Safeguarding Adults Policy and Procedure

Safeguarding is everyone's responsibility

Recognise, Respond, Report and Record

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1. Introduction

Trilogy is committed to creating and maintaining a safe and positive environment and accepts our responsibility to safeguard the welfare of all adults accessing our facilities and services in accordance with the Care Act 2014.

Trilogy will encourage and support partner organisations, including clubs, suppliers, and sponsors to adopt and demonstrate their commitment to the principles and practice of equality as set out in this safeguarding adult's policy and procedures.

2. Principles

2.1.1 The guidance given in the policy and procedures is based on the following principles:

The six principles of adult safeguarding

The Care Act sets out the following principles that should underpin safeguarding of adults

Empowerment - People being supported and encouraged to make their own decisions and informed consent.

"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."

Prevention – It is better to take action before harm occurs.

"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."

Proportionality – The least intrusive response appropriate to the risk presented.

"I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed."

Protection – Support and representation for those in greatest need.

"I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."

Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

"I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me."

Accountability – Accountability and transparency in delivering safeguarding.

"I understand the role of everyone involved in my life and so do they."

2.1.2 All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.

2.1.3 The rights, dignity and worth of all adults will always be respected.

2.1.4 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.

2.1.5 We recognise that a disabled adult may or may not identify themselves or be identified as an adult 'at risk'.

2.1.6 We all have a shared responsibility to ensure the safety and well-being of all adults and will act appropriately and report concerns whether these concerns arise within Trilogy for example inappropriate behaviour of a coach, or in the wider community.

2.1.7 All allegations will be taken seriously and responded to quickly in line with the Trilogy Safeguarding Adults Policy and Procedures.

2.1.8 Trilogy 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. Definitions

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

3.1.1 **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 recent years there has been a marked shift away from using the term 'vulnerable' to describe adults potentially at risk from harm or abuse.

3.1.2 **Abuse** is a violation of an individual's human and civil rights by another person or persons. See section 4 for further explanations.

3.1.3 **Adult safeguarding** is protecting a person's right to live in safety, free from abuse and neglect.

3.1.4 **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.

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

4.1 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.

4.1.1 **Self-neglect** – this covers a wide range of behaviour: neglecting to care for one's personal hygiene, health or surroundings

4.1.2 **Modern Slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude.

4.1.3 **Domestic Abuse** – including psychological, physical, sexual, financial and emotional abuse.

4.1.4 **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.

4.1.5 **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.

4.1.6 **Physical Abuse** – includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

4.1.7 **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.

4.1.8 **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.

4.1.9 **Neglect** – 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.

4.1.10 **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.

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

4.2.1 **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.

4.2.2 **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.

4.2.3 **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.

4.2.4 **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.

5. Signs and indicators of abuse and neglect

5.1 Abuse can take place in any context and by all manner of perpetrator. Abuse may be inflicted by anyone who comes into contact with Staff or volunteers may suspect that someone is being abused or neglected outside of the centre. There are many signs and indicators that may suggest someone is being abused or neglected, these include but are not limited to:

5.1.1 Unexplained bruises or injuries – or lack of medical attention when an injury is present.

5.1.2 Person has belongings or money going missing.

5.1.3 Person is not attending / no longer enjoying their sessions.

5.1.4 Someone losing or gaining weight / an unkempt appearance.

5.1.5 A change in the behaviour or confidence of a person.

5.1.6 They may self-harm.

5.1.7 They may have a fear of a particular group or individual.

5.1.8 They may tell you / another person they are being abused – i.e. a disclosure.

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

6.1 Refer to Appendix 1 – *Adult Safeguarding Concerns Flowchart*

7. How to Record a Disclosure

7.1 Make a note of what the person has said using his or her own words as soon as practicable. Complete a ***Safeguarding Disclosure Form / Safeguarding Incident Report Form*** (Appendix 2) and submit to a Trilogy Designated Safeguarding Officer.

7.2 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 the Trilogy Designated Safeguarding Officer

7.3 Describe the circumstances in which the disclosure came about.

7.4 Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate.

7.5 Be mindful of the need to be confidential at all times, this information must only be shared with the Trilogy Designated Safeguarding Officers and others on a need to know basis.

7.6 If the matter is urgent and relates to the immediate safety of an adult at risk then contact the police immediately.

8. Roles and responsibilities of those within Trilogy

8.1 Trilogy is committed to having the following in place:

8.1.1 Lead/ Deputy Designated Safeguarding Officer to produce and disseminate guidance and resources to support the policy and procedures.

8.1.2 A clear line of accountability within the organisation for work on promoting the welfare of all adults.

8.1.3 Procedures for dealing with allegations of abuse or poor practice against members of staff and volunteers.

8.1.4 A Steering Group or Case Management or Case Referral Group that effectively deals with issues (Trilogy Senior Leadership Team), manages concerns and refers to a

disciplinary panel where necessary (i.e. where concerns arise about the behaviour of someone within Trilogy)

8.1.5 A Disciplinary Panel will be formed as required for a given incident, if appropriate and should a threshold be met.

8.1.6 Arrangements are in place to work effectively with other organisations to safeguard and promote the welfare of adults, including arrangements for sharing information.

8.1.7 Appropriate whistle blowing procedures and an open and inclusive culture that enables safeguarding and equality and diversity issues to be addressed.

9 Poor practice and abuse

Introduction
It can be difficult to distinguish poor practice from abuse, whether intentional or accidental.

It is not the responsibility of any individual involved in Trilogy to make judgements regarding whether or not abuse is taking place, however, all Trilogy personnel have the responsibility to recognise and identify poor practice and potential abuse, and act on this if they have concerns.

9.1 Poor practice

The following are regarded as poor practice and should be avoided:

- Unnecessarily spending excessive amounts of time alone with an individual adult.
- Engaging in rough, physical or sexually provocative games, including horseplay.
- Allowing or engaging in inappropriate touching of any form.
- Using language that might be regarded as inappropriate by the adult and which may be hurtful or disrespectful.
- Making sexually suggestive comments, even in jest.
- Reducing an adult to tears as a form of control.
- Letting allegations made by an adult go un investigated, unrecorded, or not acted upon.
- Taking an adult at risk alone in a car on journeys, however short.
- Inviting or taking an adult at risk to your home or office where they will be alone with you.
- Sharing a room with an adult at risk.
- Doing things of a personal nature that adults at risk can do for themselves.

***Note**: At times it may be acceptable to do some of the above. In these cases, to protect both the adult at risk and yourself, seek written consent from the adult at risk and, where appropriate, their carers and ensure that Trilogy Designated Safeguarding Officers are aware of the situation and gives their approval.*

If, during your care, an adult at risk suffers any injury, seems distressed in any manner, appears to be sexually aroused by your actions, or misunderstands/misinterprets something you have done, report these incidents as soon as possible to another adult in the organisation and make a brief written note of it.

ORGANISATIONAL MEASURES TO SAFEGUARD ADULTS AT RISK

10. Designated Safeguarding Officers

10.1 The Trilogy Lead/ Deputy Designated Safeguarding Officer has the key responsibility for safeguarding in the organisation and has undertaken the necessary training to enable them to:

- Set up the appropriate organisational procedures and practices to ensure Trilogy's responsibilities for safeguarding are fully met.
- Advise managers and staff on safeguarding issues and the appropriate course of action to take when a concern about an adult raised.
- Liaise with other agencies (Police, Northamptonshire Adult Safeguarding Board and Social Care) as necessary in relation to safeguarding matters.

10.2 Site Designated Safeguarding Officers have also been appointed to be the primary contact for their relevant leisure facilities/ Community Provision and to cover the role of LDSO in their absence. Current contact numbers for the Designated Safeguarding Officers are:

Lead Designated Safeguarding Officer (LDSO)
Martin Pask (Director Enterprise & Wellbeing)
07359 384050

Deputy Designated Safeguarding Officer (DDSO)
Georgie Burke (Chief Operating Officer)
07971 046725

Site Designated Safeguarding Officers (SDSO)
Keri Worrall (Area Business Manager – Cripps RC, Duston SC, Berzerk Soft Play, Duston School, Berzerk Atherstone)
07792 492648

Rachael Vickers (Area Business Manager – Belper LC, Berzerk Derby, Berzerk Birmingham)
07891 521363

Becki Koerte (Centre Manager – Belper LC)
07949 963769

Daniel Callum (Centre Manager – Brackmills Fitness Club)
07531 394373

Community/ Playscheme Designated Safeguarding Officer (CDSO)
Rachel Collings (Enterprise & Wellbeing Development Manager/ Ofsted registered Playscheme Leads and Weston Favell School)
07920 253933

11 Recruitment Procedures

11.1 Trilogy recognises that the nature of the services it provides may attract a small minority of adults with harmful or unlawful intentions towards other vulnerable adults or children and is committed to ensuring that all reasonable steps are taken to prevent such people from working on its premises.

11.2 All staff working with vulnerable adults, children or young people must be recruited following Trilogy's recruitment procedures. These require potential candidates to:

- Complete an application form/ CV, providing information about their qualifications and career history.
- Complete a form to declare all past and/or current criminal convictions and/or investigations, and consent to a Disclosure and Barring Service (DBS) check being undertaken.
- Undertake an interview, during which any gaps in employment history should be accounted for.
- Provide references.
- Provide evidence of identity (such as passport or driving license) with photograph.
- Provide evidence of having obtained the relevant qualifications.
- All person specifications for posts working with children include the qualifications and competencies necessary to work with and safeguard children and young people.
- Potential candidates are informed at the outset that Trilogy has a Safeguarding Policy and Code of Conduct on Safe Working Practices that it stringently applies.
- The references and qualifications of candidates for posts working with vulnerable adults and children are checked thoroughly.
- An enhanced DBS check will be obtained for anyone appointed to a post with regular and/or unsupervised access to adults at risk, children and young people.

12. Safeguarding Training

12.1 All staff (including casual staff, agency workers and volunteers) will be informed of the need to adhere to the provisions of Safeguarding Policy and Code of Conduct on Safe Working Practices as part of their induction when they commence work.

12.2 In addition:

- All staff who work regularly with adults at risk are expected to complete the online Trilogy Training module on Safeguarding Adults, with records being kept demonstrating compliance.
- Staff with particular responsibilities for safeguarding (including the Lead/ Deputy Designated Safeguarding Officer and Site/ Community Designated Safeguarding Officers) will attend recognised/ endorsed designated officer training.

12.3 The basic safeguarding training for all staff working with adults at risk will include information on:

- The purpose and need for safeguarding
- Signs and indicators of abuse and neglect.
- Personal responsibilities for safeguarding.
- Procedures to follow in response to concerns.

13. Record Keeping

13.1 Trilogy recognises that it is essential that accurate and comprehensive records are maintained wherever concerns are raised about the conduct of anyone working with or coming into contact with adults at risk.

The Site Designated Safeguarding Officer will be responsible for preparing the records for their sites. The Community DSO will be responsible for preparing the records for all Community Provision.

All records will be securely held centrally and will be the responsibility of the Lead/ Deputy Designated Safeguarding Officer to ensure they are maintained correctly.

13.2 Where allegations have been raised about a staff member, records will be kept. Records of any concerns raised about the welfare of adults in relation to the conduct of parents/carers, members of the public or adults in other settings will also be maintained by the Lead/ Deputy Designated Safeguarding Officer, along with any safeguarding related issues raised under the Confidential Reporting procedure or Complaints Procedure.

13.3 All records relating to safeguarding will be securely stored and treated with the utmost confidentiality, only being shared with those who have a legitimate right to obtain information about the specific case.

13.4 Reports, providing information on any new cases raised and referrals made will be provided to the Senior Leadership Team on a quarterly basis. Safeguarding is a set, reoccurring agenda item on all Trilogy Board meetings. A Safeguarding Report, containing summary (anonymous) information about the number and type of cases raised during the course of the year, will be provided to the Trilogy Board annually.

14. Organisations that deliver in Trilogy facilities

14.1 Organisations/ clubs that deliver services to adults at risk in Trilogy facilities will be required to sign a declaration confirming that they have safeguarding policies and procedures in place that comply with the requirements of the Care Act 2014. Trilogy reserves the right to request copies of these policies and procedures at any time. Alternatively, organisations/ clubs can be issued with and adopt the Trilogy Safeguarding Policy. Organisations/ clubs wishing to do so will need to confirm this during the booking process.

14.2 If any member of staff is concerned about the safety or welfare of any adult engaged in an activity run by an external group, they must inform the most senior manager on duty immediately.

15. Referral process contact information

Northamptonshire Safeguarding Adults Board

For information about the Northampton Safeguarding Adults Board:
https://www.northamptonshiresab.org.uk/Pages/default.aspx

Contact details:
NSAB.NCC@westnorthants.gov.uk
01604 365 681

Reporting concerns:

If an adult is in immediate danger or missing you should contact the police directly and / or an ambulance using **999**.

If the concern is **urgent**, contact our West Northamptonshire Council Customer Service Centre on **0300 126 7000**.

Derby

Make a safeguarding referral - Derby Safeguarding Adults Board

Birmingham

Report possible abuse or neglect of an adult with care and support needs | Report possible abuse or neglect of an adult with care and support needs | Birmingham City Council

When to report an adult safeguarding concern

The definition of an adult at risk is when a local authority has a reason to believe that an adult in its area (whether ordinarily a resident or not) is:

- in need of care or support (whether or not the authority is meeting any of those needs)
- experiencing, or is at risk of, abuse or neglect
- as a result of those needs unable to protect themselves against the abuse, neglect, or the risk of it

You may want to refer to The Care Act 2014 or NHS guidance on different forms of abuse and neglect, which are wide ranging, before reporting a concern.

Consent

When reporting a concern you may need to gain the consent of the person involved, but this is not always possible. This is also known as a person's 'capacity' to understand what is happening.

The Mental Capacity Act states to have capacity a person must be able to:

- understand the information that is relevant to the decision they want to make
- retain the information long enough to be able to make the decision
- weigh up the information available to make the decision
- communicate their decision by any possible means, including talking, using sign language, or through simple muscle movements such as blinking an eye or squeezing a hand

More detail on the Mental Capacity Act can be found in the code of practice document (PDF 952KB).

Online referral

https://www.northamptonshiresab.org.uk/Pages/Reporting-concerns.aspx

Choose link for: Report a safeguarding concern for an adult in West Northamptonshire

Questions & Answers

Q. In what capacity are you making this referral?

A. As a member of the public

Q. Would you like to submit this notification anonymously?

A. No

Q. Do you believe a crime many have been committed?

A. Make a judgement call at the time. Your answer will determine the rest of the questions.

Q. Does the adult at risk have a need for care and support?

A. Make a judgement call at the time. Your answer will determine the rest of the questions.