

## Shirley Neighbourhood Care Scheme (SNCS) Adult Safeguarding Policy

### Introduction

Shirley Neighbourhood Care Scheme is committed to providing a safe and supported environment to service users. This Policy replaces the Shirley Neighbourhood Care D4 Policy Statement on Adults at Risk Safeguarding approved by Trustees on 22 October 2013.

This organisation fully adopts the London Multi-Agency Policy and Procedures – Adult Safeguarding which was updated following the approval of the Care Act 2014.

This Policy sets out how to monitor, record and escalate any concerns staff and volunteers may have or receive from a third party about the security and safety of Clients, Volunteers and staff, and embraces ‘the person knows best’ principle in the Care Act 2014.

If you have any additional questions or are unclear about any of the content below, please contact the **SNCS Co-ordinator, who is the Adult Safeguarding Lead for Shirley Neighbourhood Care Scheme.**

### Aim of the SNCS

It is the aim of the SNCS to remain a ‘first choice’ provider of third sector service to the elderly in Shirley. The aim of this Policy is to outline how, as member of staff, you should alert both the Committee and external agencies and report what you have heard, seen, suspect or been told by a third party.

This Policy is an essential tool that all staff and Volunteers need to be aware of and fully understand during their day-to-day involvement with Clients in line with Government legislation.

### London Multi Agency Policy and Procedures to Safeguard Adults at Risk

In London, as elsewhere, the main statutory agencies, local councils, the police and NHS organisations, need to work together to promote safer communities to prevent harm and abuse **and** to deal with suspected or actual cases. That is why they have come together to produce updated Policy and Procedures. It is the firm belief of those agencies and the SNCS that adults at risk are best protected when procedures between statutory agencies are consistent across London.

## **Adult Safeguarding**

Adult Safeguarding represents the commitment of organisations in the Greater London area to work together to safeguard adults at risk. The procedures aim to make sure that:

- The needs and interests of adults at risk are always respected and upheld
- The human rights of adults at risk are respected and upheld
- A proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
- All decisions and actions are taken in line with the Mental Capacity Act 2005.

## **Summary of Abuse**

People with care and support needs, such as older people or people with disabilities, are more likely to be abused or neglected. They may be seen as an easy target and may be less likely to identify abuse themselves or to report it. People with communication difficulties can be particularly at risk because they may not be able to alert others. Sometimes people may not even be aware that they are being abused, and this is especially likely if they have a cognitive impairment. Abusers may try to prevent access to the person they abuse.

Signs of abuse can often be difficult to detect. The following 'At a Glance' briefing aims to help people who come into contact with people with care and support needs to identify abuse and recognise possible indicators. Many types of abuse are also criminal offences and should be treated as such. Further details of signs of abuse are available at <http://www.scie.org.uk/publications/ataglance/69-adults-safeguarding-types-and-indicators-of-abuse.asp>.

Types of abuse:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse

- Neglect or acts of omission
- Self-neglect

Evidence of any one indicator from the following lists should not be taken on its own as proof that abuse is occurring. However, it should alert staff and Volunteers to make further assessments and to consider other associated factors. The lists of possible indicators and examples of behaviour are not exhaustive and people may be subject to a number of abuse types at the same time.

- Physical abuse: includes hitting, slapping, pushing, kicking, misuse of medication or inappropriate sanctions or restraint
- Domestic violence: includes any incident or pattern of controlling, coercive or threatening behaviour. It also includes 'honour' based violence, female genital mutilation and forced marriage
- Sexual abuse: includes rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting
- Psychological or emotional abuse: includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation or coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks
- Financial or material abuse: includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
- Modern Slavery: includes human trafficking, forced labour, domestic servitude, sexual exploitation, debt bondage (being forced to work to pay off debts)
- Discriminatory abuse: includes unequal treatment such as racism, sexism or those based on a person's disability and other forms of harassment, verbal abuse or similar treatment (see protected characteristics under the Equality Act 2010)
- Organisational or institutional abuse: includes discouraging visits or the involvement of family or friends, lack of respect for dignity and privacy, interference with personal correspondence or communication
- Neglect or acts of omission: includes refusal of access to visitors, not taking account of educational, social, cultural, religious or ethnic needs, ignoring or isolating the person
- Self Neglect: includes lack of self-care to an extent that it threatens personal health and safety, neglecting to care for one's personal hygiene, health or

surroundings, inability to avoid self-harm, failure to seek help or access services to meet health and social care needs, inability or unwillingness to manage one's personal affairs.

### **Principles underpinning the safeguarding work of the organisation**

Partnership working – SNCS is committed to working with other organisations and agencies to safeguard adults at risk.

Prevention – At SNCS all our work is aimed at preventing abuse occurring in the first place rather than reacting to abuse after it has happened.

Protection – At SNCS we believe service users, carers and the people they work with within Croydon deserve protection from the risk of abuse and actual abuse

Proportionality – At SNCS the response we make to suspected abuse is in line with the risks presented. Safeguarding protocols will be used for those cases in most need of action whilst other protocols will be followed wherever necessary.

Accountability – Through the records we keep and the role of Adult Safeguarding Lead within SNCS we hold ourselves accountable to our service users and outside agencies.

Empowerment – At SNCS we want to ensure that carers and service users are involved with the key decisions they make about their lives. Wherever possible we inform the carer and service user of the concerns at the earliest opportunity. For service users who lack the capacity to understand whether they would benefit from a safeguarding referral, a best interest decision is made.

### **Training**

At SNCS we are committed to accessing adult safeguarding training for all Volunteers, Staff and where appropriate service users. E learning courses are available on both safeguarding and the Mental Health Act. Volunteers should contact the SNCS Co-ordinator for details.

SNCS Trustees, Management Board members, Staff and Volunteers are required to complete Safeguarding for Adults Level 1 every year. Failure to complete the training will exclude those individuals from working with SNCS Clients.

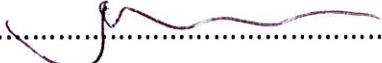
SNCS Trustees, Management Board members, Staff and Volunteers are also required to be Disclosure and Barring Service (DBS) cleared, renewable every 3 years. If a member of staff or volunteer is not DBS cleared, they will be excluded from working with SNCS Clients.

The Office Co-ordinator will ensure SNCS Trustees, Management Board members, Staff and Volunteers are advised when they need to renew Safeguarding for Adults Level 1 (annually) and DBS clearance (every 3 years).

The SNCS office will contact volunteers once a year to check if there have been any changes to volunteers' criminal records in the intervening time since they were last checked. This is a requirement of our contract with Croydon Council.

The following section documents Adult Safeguarding Procedures.

This Policy was approved by the Trustees September 2017 and reviewed and amended 16 September 2019 and reviewed and amended 26 April 2021. Next Review Date: April 2023

Signed.....

Name..... JONATHAN BAXTER - CHAIRMAN SNCS

Date..... 22/12/2021

## Adult Safeguarding – Procedures

SNCS staff and Volunteers are not expected to be an expert in identifying abuse or investigating allegations, instead it is your duty to report any concerns to the SNCS Adult Safeguarding Lead (also known as alerting manager) and support them in taking action where required. In line with the Multi-Agency Adult Safeguarding Policy and Procedures the Adult Safeguarding Lead is the person tasked with making referrals to the Local Authority and other agencies as necessary.

If you receive a disclosure of alleged abuse or develop a strong suspicion that abuse is taking place you should:

- Record the allegation clearly and accurately
- Notify the SNCS Adult Safeguarding Lead

In emergency situations where the Adult Safeguarding Lead cannot be contacted, all staff and Volunteers should contact the Croydon Adult Abuse line on **020 8726 6500**.

### **Responding to reports of abuse – receiving a report (Adult Safeguarding Lead)**

The Adult Safeguarding lead may become aware of suspected abuse in the following ways:

- Receiving an allegation directly from the adult at risk
- Receiving an allegation from someone who is not the adult at risk
- Receiving a report from outside agencies or other activities the adult at risk may be involved with (for example Shirley Clinic)
- Developing a strong suspicion based on your own observations or experience.

They will record any report or suspicion on the 'Abuse Recording Form' available on the Croydon Council website making clear notes of the case (dates, times, details of the incident). If receiving a report from a third party, the Adult Safeguarding Lead will make them aware that we have a duty to share this information with the relevant statutory agency.

As soon details of the case have been received, the Adult Safeguarding Lead will:

- Notify the relevant statutory agency (usually a department of Social Services, e.g. the Adult Safeguarding team)

It is not the intention of SNCS to ask Volunteers to complete the above procedure, however it is expected that Volunteers will inform the SNCS Adult Safeguarding Lead of suspicions or signs of abuse as soon as possible.