitions

***Adults who need care and support***

This document does not refer specifically to adults as ‘vulnerable’. It refers instead to adults who need care and support, who may be at risk of abuse. This is the wording used in the draft Care Bill and, as such, is likely to become the common form of terminology in adult safeguarding practice. It also highlights the fact that a person’s needs for care and support should not, in a civilised society, cause them to be inherently vulnerable.

***Children***

Children are defined in the Children Act (2004) as people under the age of 18 years. For the purposes of this Policy the legal definition applies. Further information about factors that may cause a child to be at risk can be found in the Age UK Child Safeguarding Guidance & Procedures

***Abuse***

***In relation to children*:** “A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children”[[1]](#footnote-1). *Further information can be found in the Age UK Guidance & Procedures for Child Safeguarding.*

***In relation to adults:*** A single or repeated act or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an adult who needs care and support. “It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it”[[2]](#footnote-2). *Further information can be found in the Age UK Guidance & Procedures for Adult Safeguarding.*

1. Working Together to Safeguard Children, HM Government (2013) [↑](#footnote-ref-1)
2. No secrets, Department of Health (2000) [↑](#footnote-ref-2)