

Age UK Kensington and Chelsea

Title	Safeguarding Adults Policy	
Policy author and owner	Board	
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Age UK Kensington and Chelsea Policy - Safeguarding Adults

Overview

Age UK Kensington and Chelsea (AUKC) believes that everyone has a right to be safeguarded and protected from abuse, harm, violence, exploitation, harassment and discrimination. We are committed to creating and maintaining an open, safe and positive environment for all staff and clients and in accordance with the Care Act 2014, accept responsibility to safeguard the welfare of all adults involved.

We are committed to working to the Pan London Safeguarding Strategy and in line with local safeguarding arrangements alongside Social Services and other agencies.

We will train staff to work with clients in a way that respects and promotes their right to live safely and securely in their own homes, free from the fear of abuse.

We recognise that safeguarding involves a range of responses to different forms of abuse and potential sources of harm and the different contexts in which abuse occurs. Abuse may consist of a single act or repeated acts. The abuser may be well known to the individual and be a relative, friend, carer or volunteer. The person who is abusing or who may cause harm may also be an adult at risk.

We will ensure that staff are trained to identify abuse, know how to respond and who to tell. We will provide guidelines, regular support, supervision, as well as opportunities for individual and team discussion to foster open and trusting communication and maintain a high level of awareness.

We will ensure staff understand that all situations of suspected abuse must be reported and that they are aware of the duty to immediately report any allegation or concern to their line manager. It is important that clients are also made aware that staff have a duty to report - even if this is not the clients wish. While recognising this duty, staff and volunteers will not assume that an older person subjected to abuse does not have the capacity to deal with the situation and take their own decisions.

Recognising that anyone who applies to work or volunteer for AUKC may have the potential to cause harm, we take great care in recruitment. We will follow reporting arrangements with the local Safeguarding Authority and cooperate in any investigation that may be undertaken.

Principles

Our policy is based on the following principles:

1. Empowerment - supporting people to make their own decisions; and
2. Prevention - it is better to act before harm occurs; and
3. Proportionality - the least intrusive response appropriate to the risk presented; and
4. Protection - support and representation for those in greatest need; and
5. Partnership - local solutions through services working with their communities; and
6. Accountability - accountability and transparency in delivering safeguarding.

Application

The policy applies to all adults, regardless of race, sex, gender, age, disability, sexuality, ethnicity, religion or belief, marriage or civil partnership status, all of whom have a right to be protected from abuse and poor practice. It applies to all individuals involved in our work.

Any safeguarding concerns relating to children involved in our intergenerational projects are considered under the Working with Children and Young People policy.

Standards

We will maintain the following standards in all our safeguarding work:

1. In line with safer recruitment guidance, we will seek to recruit, support, and manage staff and volunteers who promote the rights, dignity and well-being of everyone we engage with; and
2. We will work preventatively when planning and reviewing all our services to maximise benefit and minimise risk to all involved; and
3. We will work closely with partners to improve safeguarding outcomes by ensuring that all staff and volunteers understand and implement correct reporting procedures and give full cooperation to any investigation that results from an allegation of abuse; and
4. We will monitor all reported safeguarding concerns and actively look to learn from how we have handled reported concerns and incidents as part of our commitment to continuous improvement.

Responsibilities

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

The Board of Trustees, in partnership with the Executive team, is committed to providing a safe and secure environment for our staff and everyone who engages with us and for ensuring that the organisation has robust policies and arrangements in place.

On behalf of the Board, the Quality, Performance, Development and Human Resources Committee (QPDHR) will oversee the policy. The Executive team is responsible for ensuring that all concerns are reported to the appropriate authorities including serious incidents to the Charity Commission.

Staff should immediately report concerns to a line manager, who in turn, will make the referral to Social Services and where there is evidence of criminal abuse, to the Police.

Staff are expected to take seriously and follow up any safeguarding concern that comes to their attention following our Safeguarding procedure.

Failure to properly deal is taken very seriously and appropriate action - including disciplinary action - will be taken.

Legislation

This policy is based on UK legislation and government guidance as follows:

1. The Care Act 2014; and
2. The Protection of Freedoms Act 2012; and
3. Domestic Violence, Crime and Victims (Amendment) Act 2012; and
4. The Equality Act 2010; and
5. The Safeguarding Vulnerable Groups Act 2006; and
6. Mental Capacity Act 2005; and
7. Sexual Offences Act 2003; and
8. The Human Rights Act 1998; and
9. Serious incident reporting to the Charity Commission; and
10. The Data Protection Act 2018 and the General Data Protection Regulations 2016; and
11. Domestic Abuse Act 2021; and

12. Pan London Safeguarding Strategy.

Definition

An Adult at Risk is a person aged eighteen years or over who needs care and support regardless of whether they are receiving it and unable to protect themselves against abuse, neglect or exploitation.

Types of Abuse

This is not intended to be an exhaustive list but rather to illustrate the type of behaviour or issue that might give rise to a safeguarding concern:

1. Physical Abuse - includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions; and
2. 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; and
3. Sexual Abuse - includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented; and
4. Financial or Material Abuse - includes theft, fraud, internet scamming, coercion in relation to financial affairs or arrangements, including wills, property, inheritance or financial transaction, or the misuse or misappropriation of property, possessions, or benefits; and
5. Domestic Abuse - includes violent or emotional behaviour - used in a relationship or marriage - and which might include physical, sexual or psychological violence or loss of temper in order to try and secure power, influence or control over the other partner. Domestic abuse might occur in both a heterosexual and a same-sex relationship; and
6. Neglect - includes ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, withholding of matters such as medication, adequate nutrition and heating; and
7. Self-neglect - this covers a wide range of behaviour including neglect to care for personal hygiene, health or surroundings and includes behaviour such as hoarding.

Procedure

Our procedure for dealing with incidents of safeguarding includes guidance on recognising signs and indicators of safeguarding and the process for recording and reporting allegations and concerns.

Allegations or concerns involving another member of staff, or a volunteer will be handled in accordance with the Whistleblowing policy.

Responsibility and review of this policy

Responsibility for this policy rests with the Chief Executive (AUKC) and appointed Executive Lead. The policy was approved in December 2021. It is due for review in December 2024 or sooner if circumstances demand otherwise.