



Version History			
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3.5	27/03/2017	Out of hours ASC number added	Hilary Ashton

Safeguarding Adults Policy and Procedure

1. **This Policy has been drawn up to enable workers at Advonet to provide support to any adult at risk who is experiencing abuse in order to prevent the continuation of that abuse.**

1.1 Policy Statement

Advonet acknowledges the high level of abuse which may be carried out on adults at risk and those who use advocacy services.

Advonet believes that everyone has the right to live their life free from abuse.

Advonet aims to:

- Empower and support any person who has experienced or is experiencing abuse.
- Promote the rights of all people to live free from abuse and coercion.
- Ensure the safety and well being of people who do not have the capacity to decide how they want to respond to the abuse they are experiencing.

Advonet will work with other agencies within the framework of the Leeds Safeguarding Adults Board and will follow their procedures, available online at <http://www.leedssafeguardingadults.org.uk>

Advonet will work within its Confidentiality Policy to ensure that anyone we provide a service to is aware that we may need to disclose information involving harm to others. Whenever possible, we will discuss this with the individual involved beforehand and seek their permission. However, when a person is in danger, does not have capacity in relation to safeguarding their safety, a child is at risk or a serious crime has been committed, Advonet may pass information to the relevant agency without the individual's consent.

2.1 Definitions

Abuse - *NO SECRETS, Dept of Health 2000*

- *Abuse is a violation of any individual's human and civil rights by any other person or persons."*
- Abuse can be emotional, physical, sexual, psychological, financial or material, neglect, acts of omission or discriminatory
- Abuse may be carried out deliberately or unknowingly.
- People who behave abusively come from all backgrounds and walks of life. They may be professionals in a position of trust. They may also be relatives, friends or neighbours or other vulnerable people.

Types of Abuse

2.2 Types of abuse

Abuse can take many forms, there is no definitive list of what incidents amount to abuse, however the following would be considered abuse:

Domestic abuse

Physical abuse

Sexual abuse

Psychological abuse

Neglect

Modern slavery

Discriminatory abuse

Organisational abuse

Financial or material abuse

Self-neglect

NB

- Institutional abuse has been renamed Organisational Abuse.
- Domestic abuse and Modern Slavery are new additions to the categories of abuse.
- Until now, safeguarding adults has been concerned solely with abusive acts of a third party. The Care Act introduced Self-Neglect. This means that where appropriate, **issues of self-neglect may be reported as safeguarding adults concerns and responded to within the safeguarding procedures**. This will be new to us in Leeds, and may require a Risk Management Response within our revised Multi-Agency Procedure.

2.3 Description of an adult at risk (from the Care Act 2014)

Where a local authority has reasonable cause to suspect that an adult (aged 18 years or more) in its area (whether or not ordinarily resident there) —

- has needs for care and support (whether or not the authority is meeting any of those needs),

- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

2.4 Self-Harm and Suicidal Behaviours

In their own right, self-harming and/or suicidal behaviours do not fall under the safeguarding procedures. However, these behaviours may be an indicator that an individual has been, or is being, abused.

In the event of self-harm or suicidal behaviours you must consult Advonet's Confidentiality Policy.

In the event of life threatening action having taken place, ring 999.

Advonet has also produced guidance on responding to callers who are suicidal, which should be consulted where appropriate.

3.0 Scope

This policy applies to all people working on behalf of Advonet including employees, agency workers, consultants, contractor, volunteers and trustees. There is a separate policy covering suspicions of abuse of Children & Young People.

This policy covers:

- Suspicions of abuse perpetrated by a member of Advonet workforce (paid and voluntary).
- Suspicions of abuse perpetrated by someone or an institution outside of Advonet

4.0 Responsibilities

Staff & Volunteers working in front line roles, e.g. advocates, have a responsibility to:

- Read, understand and work in line with the Safeguarding Policy and Procedure.
- Recognise the signs of potential abuse and raise concerns in line with this policy.
- Where appropriate and in line with this policy, decide if they need to take immediate action and raise a concern.
- Keep records in line with this policy.
- Follow up on concerns with the aim to ensure individuals are safeguarded and get positive outcomes.

Staff & Volunteers not working in client facing services have the responsibility to:

- Read, understand and work in line with their local Multi Agency Procedure.
- Recognise the signs of potential abuse and raise concerns in line with this policy.

- Where appropriate and in line with this policy, decide if they need to take immediate action and raise safeguarding alert.

Service Managers and other managers within our client facing services (e.g. Coordinator or Team Leaders/ Managers) have a responsibility to:

- Ensure both members of staff and volunteers in services that they have a responsibility for, understand and are compliant with this procedure and local Safeguarding policy.
- Ensure that paid employees and volunteers in their teams are adequately trained in safeguarding
- Make decisions where appropriate as to whether concerns that are brought to their attention meet the threshold for making safeguarding alerts (always erring on the side of caution where there is uncertainty) and ensure that alerts are raised appropriately.
- Analyse safeguarding data in their areas of responsibility to:
 - Make links where there are a number of concerns about potential abuse and take appropriate action in relation to them
 - Identify and report as appropriate on gaps in safeguarding practice and/or compliance with our policy
 - Provide the Advonet Safeguarding Lead and others with reports on safeguarding as required.
- Liaise with the statutory agencies regarding concerns of potential abuse by a member of their team as required by Advonet.
- Ensure that alerts are followed up and that clear outcomes are achieved

The Advonet Safeguarding Lead (currently the CEO) has a responsibility to:

- Check compliance with this policy across the organisation
- Ensuring the management team is compliant with this policy and procedure.
- Ensure that managers are adequately trained in safeguarding
- In conjunction with the Senior Management Team, provide guidance to service managers on complex safeguarding issues.
- Liaise with the statutory agencies regarding concerns of potential abuse by a member of Advonet staff or volunteer where it is more appropriate that the Safeguarding Lead takes this responsibility.
- Undertake investigations, where this is deemed appropriate, in consultation with the relevant statutory authorities.
- Ensure the organisation holds and implements a fit for purpose policy
- Ensure that Senior Management Team (SMT) members are adequately trained on safeguarding.
- Undertake investigations, where this is deemed to be appropriate, in consultation with the relevant statutory authorities,
- Ensure there are internal reporting, management and governance systems in place to ensure the robustness of Advonet's practice and to learn from safeguarding experience.

- To report to the Executive Management Team and Board of Trustees on any safeguarding matters, including any safeguarding allegations made against a member of Advonet staff or volunteer.
- Provide advice and guidance to managers when a suspected perpetrator of alleged abuse is a member of Advonet workforce.
- Along with CQM, maintain record of and collate data on concerns raised about suspected abuse allegedly conducted by a member of Advonet workforce.
- Ensure appropriate referrals are made to the Disclosure and Barring Service in the event of a reportable allegation against a member of Advonet staff or Advonet volunteer.

Chief Executive has responsibility to:

- Ensure appropriate liaison with statutory authorities if the suspected perpetrator is a manager at SMT level
- Ensure there is a named and suitably trained organisational lead for safeguarding adults at risk of harm. The lead may be the Chief Executive or another member of SMT

Trustees have responsibility to:

- Hold the Chief Executive to account in relation to safeguarding performance of the organisation.
- Ensure the Chief Executive is adequately trained in safeguarding
- Ensure effective liaison with statutory authorities and ensure investigations are undertaken, where appropriate, if the suspected perpetrator is at Chief Executive level.

5.0 Training

Advonet will ensure that every worker receives safeguarding training at an appropriate level for their role. This will be renewed every three years. Safeguarding training is a mandatory part of every new worker's induction.

6.0 Whistleblowing

Advonet will ensure that anyone within the organisation who 'whistle blows' on a colleague who they suspect of perpetrating abuse is protected from any harmful treatment or discrimination as a result of their disclosure.

7.0 Preventing Abuse

All Board members, workers and service users are expected to treat each other with respect. Violent, abusive and discriminatory behaviour will not be tolerated. Breaches of this policy will be dealt with either by disciplinary action in the case of workers or by the complaints process in the case of the Board. Successive breaches may lead to dismissal for workers or a vote of exclusion from the Board for Board members.

An Enhanced DBS check and two references are required for all workers and a Basic DBS check and two references are required for Board members.

The validity of written references will be confirmed by a telephone call.

Advonet will ensure that, whenever necessary and possible, the people we work with are aware of what constitutes abuse and the options available to them in order to exercise their rights. This includes accessing the police and criminal justice system and relevant complaint procedures as well as information about local and national support groups and advocacy organisations. We will ensure the provision of ongoing advocacy support if this is required by the individual.

8.0 When abuse has just happened

Where you are a witness to abuse or abuse has just taken place the priorities are:

- To ensure and maintain your own safety
- To ensure the immediate safety of the person experiencing abuse
- To ensure that relevant emergency services are accessed as soon as possible including the police if a crime has been committed
- To take steps to preserve evidence
- To inform a manager as soon as possible and within 24 hours
- To provide a confidential written record of what happened to the co-ordinator within 48 hours

8.1 All members of staff should be aware of the utmost need to maintain confidentiality for any individual who is experiencing abuse. The risk of abuse can increase when the person on the receiving end begins to challenge that abuse.

8.2 All members of staff should also be vigilant about their own safety as they may be perceived by the abuser as interfering and become targets for abuse themselves. The Health and Safety and Lone Worker Policies should be observed at all times.

9.0 Raising Safeguarding Concerns

9.1 It is important to ensure that the person experiencing abuse is involved in the decision to raise a concern with Safeguarding Adults. It may be that a person who has disclosed abuse decides they do not want a referral to be made. Their capacity to make this decision, whether they or another person is in danger of significant harm, whether a child is at risk or a serious crime has been committed should all be considered in weighing up whether to make a referral against their wishes. Support can be sought from the Board, and the decision making process must be recorded.

9.2 When one or more of the following applies the co-ordinator will contact the Leeds Adult Social Care Call Centre (0113 222 4401, out of hours 07712 106 378) and state they wish to raise a Safeguarding Adults concern:

9.2.1 The individual has asked you to raise a concern on their behalf.

9.2.2 The individual does not have the capacity to ask you to do this but has indicated they are unhappy with the current situation.

9.2.3 The individual does not have capacity but you have concerns that abuse has taken place.

9.2.4 There is risk to other people from the same perpetrator.

9.2.5 The abuser is working for an organisation.

10.0 Internal Reporting - Effective Governance, Management and Learning

10.1 Advonet will ensure it has a robust process in place to collate and review data regarding safeguarding concerns.

10.2 Advonet will continually review best practice in recognising and reporting safeguarding concerns across the organisation.

10.3 This data together with feedback from staff and volunteers, managers, people we work with, commissioners and safeguarding professionals will be reviewed by the Safeguarding Lead on a quarterly basis to support the development of an organisation-wide Practise improvement Action Plan.

11. References

11.1 Leeds Multi Agency Safeguarding Adults Partnership

These procedures give the structure within which Advonet and other agencies in Leeds will work together to respond to situations involving adult abuse.

These are available online at:

<http://www.leedssafeguardingadults.org.uk/Safeguarding/Pages/MultiAgencyPolicyAndProcedures.aspx>

11.2 The following Advonet Policies are relevant to this policy

- Confidentiality Policy
- Disciplinary Procedures
- Staff Recruitment Policy
- Lone Worker Policy

Appendix 1 ACTION TO BE TAKEN IN CASES OF ALLEGED/SUSPECTED ABUSE

- 1 A summary of these actions can be found in Appendix 2 where the alleged perpetrator is not a member of the Advonet workforce,
- 2 It is **not** the responsibility of Advonet staff and volunteers to investigate suspected abuse. It is the responsibility of Advonet staff and volunteers to raise concerns about suspected abuse and to work with the person at risk of abuse to ensure that they can be free from abuse in the future.
- 3 This is because undertaking our own investigations may compromise future investigations by the police or local authority and will run counter to the clear statutory guidance in place.

4.0 Emergency Services

- 4.1 If any person is in danger, first ensure they are safe and, if immediate help is needed, call the emergency services on 999.
- 4.2 If the person is seriously injured seek immediate medical treatment and inform your line manager at the earliest opportunity after doing so.
- 4.3 Immediately alert the emergency services if delay may increase the prospect of evidence being contaminated and/ or increases the prospect of successful prosecution. Notify your line manager that 999 have been contacted immediately, on the same day.

4.4 Preserve Evidence

- 4.4.1 Ensure that evidence is preserved.

4.5 Raising a concern

- 4.5.1 If you discover or suspect potential abuse, and believe that it would constitute abuse you must report this to Leeds Adult Social Care following their multi agency procedure.
- 4.5.2 It is vital that a written record of any incident or allegation causing concern about crime or abuse is made as soon as possible after the information is obtained on Advonet's "Adult Safeguarding Form".
- 4.5.3 You must give consideration as to whether the person at risk of harm can be supported to raise the alert themselves.
- 4.5.4 **Where you are in any doubt** whether abuse has happened, or might happen, an Advonet manager will work with you to decide if a safeguarding alert should be raised or if a different course of action is required. For example, if it is suspected poor practice rather than suspected abuse.

- 4.5.5 When deciding if it is poor practice or abuse you will need to consider the level and frequency of any previous concerns recorded about poor practice.
- 4.5.6 Concerns about poor practice which are not considered to constitute abuse under safeguarding procedures must be reported to the individual's line manager or other suitable management representative.
- 4.5.7 Do not record the notes, allegation or suspicions of abuse on the database when it relates to a member of Advonet workforce.

4.6 Reporting process

- 4.6.1 As soon as possible, fill in the Safeguarding Adults Concern form at the earliest opportunity and no later than the same day as the abuse is identified or suspected. This can be found the Company folder or Appendix 3.
- 4.6.2 Ensure it is recorded when and to whom within the local authority the suspected abuse was reported, if applicable.
- 4.6.3 Once the form is filled in, contact your manager as soon as possible. They will decide on what course of action to take, for example whether to report it to ASC.
- 4.6.4 If your line manager is not available then you should contact any Senior Manager, starting with the Safeguarding Lead.
- 4.6.5 Your manager will sign the form (or the manager to whom you reported the incident) and obtain a Safeguarding Concern number (available from spreadsheet in Senior Manager/Safeguarding folder) and write it on the top of the form. Senior manager will fill in spreadsheet.
- 4.6.6 Diarise a date to follow-up (see 4.7).
- 4.6.7 If printed, give the signed, numbered form to the CQM, who will keep it in a locked drawer. Otherwise email to CQM who will store a copy in SMT/Management/Safeguarding folder.

4.7 Follow up

Action must be taken to follow up the concern:

Alert reported to	Follow-up	Outcome
Internal	If necessary, diarise an agreed time with your manager to check on client.	Ask CQM for Safeguarding Adults form. Report actions on form. Once resolved,

		<p>Manager to complete columns on Safeguarding Concerns spreadsheet available in:</p> <p>X/ Senior Management / Safeguarding</p>
ASC	<p>ASC are supposed to inform us of the outcome but we need to check this happens.</p> <p>Diarise an agreed time with your manager to ring ASC if you have not heard from them.</p>	<p>Ask CQM for Safeguarding Adults form. Report actions on form. Once resolved, Manager to complete columns on Safeguarding Concerns spreadsheet available in:</p> <p>X/ Senior Management / Safeguarding</p>
Police	<p>No follow-up required other than obtaining a case number on reporting.</p>	<p>Report case number on Safeguarding Adults form. Manager to complete column on Safeguarding Concerns spreadsheet available in:</p> <p>X/ Senior Management / Safeguarding.</p>

4.9 Completing the process

4.7.1 Update the form with completed actions and record outcome. Upload Adult Safeguarding Form to Charity Log, where client is on system. Check document has been saved correctly on Charity Log and shred original form. Where client is not on system give the signed, numbered form to the CQM, who will keep it in a locked drawer.

4.9.1 Documentation may be required for criminal proceedings.

Immediate Risk of Abuse ? YES →

NO ↓

Emergency

If any person is in danger, first ensure they are safe and, if immediate help is needed, call the emergency services on 999

Raising a Concern:

An issue of abuse or neglect (including self-neglect) is raised with the local authority

Safeguarding Response (a):

No further enquiries needed.

Actions needed to safeguard the individual (or others)

Tell:

- Advonet's Safeguarding Lead,
- the CEO; and
- the CQM

Initial Enquiry:

The Local authority

- checks that the person is an adult at risk within the policy
- makes enquiries (or causes others to make enquiries) to decide how to respond to the concerns raised.

Actions:

- Gather information
- Discussion with individual or representative
- Confirm causes for concern
- Agrees outcomes wanted and action to be taken
 - Diarise follow-up

Safeguarding Response (b):

Issues resolved by Initial Enquiry

No further enquiries or actions

COMPLETE Advonet's Safeguarding Adult Concern Form

Safeguarding Response (c):

Further enquiries needed to establish the facts and the actions required to safeguard the individual (or others)

Leeds Safeguarding Team will take the lead.

Safeguarding adults response is not appropriate

Advice, information, alternative forms of support provided

Advonet Board of Trustees' Safeguarding Lead is Ivan Nip



SAFEGUARDING ADULTS CONCERN FORM

CONFIDENTIAL

SECTION 1. INFORMATION ABOUT THE INCIDENT/DISCLOSURE		
Details of Client		
Name:	Telephone:	
Address:		
DOB:	Age:	Gender:
Date of incident:	Time of incident:	
Date of disclosure:	Time of disclosure:	
Where did the incident and/or disclosure take place?		
Exactly what did the person (the adult at risk, other person raising the concern) say? Use their own words about the incident and how it occurred or exactly what has been reported to you:		
Appearance and behaviour of the adult at risk, or the other person raising the concern:		
Any injuries observed or that you are aware of:		
Is there any evidence, or do we have any information, that indicates there is a decline in the individual's health or condition?		
If you witnessed the incident, exactly what did you see?		
Were there any other witnesses? Provide names and contact details.		

Details of alleged perpetrator(s), if known:			
Name:		Telephone:	
Address:			
Relationship to vulnerable person:			
Who disclosure was made by:		Who disclosure was made to:	
Indicate type(s) of abuse:		Neglect	Self-neglect
Domestic	Physical	Sexual	Psychological
Discriminatory	Organisational	Modern Slavery	Financial or material

SECTION 2. BACKGROUND INFORMATION	
Any details of previous concerns raised or incidents of abuse:	
Has the client given consent for this safeguarding referral? (please delete one) Yes/No Has/does the client give consent to store their details on our secure computer systems? Yes/No	
Does the client have any support needs (disability, impairment or condition)? How does the client communicate (including any steps to make the service accessible, such as translators)? Any information we have been given about any risks that we have to be aware of when working with the adult, whether these are risks to any workers or to the person themselves: Any other information that will support any third parties work with the adult:	
Details of Carer (if relevant)	
Name:	Telephone:
Address (if different from above):	
Relationship to vulnerable person:	

SECTION 3. ACTION FOLLOWING DISCLOSURE		
Name of Advonet manager disclosure reported to:		
Date and time of discussion with manager:		
Was this concern reported to:	Yes/No	If No please fill in A below, if Yes fill in B below
The Local Authority Safeguarding team?	Yes/No	
The Police?		
A. If No, outline the reasons why not reported: Who agreed this course of action? Was the incident raised with another agency, e.g. GP?		
B. If yes: Name of person reported to: Job role: Contact details: Date and time reported: Reference or case no: What action they will take: Who will contact you to give feedback: When will they contact you to give you feedback:		
Signature of person completing the form:	Date:	Time:
Print name:	Advonet team:	
Signature of manager:	Date:	Time:
Print name:	Job title:	
Follow-up action required (delete as required): Yes/No		
Date to follow-up:		
<i>Once this form is filled in to this point, please give to CQM</i>		

Follow-up action taken by ASC:

Date informed by ASC:

Outcome:

Once form is finalised, please pass to CQM

Safeguarding Adults form (v3) 29/11/2016