



Safeguarding Adults Policy

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1. Introduction

- 1.1 Age UK Sutton 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.
- 1.2 Age UK Sutton safeguarding adults policy and procedures apply to all individuals involved in Age UK Sutton.
- 1.3 Age UK Sutton 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 adults policy and procedures.
- 1.4 This policy applies to trustees, employees at all levels whether permanent or temporary, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners (collectively referred to as Age UK Sutton team members)
- 1.5 Age UK Sutton will work with the charity commission to 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

2. Principles

- 2.1 The guidance given in the policy and procedures is based on the following principles:
- 2.2 The six principles of adult safeguarding. The Care Act sets out the following principles that should underpin safeguarding of adults.
- 2.2.1 Empowerment - People being supported and encouraged to make their own decisions and informed consent.
- 2.2.2 Prevention – It is better to take action before harm occurs.
- 2.2.3 Proportionality – The least intrusive response appropriate to the risk presented.
- 2.2.4 Protection – Support and representation for those in greatest need.
- 2.2.5 Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- 2.2.6 Accountability – Accountability and transparency in delivering safeguarding.

- 2.3 All adults, regardless of race, sex, gender identity, age, disability, sexuality, ethnicity, religion or belief, marriage or civil partnership status or any other characteristic have the right to be protected from abuse.
- 2.4 Age UK Sutton 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.
- 2.5 The rights, dignity and worth of all adults will always be respected.
- 2.6 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.
- 2.7 We recognise that a disabled adult may or may not identify themselves or be identified as an adult 'at risk'.
- 2.8 We all have a shared responsibility to ensure the safety and well-being of all adults and will act appropriately and report concerns.
- 2.9 All allegations will be taken seriously and responded to quickly in line with these Policy and Procedures.
- 2.10 Age UK Sutton 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.

3. Guidance and Legislation

- 3.1 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

- Making Safeguarding Personal (MSP) Principles: Local Government Association Toolkit Jan 2020

AUKS have a responsibility to work with the local Adult Safeguarding Board (SSAB) and work within the National Guidance framework in order to correctly respond to safeguarding processes and to regularly reflect on meeting our responsibilities to ensure best practice is followed.

4. Definitions

4.1 To assist working through and understanding this policy a number of key definitions need to be explained:

4.1.1 An Adult at Risk is a person aged 18 or over who is in need of care and support regardless of whether they are receiving them, and because of those needs 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.

4.1.2 Abuse is a violation of an individual’s human and civil rights by another person or persons. See section 5 for further explanations.

4.1.3 Adult is anyone aged 18 or over.

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

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

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

4.1.6.1 Lead Safeguarding Officer (LSO) – Services Director

4.1.6.2 In the absence of the LSO, the CEO acts in this capacity

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

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

- 5.1.1 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.
- 5.1.2 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.
- 5.1.3 Domestic Abuse – including psychological, physical, sexual, financial and emotional abuse. It also includes so called 'honour' based violence.
- 5.1.4 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.
- 5.1.5 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.
- 5.1.6 Physical Abuse – includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- 5.1.7 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.
- 5.1.8 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
- 5.1.9 Neglect or acts of omission – 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.
- 5.1.10 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.

5.2 Not included in the Care Act 2014 but also relevant:

- 5.2.1 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 as a means to do it.
- 5.2.2 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 Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.
- 5.2.3 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 a number of Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.
- 5.2.4 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.

6. Signs and indicators of abuse and neglect

6.1 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.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying their sessions.
- Someone losing or gaining weight / an unkempt appearance.
- A change in the behaviour 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.

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

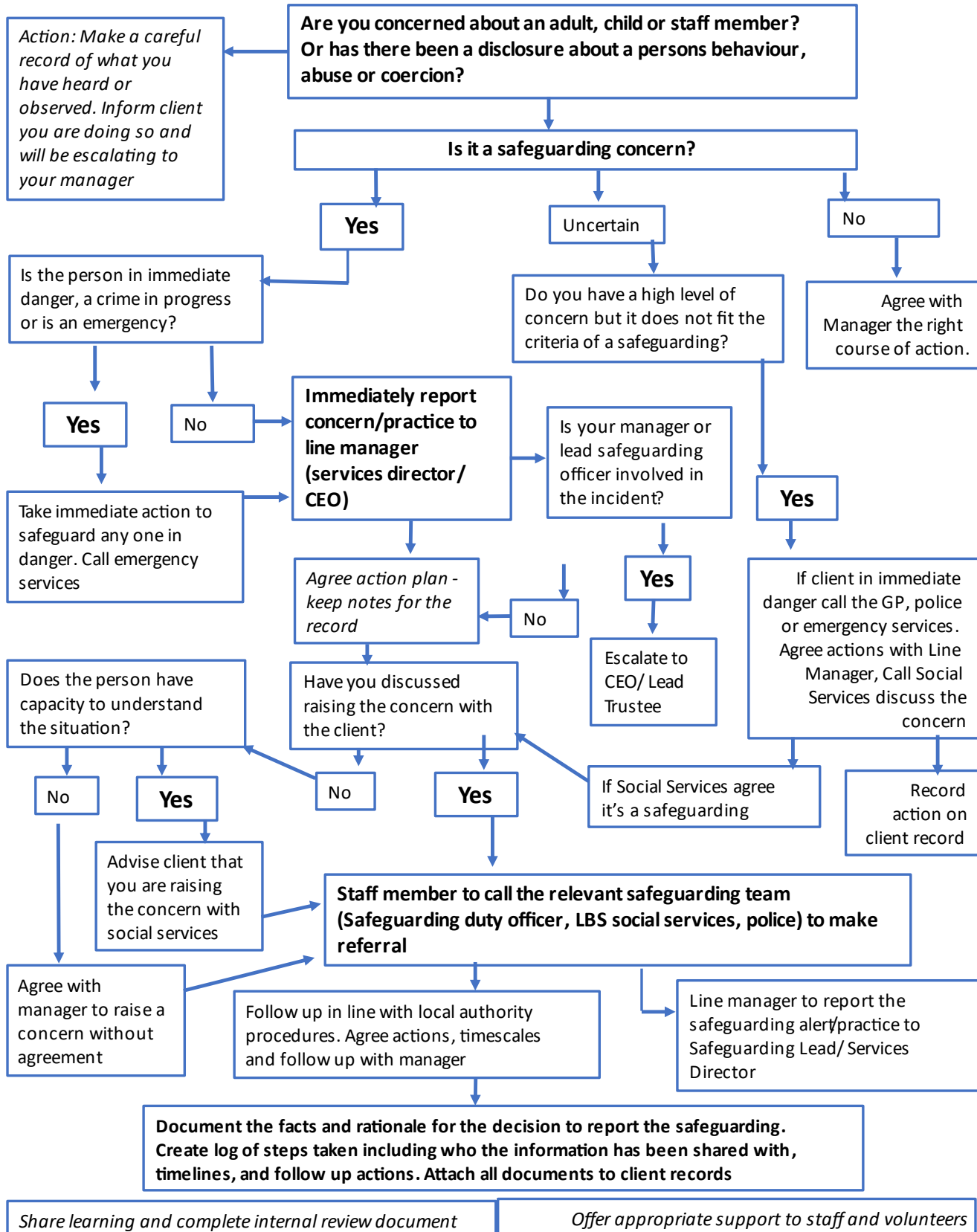
- 7.1 If you become aware that abuse or poor practice is taking place, suspect abuse or poor practice may be occurring or are told about something that may be abuse or poor practice, you must immediately raise this with your line manager to discuss appropriate action to take.
- 7.2 It is every member of staff's responsibility to ensure all alerts are raised as soon as discovered and action take appropriately.
- 7.3 On agreement with Manager the safeguarding referral is to be made to relevant authority (London Borough of Sutton Adult safeguarding team, police and/or other authority). The staff member and Manager will agree who will take responsibility for making that referral. If Line Manager is not available actions are to be agreed with Services Director or other senior Manager.
- 7.4 The Lead Safeguarding Officer for Age UK Sutton is to be informed of all safeguarding referrals in a timely manner, as soon as is possible following referral of the safeguarding.
- 7.5 If you are concerned someone is in immediate danger or if you suspect a crime has been committed contact the emergency services without delay.
- 7.6 It is important when considering your concern that you also consider the needs and wishes of the person at risk, taking into account the nature of the alert. This may involve breaching client confidentiality in order to protect them; please see the **Confidentiality Policy** for details of when this may be appropriate.

8. How to Record a Safeguarding Disclosure

- 8.1 Make a note of what the person has said using his or her own words as soon as practicable. As long as 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 or Officer and potentially third parties.
- 8.2 Describe the circumstances in which the disclosure came about.
- 8.3 Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate.
- 8.4 Call the relevant safeguarding authority without delay and complete a safeguarding referral form (Appendix 2) to confirm the referral in writing or undertake a written confirmation in line with the safeguarding authority policy and procedure. Attach the referral form to the safeguarding referral documentation on CharityLog.

- 8.5 Be mindful of the need to be confidential at all times, this information must only be shared with your Lead Safeguarding Officer and others on a need to know basis, in accordance with the AUKS **Confidentiality Policy**.
- 8.6 If the matter is urgent and relates to the immediate safety of an adult at risk then contact the police or emergency services immediately. Make a record of this call, including any reference numbers given.
- 8.7 Ensure all records, conversations and actions are appropriately documented on CharityLog under a safeguarding referral under the client records.

Safeguarding Procedure flowchart



Remember to involve the adult at risk throughout the process wherever possible and gain consent for any referrals to social care if the person has capacity

9. Roles and responsibilities of those within Age UK Sutton

- 9.1 At Age UK Sutton, safeguarding is everyone's responsibility. Age UK Sutton is committed to having the following in place:
- 9.1.1 A trained workforce who understand the Safeguarding policy and procedures, and Managers trained to support the staff member to take appropriate action. A Lead Safeguarding Officer to produce and disseminate guidance and resources to support the policy and procedures
 - 9.1.2 A clear line of accountability within the organisation for work on promoting the welfare of all adults.
 - 9.1.3 Procedures for dealing with allegations of abuse or poor practice against members of staff and volunteers.
 - 9.1.4 Arrangements are in place to work effectively with other organisations to safeguard and promote the welfare of adults, including arrangements for sharing information.
 - 9.1.5 Appropriate whistle blowing procedures and an open and inclusive culture that enables safeguarding and equality and diversity issues to be addressed
- 9.2 On the occasion that the Lead Safeguarding Officer is absent from work (for reasons of illness or annual leave, for example), the CEO acts as Lead Safeguarding Officer. In the event that during this time, the CEO is implicated in their capacity as LSO in an incident, where the flowchart says to report to the CEO, the Lead Trustee for Safeguarding or Chair of Trustees should be reported to instead.
- 9.3 The Trustees of Age UK Sutton have responsibility for the general control and management of the administration of the charity. Trustees of charities which work with 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, including reporting any serious incidents to the Charity Commission. The Lead Trustee for Safeguarding should be advised of any serious safeguarding or incident by the CEO.

10. Good practice

- 10.1 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 Sutton to make judgements regarding whether or not abuse is taking place, however, all Age UK Sutton team members have the responsibility to recognise and identify poor practice and potential abuse, and act on this if they have concerns.
- 10.2 As part of good practice, Age UK Sutton expects all team members to adopt and endorse Age UK Sutton's policies and procedures and have completed training to an appropriate level for their role in adult safeguarding and the Mental Capacity Act.

11. Monitoring and Recording safeguarding alerts

- 11.1 All records relating to Safeguarding of Vulnerable Adult issues and cases will be kept securely and in accordance with the requirements of the Data Protection Act.
- 11.2 Each safeguarding alert should be followed up with an internal report, completed by staff member, and provided to Lead Safeguarding Officer to review practice and respond to any lessons learnt
- 11.3 The Lead Safeguarding Officer provides a report of all Safeguarding of Vulnerable Adults alerts and enquiries, the areas of the organisation in which they are received and the types of abuse. This report is presented to the Quality Committee on a quarterly basis and the Board of Trustees twice a year. Any trends, issues or omissions from these reports are addressed through refresher training or circulation of information.
- 11.4 All cases and issues relating to a Safeguarding matter are monitored on Age UK Sutton's secure CRM system and reminders via an action list are flagged when needed. Conclusions and outcomes are recorded and updated when information has been given.

12. Relevant Policies

12.1 This policy should be read in conjunction with the following policies:

- Whistle Blowing
- Social media
- Complaints
- Grievance
- Disciplinary and grievance
- Capability
- Confidentiality
- Equality and Diversity

Appendix 1

Important Telephone Numbers

Age UK Sutton Designated Adult Protection Officer: Nicola Upton (Chief Executive Officer)	0208 915 2498
Deputy Adult Protection Officer and Lead Safeguarding Officer: Hilary Dodd (Services Director)	07735 589186
LBS Adults Protection Social Services Team	020 8770 6770
Sutton Police	020 8649 1212 or 999
Samaritans (Ewell / Croydon)	020 8394 8300 / 020 8681 6666
Respond Helpline (PLD)	0207 383 0700
Action on Elder Abuse Helpline	0808 8088 141
Alzheimer's Society (Sutton)	020 8770 1875
National Domestic Violence Helpline freephone /24 hr	0808 2000 247
Victim Support	0808 1689 111
Charity Commission for England and Wales	0300 066 9197

Appendix 2

Safeguarding Referral Form

1. Details of Service Provider (if concerns relate to the provision of care or the alleged abuse took place in an establishment)

Name of Service Provider: Click here to enter text	
Address: Click here to enter text.	
Phone: Click here to enter text.	Mobile: Click to enter text
Fax: Click here to enter text.	Email: Click here to enter text.

2. Details of Vulnerable Adult

Name: Click here to enter text	
Date of Birth: Click here to enter text	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/>
Address: Click here to enter text.	
Phone: Click here to enter text.	Mobile: Click to enter text
Email: Click here to enter text.	
Funding Authority (where the vulnerable adult is placed in Sutton but funded by another authority/PCT or is self funding): Click here to enter text	

3. Details of alleged abuse, incident or allegation

Date: DD/MM/YYYY	Time: 24H
Location/ Address: Click here to enter text.	
Is this funded by the PCT? Yes <input type="checkbox"/> No <input type="checkbox"/>	

4. Category of alleged abuse

- Physical:
- Sexual:
- Neglect:
- Emotional / Psychological
- Financial
- Institutional
- Discriminatory

Review:

Action	Yes	No
All details on Charity Log	<input type="checkbox"/>	<input type="checkbox"/>
All information saved in drive – (safeguarding folder)	<input type="checkbox"/>	<input type="checkbox"/>
Safeguarding referral sent to Social Services and logged	<input type="checkbox"/>	<input type="checkbox"/>
Follow up dates logged	<input type="checkbox"/>	<input type="checkbox"/>
Outcome/conclusion written up and logged	<input type="checkbox"/>	<input type="checkbox"/>
Has the internal safeguarding review form been completed and sent to Services Director for review?		