

SAFEGUARDING ADULTS AT RISK

1. Introduction

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse and neglect, while at the same time making sure that the adult's wellbeing is promoted.

(Section 14.7 The Care Act 2014)

1.1 Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing or is at risk of abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk or experience of neglect or abuse.

(Section 14.2 The Care Act 2014)

1.2 An adult is identified as needing care and support if:

- their needs arise from or are related to a physical or mental impairment or illness
- and there is a significant impact on their wellbeing because of an inability to manage a range of personal care and activities.

(The Care & Support (Eligibility Criteria) Regulations 2014)

JRP recognises that it is the responsibility of each one of us to prevent the abuse of vulnerable adults accessing our projects, and to report any abuse discovered or suspected.

Each member of staff or volunteer working with vulnerable adults must know the recommendations, and undertake to observe them. Each member of staff shall be given a copy of this policy and procedure as laid down by JRP. This documentation will be included in the Staff and Volunteer Training and Information Packs.

Disclosure and Barring Service (DBS) checks are carried out on all staff, volunteers and trustees who are eligible, and this forms part of the recruitment and induction process. A designated member of staff has responsibility for carrying out checks, and maintaining and updating records. DBS checks are processed via umbrella body ThirtyOne:Eight.

This policy is designed:

To protect adults at risk:

- Vulnerable adults should be assured of good standards of care and protection from all JRP staff, volunteers and representatives.

To protect JRP staff, volunteers and representatives:

- By following the guidelines and procedures in the policy everyone working with JRP should be able to avoid inappropriate, misguided or wrong behaviour and know what to do should they be concerned about a vulnerable adult's welfare.

To protect JRP:

- The policy forms part of JRP's commitment to best practice in all areas of our work.
- The policy will be reviewed annually by the Project Manager and Board of Trustees.

2. Definitions of Abuse

Abuse and neglect can take many forms and the individual circumstances of a case should always be considered, although the criteria in 1.1 above need to be met before the issue is considered a safeguarding concern. Many of the women that JRP staff and volunteers meet may be classed as being at risk due to mental health issues, drug/alcohol addiction and other vulnerabilities. If an individual does not meet the criteria above, but there are concerns over their welfare, it is important to remember that most of the types of abuse involve a crime being committed by the perpetrator and can therefore be reported to the police, or referred to other support services.

Abuse can include any of the following:

- **Physical abuse** - including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- **Sexual abuse** - including rape, sexual assault or sexual acts to which the vulnerable adult was not able to consent, has not consented or was pressured into consenting.
- **Psychological abuse** - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- **Financial or material abuse** - including theft, fraud, exploitation, pressure in connection with wills, property or inheritance, financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **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.
- **Neglect and acts of omission** - including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Domestic Violence** - including psychological, physical, sexual, financial, emotional abuse; so-called 'honour' based violence.
- **Discriminatory abuse** - including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **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.
- **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.

3. Responsibility to report or alert

No staff member or volunteer will prejudice their own position or standing with JRP by responsibly reporting potential or suspected abuse of vulnerable adults. Any allegation or concern regarding the abuse of a vulnerable adult will be treated seriously and for this reason it is important for anyone raising a concern to strictly follow the procedures laid down by JRP. Particular care should be taken in regard to confidentiality and the sharing of information with appropriate people.

Remember it is not your responsibility to decide whether abuse is taking place but it is your responsibility to pass concerns on/alert the relevant authorities. Where allegations of abuse are made against a JRP employee or volunteer, this will be taken very seriously and handled according to the JRP Comments and Complaints Procedure, Service Users Whistle Blowing (Disclosure) Policy and JRP's Disciplinary Policy

The need to report arises in the following instances:

- Abuse is observed or suspected
- An allegation of abuse is made
- A vulnerable adult discloses abuse

A concern may be raised in a number of ways:

- By the adult at risk themselves;
- By another member of the public (e.g. friend or family member);
- By you following something you have directly observed

4. Procedure for raising a concern about abuse or neglect

4.1 When you are first made aware of, or witness, a concern of abuse or neglect, your initial response must always be to the immediate health, safety and welfare of the adult at risk and anyone else at risk. This may include the alleged perpetrator.

4.2 In an emergency, you must contact the relevant emergency services by dialling 999 before following this procedure.

4.3 Raise the concern with the JRP Project Manager, and your line manager or team leader if this is different. The Project Manager will make a decision about whether a referral is required with the advice of the Safeguarding Lead. The Safeguarding Lead will receive reports of anything that has safeguarding implications and review any action taken or proposed, giving support and advice where necessary. The Project Manager should seek to liaise with the Safeguarding Lead when a referral is or may need to be made. If allegations refer to the Project Manager, or the Project Manager is absent, report directly to the Safeguarding Lead, in their absence a member of the Board of Trustees. For confidentiality reasons, do not discuss the concern with anyone else.

4.4 Use the JRP Safeguarding Report Form to record (preferably electronically) any incident or allegation as soon as possible after the information is obtained, or if possible, when you are being told about a concern or incident. If you cannot access the Safeguarding Report Form then notes should be taken and then recorded on the form as soon as possible afterwards. The written/electronic record must reflect as accurately as possible what was said and done by the people initially involved in the incident. The Safeguarding Report form and any written notes must be kept safely and securely and should at least include the following:

- Date, time and place of the incident;
- Exactly what the adult at risk said, using their own words about the abuse and how it occurred or exactly what has been reported to you;
- Appearance and behaviour of the adult at risk;
- Any injuries observed;
- Name and signature of the person making the record;
- If you witnessed the incident, write down exactly what you saw.

Explain to the person raising the concern that you are taking notes so that you can be accurate in your recording. Use the person's own words where possible. In your written report factual information should be clearly separated from expression of opinion. Be aware that your report may be required later as part of a legal action or disciplinary procedure or litigation claim, and in all recording, proper consideration must be given to the requirements of current data protection legislation.

4.5 If the Safeguarding Report Form was completed electronically, it should be saved as a PDF in the Safeguarding Reports folder in General > Incidents and Safeguarding. A paper copy of the

completed Safeguarding Report Form should be printed off, signed and filed in the red Adult Safeguarding Folder along with any supplementary written notes taken at the time of the safeguarding incident, which is stored in the top drawer of the metal filing cabinet in the Main office.

Please note: If the form was completed by hand (it is advised they are completed electronically), it should be scanned and stored electronically in the Safeguarding Reports folder in General > Incidents and Safeguarding.

4.6 Upon being informed of a concern regarding an adult at risk, the Project Manager or other nominated referrer should:

- Ensure the immediate safety of the adult at risk and anyone else concerned, including contacting the emergency services if necessary.
- Be aware of the possible need for forensic evidence.
- Undertake any other immediate actions required under JRP's disciplinary, health and safety or other internal procedures.
- Carry out initial information gathering. This could include speaking to the adult at risk and finding out what they want to happen; checking written records; speaking to the person raising the concern to clarify events; completing a body map; or obtaining any other information required for a referral to the local authority.
- Decide whether a referral to the local authority is required i.e. an 'adult at risk' is at risk of or has been subject to abuse or neglect from another person.
- If a referral is needed, seek the consent of the adult at risk. If they do not give consent, consider whether there is an overriding public interest e.g. other people are or might be at risk, the health and safety of others is compromised, or a crime has been committed. Whilst we should always try to work with a service user to gain their consent, and help them understand why a referral is in their best interests, their lack of consent may not prevent a referral being made.
- Make a safeguarding referral to the relevant local authority:
 - Nottingham City Council: 0300 131 03 00
 - Nottinghamshire County Council MASH (professionals only): 0300 500 80 90
 - Nottinghamshire County Council (public only): 0300 500 80 80
- Keep careful records of all actions, decisions and information.

Further information and help for making a referral can be found in the 'Nottingham and Nottinghamshire Multi Agency Adult Safeguarding Procedure for Raising a Concern and Referring'. Copies can be found in the JRP main office.

Staff, trustees and volunteers should receive regular training and updates as appropriate to their role. For staff this should be annually. The policy and procedures should be subject to annual review.

5. Links to other processes and procedures

There is a link between some legislation, procedures and guidance which may mean you need to follow more than one process at the same time. It is possible that a JRP staff member or volunteer may come into contact with an adult at risk who is subject to:

- Domestic violence and abuse
- Modern slavery
- Hate crime
- Anti-social behaviour
- Unlawfully depriving someone of their liberty
- Human trafficking
- Female Genital Mutilation

In this instance the Safeguarding Adults procedures must be followed in addition to any other procedures. For more information on any of these subjects see the guidance on:
www.safeguardingadultsnotts.org or www.nottinghamcity.gov.uk/safeguardingadults

This policy should be read in conjunction with the 'Safeguarding Lead Role and Responsibilities' document

Contact Details

Project Manager: Sharon Brooks/ Jane Taylor
Office: 0115 845 3691
Mobile: Sharon Brooks 07933 626963 Jane Taylor: 07458 306526

Chair of Board of Trustees: Kay Wainman 07501 508704

Named Safeguarding Lead and advisor to the Board for Safeguarding Issues:
Reverend Richard Clark 07970 823462

Address: Jericho Road Project
1a Chestnut Grove, Nottingham NG3 5AD

SAFEGUARDING REPORT FORM



This form will be used by members of staff or volunteers to record:

- disclosures of abuse
- suspected abuse
- potential harm to vulnerable adult or child

The completed form should be reviewed and signed by a Project Manager. The Project Manager will liaise with the Safeguarding Lead.

This record will ask you for details of:

- the person raising the concern
- the concern being raised

It will also be used to capture:

- A record of decision-making and review

Where to make a referral?

Nottingham City Council:	Mon – Fri 9am – 5pm : 0300 1310300 – Option 2 (social care) Out of hours: 0115 8761000 (if immediate action is needed) Child at risk: 0115 876 4800 use this number out of hours for emergencies
Nottingham County Council	Mon – Thurs 8.30am-5pm, Fri 8.30am, - 4.30pm 0300 5008090 (professionals only) – This is also the number for a child at risk Out of hours: 0300 5008080 (if immediate action is needed) Child at risk Out of hours call the Emergency Duty Team on 0300 4564546

TO BE COMPLETED BY THE PERSON RAISING THE CONCERN

Date the concern is being raised:			
DETAILS OF THE PERSON RAISING THE CONCERN			
Name:			
Position:			
Contact phone number:			
Email address:			
DETAILS OF PERSON ABOUT WHOM THERE IS A CONCERN			
JRP code:			
Name:			
Date of birth:			
Address:			
Are they aged 18 or over?			
Care and support needs: <i>(ie. Language issues, disability, mental health issues etc)</i>			
Authority/district the person at risk is from if different to the one being reported to:			
DETAILS OF THE ALLEGATION/OBSERVATION			
Date and time of any specific incident(s):			
Location where allegation /observation occurred: <i>(e.g. care setting, hospital, own home)</i>			
Type of abuse (tick all that apply on this occasion):	<input type="checkbox"/> Discriminatory <input type="checkbox"/> Psychological <input type="checkbox"/> Sexual <input type="checkbox"/> Financial/material <input type="checkbox"/> Domestic violence <input type="checkbox"/> Neglect <input type="checkbox"/> Acts of omission <input type="checkbox"/> Modern slavery <input type="checkbox"/> Physical <input type="checkbox"/> Self neglect		
If immediate action was needed, please give details of who was called and when: <i>(e.g. Emergency services etc)</i>			
Appearance and behaviour of the person at risk: <i>(e.g. Torn clothes, under the influence?)</i>			
Please give details of any injuries the person at risk sustained during the alleged incident. <i>(Please use the body map in the Appendix to indicate where the injuries are and their nature – ie. Bruise, burn etc)</i>			

Summary of the nature of the allegation/observation *(State exactly what you were told/observed and what was said. Use the persons own words as much as possible. Avoid using your own opinion but if you do so, please make clear it is your opinion):*

DETAILS OF PERSON ALLEGED TO BE INFLICTING HARM/ABUSE

Name: <i>(including alternate names/nicknames)</i>	
Description of alleged perpetrator: <i>(height, build, hair colour, facial hair, tattoos, piercings, ethnicity, etc)</i>	
Relationship to the person at risk: <i>(e.g. partner, neighbour, member of staff, carer, other family member)</i>	
Current whereabouts/likely movements of alleged perpetrator in next 24 hours:	
Is the alleged perpetrator also a vulnerable adult/adult at risk: (Y/N)	

FURTHER INFORMATION

Are you aware of any previous concerns or incidents reported? <i>(Please give details)</i>	
Summary of information given to the person at risk:	
Expectations/wishes of alleged at risk:	

ACTION TAKEN SO FAR

Details of any referrals made:
(Please include detailed information about any referrals, e.g. dates, times, manner of referral (phone call, referral form, email) and details of the names and positions of the person or team contacted in those organisations and agencies)

If no referrals were made please give reasons for this decision:	
Details of non-referral actions taken: <i>(e.g. signposting, offer of further support, please give details of dates and times of actions taken)</i>	
Signed:	
Print name:	
Date:	

TO BE COMPLETED BY THE PROJECT MANAGER

Date the concern was raised:	
Did the person raising the concern complete this form, or did you complete it on their behalf?	
Is the person raising the concern sending any additional documents?	
What date did you report this to the Safeguarding Lead?	
Signed:	
Print name:	
Date:	

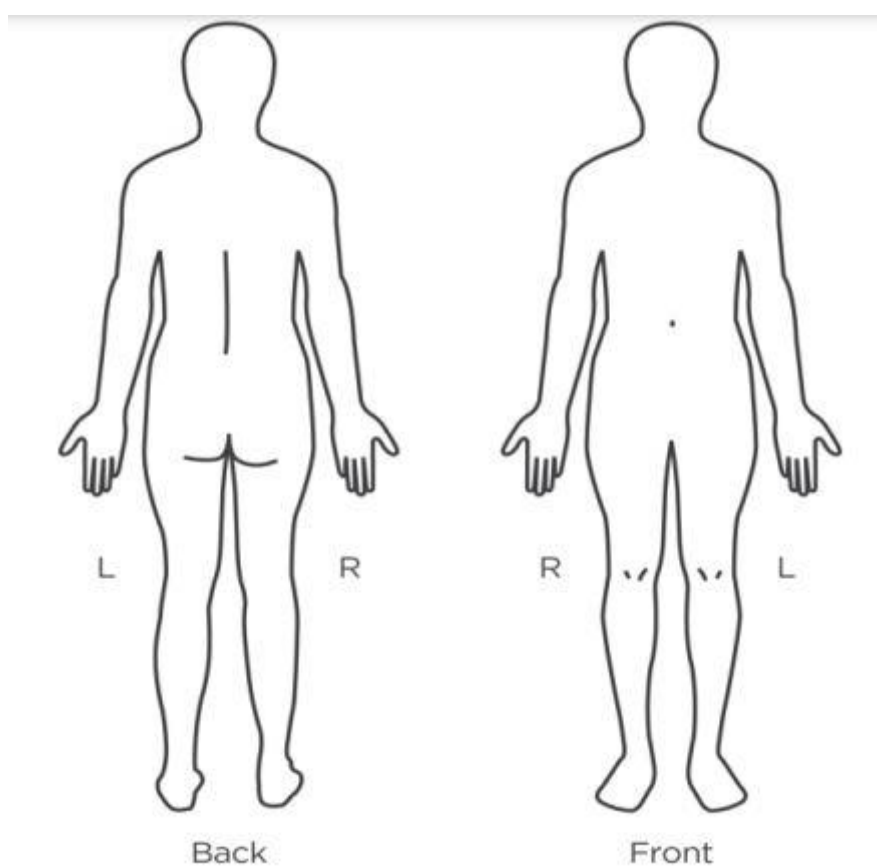
TO BE COMPLETED BY THE SAFEGUARDING LEAD

Date form received:	
Date of review:	
As Safeguarding Lead, are you satisfied with the action taken? (Y/N)	

Were any additional actions recommended?	
Were there any learning points for future?	
Do any elements of procedures or training need to be improved or updated?	
Signed:	
Print name:	
Date:	

SAFEGUARDING: BODY MAP OF INJURIES

(Please indicate the location of the injury by circling the appropriate location/area and label it with the nature of the injury e.g. burn/scald, cut, bruise etc.)



APPENDIX 1

STAFF SAFEGUARDING TRAINING RECORD: SAFEGUARDING VULNERABLE ADULTS

COURSE	PROVIDER	COMPLETION DATE	EXPIRY DATE	STAFF MEMBER
Safeguarding Vulnerable Adults Level 2	CPDOnline.co.uk	23/05/2023	23/05/2025	Lorna Bradley
Safeguarding Vulnerable Adults Level 2	CPDOnline.co.uk	07/09/2023	07/09/2025	Sharon Brooks
Safeguarding Vulnerable Adults Level 2	CPDOnline.co.uk	11/09/2023	11/09/2025	Kez Nightingale
Safeguarding Vulnerable Adults Level 2	CPDOnline.co.uk	26/05/2023	26/05/2025	Laura Hayward
Safeguarding Vulnerable Adults Level 2	CPDOnline.co.uk	07/09/2023	07/09/2025	Jane Taylor
Safeguarding Vulnerable Adults Level 2	CPDOnline.co.uk	12/09/2023	12/09/2025	Ella Wood