

SAFEGUARDING POLICY

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Policy Statement

Age UK Bournemouth, Poole and East Dorset is committed to creating and maintaining a safe and positive environment and accepts our responsibility to safeguard the welfare of all adults involved in accordance with the Care Act 2014.

Age UK Bournemouth, Poole and East Dorset safeguarding adults' policy and procedures apply to all individuals involved in Age UK Bournemouth, Poole, and East Dorset.

Age UK Bournemouth, Poole and East Dorset will encourage and support partner organisations, to adopt and demonstrate their commitment to the principles and practice of equality as set out in this safeguarding adult's policy and procedures.

This policy applies to trustees, employees at all levels whether permanent or temporary, directors and volunteers

Age UK Bournemouth, Poole and East Dorset will work with the charity commission to:

- review their charity's safeguarding governance and management arrangements and performance if not done so within the last 12 months.
- contact the Charity Commission about safeguarding issues, or serious safeguarding incidents, complaints or allegations which have not previously been disclosed to the regulator or the appropriate authorities

Principles

The guidance given in the policy and procedures is based on the following principles: The six principles of adult safeguarding.

The Care Act sets out the following principles that should underpin safeguarding of adults.

Empowerment - People being supported and encouraged to make their own decisions and informed consent.

Prevention – It is better to act before harm occurs.

Proportionality – The least intrusive response appropriate to the risk

presented. Protection – Support and representation for those in greatest need.

Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse.

Accountability – Accountability and transparency in delivering safeguarding. V1 – March 2018, V2 – October 2018 2.2 All adults, regardless of race, sex, gender identity, age, disability, sexuality, ethnicity, religion or belief, marriage or civil partnership status have the right to be protected from abuse and poor practice. Age UK Bournemouth, Poole and East Dorset will seek to ensure that reasonable adjustments for any ability, disability or impairment are made. We will also commit to continuous development, monitoring, and review.

The rights, dignity and worth of all adults will always be respected.

We recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, for example those who have a dependency on others or have different communication needs.

We recognise that a disabled adult may or may not identify themselves or be identified as an adult „at risk“.

We all have a shared responsibility to ensure the safety and well-being of all adults and will act appropriately and report concerns.

All allegations will be taken seriously and responded to quickly in line with these Policy and Procedures.

Age UK Bournemouth, Poole and East Dorset recognises the role and responsibilities of the statutory agencies in safeguarding adults and is committed to complying with the procedures of the Local Safeguarding Adults Boards.

Guidance and Legislation

The practices and procedures within this policy are based on the principles contained within UK legislation and Government Guidance and have been developed to complement the Safeguarding Adults Boards policy and procedures, and take the following into consideration:

- The Care Act 2014
- The Protection of Freedoms Act 2012
- Domestic Violence, Crime and Victims (Amendment) Act 2012
- The Equality Act 2010 ● The Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Sexual Offences Act 2003
- The Human Rights Act 1998
- Serious incident reporting to the Charity Commission
- The Data Protection Act 2018 and the General Data Protection Regulation 2016

Definitions

To assist working through and understanding this policy several key definitions need to be explained:

An Adult at Risk is a person aged 18 or over who needs care and support regardless of whether they are receiving them, and because of those needs they are unable to protect themselves against abuse or neglect. In this policy, the term “at risk” is used instead of the previous term “vulnerable”, which has fallen out of use.

Abuse is a violation of an individual’s human and civil rights by another person or persons.

Adult is anyone aged 18 or over.

Adult safeguarding is protecting a person’s right to live in safety, free from abuse and neglect.

Capacity refers to the ability to decide at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to decide unless it can be established that they lack capacity (Mental Capacity Act 2005).

The following roles are referred to throughout this policy and refer to the following individuals:

Lead Safeguarding Officer (LSO) – Chief Executive

In the absence of the LSO, the Head of Community Connections

Types of Abuse and Neglect - Definitions from the Care Act 2014

This is not intended to be an exhaustive list but an illustrative guide as to the sort of behavior or issue which could give rise to safeguarding concern.

Self-neglect – this covers a wide range of behavior: neglecting to care for one’s personal hygiene, health or surroundings and includes behavior such as hoarding.

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.

Domestic Abuse – including psychological, physical, sexual, financial, and emotional abuse. It also includes so-called ‘honor’ based violence.

Discriminatory – discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender, or disability or any of the protected characteristics of the Equality Act.

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 because of the structure, policies, processes, and practices within an organisation.

Physical Abuse – includes hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

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.

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

Neglect – including ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition, and heating.

Emotional or Psychological Abuse – 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.

Not included in the Care Act 2014 but also relevant

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, or uses online forums with the intention of harming, damaging, humiliating, or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology to do it.

Forced Marriage - forced marriage 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 Behavior, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.

Mate Crime - a „mate crime“ as defined by the Safety Net Project is „when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual. “ Mate Crime is carried out by someone the adult knows and often happens in private. In recent years there have been several Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.

Radicalisation - the aim of radicalisation is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. This may be direct through a relationship, or through social media.

Signs and indicators of abuse and neglect

There are many signs and indicators that may suggest someone is being abused or neglected, these include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.

- The person has belongings or money going missing.
- People are not attending / no longer enjoying their sessions.
- Someone losing or gaining weight / an unkempt appearance.
- A change in the behavior or confidence of a person.
- They may self-harm.
- They may have a fear of a particular group or individual.
- They may tell you / another person they are being abused – i.e., a disclosure.

What to do if you have a concern or someone raises concerns with you.

You may become aware that abuse or poor practice is taking place, suspect abuse or poor practice may be occurring or be told about something that may be abuse or poor practice and you must report this to the Age UK Bournemouth, Poole and East Dorset Lead Safeguarding leads Community if the Lead Safeguarding is implicated then report to the Chair of the Trustees

If you are concerned someone is in immediate danger or if you suspect a crime has been committed, contact the emergency services without delay

It is important when considering your concern that you also consider the needs and wishes of the person at risk, considering the nature of the alert. This may involve breaching client confidentiality to protect them; please see the Confidentiality Policy for details of when this may be appropriate.

Reporting a Concern/ Process

Please follow these steps unless there is an immediate and urgent risk of harm, in which case you must ring the police. You would then record, and report as set out below.

1.1. As soon as you can, write down your concerns as a file note. If someone has made a disclosure to you, you should try to record their own words as well as you can. Do not add in your own interpretation of the situation – your notes should be as factual as possible. Sign and date them and keep them confidentially and securely. These notes will form the basis of the discussion you have when you report your concerns in. **Remember** it is not the role of Age UK Bournemouth, Poole and East Dorset staff to undertake any sort of investigation or to confront or question the alleged perpetrator if known. This role is only appropriate for social workers from the Safeguarding Adults team and/or the police.

1.2. You must report your concern within 1 working day to the safeguarding leads by phone, email or verbal discussion

What happens next:

The safeguarding leads will make sure they understand the information you have provided and will decide on a course of action which they will explain to you.

How to Record a Safeguarding Disclosure

Make a note of what the person has said using his or her own words as soon as practicable.) and submit to the Age UK Bournemouth, Poole, and East Dorset Lead

Safeguarding Officer.

If it does not increase the risk to the individual, you should explain to them that it is your duty to share your concern with your Lead Safeguarding Officer and potentially third parties.

Describe the circumstances in which the disclosure came about.

Take care to distinguish between fact, observation, allegation, and opinion. It is important that the information you have is accurate.

Be mindful of the need to be always confidential, this information must only be shared with your Lead Safeguarding Officer and others on a need-to-know basis, in accordance with our Confidentiality Policy.

If the matter is urgent and relates to the immediate safety of an adult at risk, then contact the police immediately.

Guidance for Safeguarding Leads

1.1. Responding to another member of staff or volunteer's safeguarding concern is a priority; you must ensure you speak to them that day or arrange for another manager to do so if you can't.

1.2. Listen carefully, reassure them that they are right to share their concern with you

1.3. Check that they have made a written record already of what they observed or were told. Check that they have signed and dated the record; make arrangements for that to be brought or sent to you

1.4. Check whether they explained to the client about what steps they were going to take next (e.g. did they explain they were going to share their concerns with their manager

1.5. Ask whether in their view the client capacity has to consent to a referral if necessary

1.6. Depending on who has reported the concern (e.g. if a member of staff or a volunteer)

and how complex the situation sounds

1.7. Remind the alerter of the importance of confidentiality – information shared within the organisation is 'need to know' only: talk through who this will include

1.8. Check that they are ok and tell them you will let them know what you are going to do next – if you need time to reflect /consult say you will get back to **them**.

1.9. Inform the CEO or any senior Manager if s/he is not available of the concern that has been raised and agree who will be responsible for actioning it (the 'responsible manager'). This may be the line manager to whom the concern was reported, or it may be a more senior manager depending on circumstances and complexity.

2.0. The CEO must be informed immediately if the concern relates to actual serious harm to a client and / or if an allegation of abusive behavior has been made about a

member of our staff, a volunteer, another client or someone from another agency.

2.1. The safeguarding lead will check the Charity Log record and the CC portal to see if any other pertinent information.

2.2. If you think, based on your knowledge of the client and their situation, this is not a safeguarding issue, but is perhaps an indication of deteriorating health or increased need for care: make a note on Charity Log in the normal way and liaise appropriately with client, family, GP, etc. (assuming consent is in place). You should still make a note on the Safeguarding Incident Log as it came in as a Safeguarding Concern but also note it as case closed.

Next Steps

In most cases we would want to talk to the client, preferably in person, to let them know that a concern has been raised and to explore the situation and their preferences about how this is dealt with.

If a client with capacity refuses consent for Age UK Bournemouth, Poole and East Dorset to make a safeguarding referral, that is their right and we would not normally override that. There are important exceptions –but if consent is refused you should discuss how to proceed with the safeguarding leads.

Where consent is withheld, the client may still agree to more support and/or to more contact. Check that they know how to contact us or another agency if they wish to.

If for some reason it is not practical or safe to seek the client's consent; but the safeguarding lead thinks the concern should be referred: check the client's Charity Log record for general consent to share information and discuss options.

You may wish to seek further information or clarification from family members or carers, but this will not always be appropriate or desirable.

Sometimes the correct course of action is to do nothing but to note the concern and monitor the situation. You should note this decision and check it with the safeguarding lead if you are at all uncertain.

Go back to the person who raised the concern and tell them what action has been taken. There is no need to share great detail. Remember: it is better to seek advice or a discussion, including from the Safeguarding lead, than to fret or stay concerned without taking appropriate action.

Roles and responsibilities of those within Age UK Bournemouth, Poole, and East Dorset

Age UK Bournemouth, Poole and East Dorset is committed to having the following in place:

A Lead Safeguarding Officer to produce and disseminate guidance and resources to support the policy and procedures

A clear line of accountability within the organisation for work on promoting the welfare of all adults.

Procedures for dealing with allegations of abuse or poor practice against members of staff and volunteers.

Arrangements are in place to work effectively with other organisations to safeguard and promote the welfare of adults, including arrangements for sharing information.

Appropriate whistle blowing procedures and an open and inclusive culture that enables safeguarding and equality and diversity issues to be addressed

Safeguarding Children

Age UK Bournemouth, Poole and East Dorset works with adults, but from time-to-time will come into contact with children under the age of 18, through students on work experience placed within the Charity, some event volunteers and because there may be children in the household of some families that are supported. If a member of staff or volunteer has any concerns that a child is suffering abuse or is at risk of suffering abuse, they should report this to the safeguarding lead within one working day. If there is an immediate risk of harm the staff member or volunteer should ring 999. The safeguarding lead, receiving any such concern, should discuss it with the CEO and, if appropriate, they will make a referral to the BCP Multi Agency Safeguarding Hub (MASH) on 01202 123334. A record of the concern, and action taken or not taken, will be recorded on the Safeguarding Log.

Age UK Bournemouth, Poole and East Dorset protects people under the age of 18 by ensuring that:

- They are not in one-to-one situations with clients, carers or members of the public.
- They do not undertake any regulated activity.
- They have a named member of staff or senior adult volunteer who provide supervision and a point of contact.

Good practice

It can be difficult to distinguish poor practice from abuse, whether intentional or accidental. It is not the responsibility of any individual involved in Age UK Bournemouth, Poole, and East Dorset to make judgements regarding whether abuse is taking place, however, all Age UK Bournemouth, Poole and East Dorset team members have the responsibility to recognise and identify poor practice and potential abuse, and act on this if they have concerns.

As part of good practice, Age UK Bournemouth, Poole, and East Dorset expects all team members to adopt and endorse Age UK Bournemouth, Poole and East Dorset's policies and procedures and have completed training to an appropriate level for their role in adult safeguarding and the Mental Capacity Act. 12.

The consent of the adult deemed to be at risk will normally be sought, before information is shared, in line with the principles outlined above. In some cases, it may not be practical or safe to seek such consent, or the adult may lack capacity in relation to this issue. In these cases, a referral, or at least a discussion, may take place without active consent. In some circumstances an adult with capacity may refuse consent but a referral is still made because it is deemed either that the risk of physical harm is so serious that the withholding of their consent isn't reasonable, or because another adult or child is at risk, or where there is an overriding public interest.

An example of the latter would be an allegation of abuse made against a staff

member of an agency providing personal care where the potential risk to other adults would outweigh the lack of consent. The reasons for a referral without consent will be recorded carefully.

Age UK Bournemouth, Poole and East Dorset will seek the advice of relevant local authority safeguarding team where there is doubt or concern about consent or capacity issues.

If a member of staff or a volunteer believes that their line manager is involved in, or colluding with, any potential abuse, they should raise their concern with a senior manager, or the chair of the Trustees.

Staff and volunteers raise genuine concerns about colleagues or managers for or on behalf of our organisation, will be supported and their job/role will be unaffected by such action.

Please refer to the Whistleblowing Policy for more detail.

Where the concern is one of potential discrimination or the undermining of choice within Age UK Bournemouth, Poole, and East Dorset services should be reported to the Chief Executive or a member of the senior management team.

An investigation of the facts will then follow to decide if any action is required. If it is felt that the matter has not been dealt with appropriately it should be raised with the Chair or Vice Chair of Trustees for investigation or if still not dealt with appropriately with the local authority safeguarding teams for investigation

Monitoring and recording safeguarding alerts

All records relating to Safeguarding of Vulnerable Adult issues and cases will be kept securely and in accordance with the requirements of the General Data Protection Regulations (2018)

All concerns will be added to our Internal Safeguarding Log

All cases and issues relating to Safeguarding matters are monitored on Age UK Bournemouth, Poole, and East Dorset's. Conclusions and outcomes are recorded and updated when information has been given

The Chief Executive will highlight any concerns with the Trustee Board

DBS checks and renewals are monitored and managed by the Chief Operating Officer

Attendance at relevant safeguarding training is monitored and records updated by Line Managers &
HR Manager

Induction and Training

New staff and volunteers receive a thorough induction when they join. This includes attendance at relevant in-house training and updates, and for Managers and certain staff roles attendance at appropriate safeguarding training at the appropriate level. New staff and volunteers receive and sign for details of policies. The importance of following the organisation's safeguarding procedures is emphasised and it is made clear that breaches are treated seriously.

Updates and changes are communicated through supervision, team meetings and in-house newsletters.

Further Guidance

Action on Elder Abuse 0800 0699 784

The national careline.org

Accessing Help/

Action On Elder Abuse