

Page	Contents
1	Introduction
2	Purpose of Policy
3	Policy Statement
4	Guidelines & Procedures
5	Preventing Abuse
6	Named Person
6	Responding to Signs and Symptoms of Abuse
7	Raising Safeguarding Alerts
8	Managing Allegations
8	Recording Information
8	Reviewing Policy & Procedure

## Introduction

This policy will enable the Denby Dale Centre (DDC) to demonstrate its commitment to keeping safe the adults at risk within the organisation. *DDC* acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that staff, volunteers, service users, and management committee can work to prevent abuse and know what to do in the event of the abuse. This policy applies to all staff, including, management committee members, paid staff, volunteers, sessional workers, agency staff, students and anyone working or volunteering on behalf of DDC.

The policy and procedures have been drawn up in order to enable *DDC* to promote good practice and work in a way that can prevent harm, abuse and coercion occurring. We will ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported

The characteristics of adult abuse can take a number of forms and cause adults at risk to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Adults at risk may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries. There may be some situations where the person is unaware that they are being abused or have difficulty in communicating this information to others.

An adult at risk is defined as:-

*An 'adult at risk', means adults who needs community care services because of mental or other disability, age or illness, and who are, or may be unable to take care of themselves against harm exploitation.*

It is acknowledged that significant numbers of adults at risk are abused and it is important that DDC has this policy and a set of procedures to follow to prevent abuse.

## Purpose of Safeguarding Policy (Adults at Risk)

In order to implement the policy the DDC will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion
- to ensure the safety and well-being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse
- to recruit staff and volunteers safely, ensuring all necessary checks are made
- to provide effective management for staff and volunteers through supervision, support and training
- to ensure that all management committee members, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
- to work with other agencies within the framework of the Kirklees Safeguarding Adults Board Policy and Procedures
- to act within its confidentiality policy and will **usually** gain permission from service users before sharing information about them with another agency, the person in danger could be the person making the disclosure or other adults at risk
- to inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- to make a referral to the Gateway to Care as appropriate
- to endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- to ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult Social care)

## DDC SAFEGUARDING (ADULTS AT RISK) POLICY STATEMENT

1. DDC believes that adults at risk must be protected from harm at all times.
2. DDC believes every adult at risk should be valued, safe and happy. DDC wish to make sure that adults at risk that we have contact with know this and are empowered to tell us if they are suffering harm.
3. DDC want adults who use or have contact with DDC to enjoy what we have to offer in safety.
4. DDC want adults (and carers who use DDC) to be supported in a way that promotes that individuals health and well-being and keeps them safe.
5. If DDC discovers or suspects an adult is or may be suffering harm, we will notify Kirklees Gateway to Care or the Police in order that they can be protected as necessary.
6. This Safeguarding policy and procedure document applies to all DDC staff, volunteers and users of DDC and anyone carrying out any work for us or using our premises or vehicles.
7. DDC will review the Safeguarding Adults at Risk Policy and Procedures annually to make sure they are still relevant and effective.
8. DDC are committed to policies and action to ensure that those who are employed in paid or voluntary capacity and the people it serves, are not discriminated on the basis of disability, race, age, religion or belief, sexual orientation, marriage & civil partnership, pregnancy & maternity, gender re-assignment or sex.

Policy Last Reviewed: **November 2018**

Signed: .....

Named: .....

Position: .....

Date: .....

## Guidelines & Procedures

DDC provides social activities, community centre provision and a transport service to local people. These procedures have been designed to ensure welfare and protection of any adult who accesses any of our services. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. DDC is committed to the belief that the protection of adults at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, management committee members, staff and volunteers act appropriately in responding to any concerns.

### Recognising the signs and symptoms of abuse

DDC is committed to ensuring that all staff, the management committee, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. DDC will ensure that the Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical suffering.

### Forms of abuse can include:

**Physical abuse** such as: hitting, pushing, pinching, shaking, misuse of medication, scalding, inappropriate restraint, hair-pulling.

**Sexual abuse** such as: rape or sexual assault; sexual acts to which the adult at risk has not or could not have consented, or to which they were pressurised into consenting or encouraging people to watch inappropriate materials.

**Psychological or emotional abuse** such as: threats of harm or abandonment; deprivation of social or any other form of contact; humiliation, blaming, controlling, intimidation, coercion, or harassment; verbal abuse; prevention from receiving services or support.

**Financial or material abuse** such as: theft; fraud or exploitation; pressure in connection with wills, property, or inheritance; misuse of property, possessions or benefits.

**Neglect or acts of omission** such as: ignoring medical or physical care needs; preventing access to health, social care, or educational services; withholding the necessities of life, such as food, drink, or heating.

**Discriminatory abuse** such as that based upon a person's race, sexuality, or disability; any other forms of harassment or slurs.

**Domestic violence** such as: physical, psychological, sexual, in fact, all forms of abuse can be experienced in a family setting by a partner, family member, or with someone with whom there is a relationship.

**Institutional abuse** and poor practice - disrespect and unethical practice, ill treatment and professional misconduct.

**Self abuse** – also referred to as self harm, is where an individual applies harm to themselves. This form of abuse could be one of the other forms of abuse listed here.

**Radicalisation** – where an individual, or group comes to adopt increasingly extreme political, social, or religious ideals and aspirations that reject or undermine the status quo or undermine contemporary ideas and expressions of the nation. This could be a form of abuse when a person is groomed to accept these ideals or aspirations. Learn about the PREVENT scheme at:

<https://www.elearning.prevent.homeoffice.gov.uk/>

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Please note that abuse or harm to someone who is not classed as a vulnerable adult is not tolerated and any instances should be reported to the Named Person or the Centre Manager, for investigating and managing. Use an investigation form to complete and record findings.

Please note:

- For employed staff; abuse may lead to dismissal.
- For volunteer staff; abuse may lead to removal from volunteering duties.
- For clients; abuse may lead to cancelled membership.

Any forms of abuse discovered may be reported to the Police for investigation and liable to prosecution.

## Preventing Abuse

DDC is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within DDC will be treated with respect. The Safeguarding Vulnerable Groups Act 2006 (amended by the Protection of Freedoms Act 2012) introduced significant changes in how we safeguard children and vulnerable adults from those who are unsuitable to work with them.

DDC will make sure that new and existing employees and volunteers working in restricted activities have had a safeguarding (DBS) check and that any relevant history is followed up. Safeguarding checks can be arranged by contacting Jeanette Lodge of DDC at [hello@ddc.org.uk](mailto:hello@ddc.org.uk) or 01484 860077.

DDC may have occasionally a concern that someone they employ should not be working with children; in such a case they must refer their concern and talk to the Local Authority Designated Officer (LADO).

DDC is committed to safer recruitment policies and practices for all paid staff, management committee and volunteers. This includes Company Approval for anyone working for DDC, and includes:

<b>Regulated Roles' Safeguarding:</b> (ie anyone in direct contact with clients) <ul style="list-style-type: none"><li>• Face to Face Interview</li><li>• Registration Form</li><li>• ID Check</li><li>• 2x Satisfactory References</li><li>• Satisfactory DBS Check</li></ul>	<b>Controlled Roles' Safeguarding:</b> (ie anyone not in direct contact with clients) <ul style="list-style-type: none"><li>• Face to Face Interview</li><li>• Registration Form</li><li>• ID Check</li><li>• 2x Satisfactory References</li></ul>
<b>Regulated Roles at DDC</b> <ul style="list-style-type: none"><li>• Activity Assistant (Support Worker)</li><li>• Activity Coordinator (Support Worker)</li><li>• Befriender (Support Worker)</li><li>• Driver</li></ul>	<b>Controlled Roles at DDC</b> <ul style="list-style-type: none"><li>• Book Keeper</li><li>• Caretaker</li><li>• Centre Manager</li><li>• Cook/chef</li><li>• Finance Clerk</li><li>• Passenger Assistant</li><li>• Photographer</li><li>• Shop Assistant</li><li>• Time Together Manager</li><li>• Transport Coordinator</li><li>• Trustee</li></ul>

DBS checks are intended to improve the vetting of those working with children and vulnerable adults but there is no perfect system and people will continue to seek and gain employment with a view to abusing positions of trust and power.

As such, we must all remain vigilant when making decisions that will give people access to children and vulnerable groups.

**All staff (volunteer or employed) who undergo a DBS checks will be requested to register with the DBS for their "Update Service" within 30 days of application. This allows future checks to be quick and effective.**

**Regulated Activities** will be formed from one of the following groups (as defined on Gov.UK website):

Healthcare by a Healthcare professional	The provision of health care by any health care professional to an adult, or the provision of health care to an adult under the direction or supervision of a health care professional, is regulated activity
Providing Personal Care	Anyone who provides an adult with physical assistance or “prompts and supervises” with eating or drinking, going to the toilet, washing or bathing, dressing, oral care or care of the skin, hair or nails because of the adult’s age, illness or disability, is in regulated activity
Provides Social Work	The activities of regulated social workers in relation to adults who are clients or potential clients are a regulated activity.
Assistance with general household matters	Anyone who provides day to day assistance to an adult because of their age, illness or disability, where that assistance includes at least one of the following, is in regulated activity: a. managing the person’s cash, b. paying the person’s bills, or c. shopping on their behalf
Assistance in the conduct of a persons own affairs	Anyone who provides assistance in the conduct of an adult’s own affairs by virtue of: <ul style="list-style-type: none"> <li>• Lasting power of attorney under the Mental Capacity Act 2005</li> <li>• Enduring power of attorney within the meaning of the Mental Capacity Act 2005</li> <li>• Being appointed as the adult’s deputy under the Mental Capacity Act 2005</li> <li>• Being an Independent Mental Health Advocate or Being an Independent Mental Capacity Advocate</li> </ul>
Conveying	<p>1. Any drivers and any assistants who transport an adult because of their age, illness or disability to or from places where they have received, or will be receiving, health care, relevant personal care or relevant social work, are in regulated activity. The driver does such conveying on behalf of an organisation and for the purpose of enabling the adult to receive services. The meaning of health care, relevant personal care and relevant social work are discussed above.</p> <p>2. In addition, hospital porters, Patient Transport Service drivers and assistants, Ambulance Technicians and Emergency Care Assistants who transport an adult because of their age, illness or disability to or from places where they have received, or will be receiving, health care, relevant personal care or relevant social work, are also in regulated activity.</p>

DDC recognizes two role types fitting into these definitions of Regulated Activities.

The following explains this rationale:

- **Support Worker** (Activity Assistant/Coordinator/Befriender) – *performing the role of a Support Worker is recognized as undertaking a Regulated Activity. Similarities in these roles are the prompting to go to the toilet or eat, although supervision is not included.*
- **Driver** – *drivers duties may include conveying to a doctors surgery, hospital appointment or CQC governed social activity (in the case of Age UK social groups where personal care provision is included) and to Time Together activities which for the purpose of the DBS system is seen as personal care activities (as above).*

## “Named Person” for Safeguarding Adults

DDC will appoint an individual who is responsible for dealing with any Safeguarding Adult concern, this will be the designated safeguarding lead. In their absence, then management committee members, staff or volunteers should contact **Gateway to Care** directly on **01484 414 933**.

The roles and responsibilities of the Named Person(s) are:

- to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing, or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded and referred appropriately.
- to follow up any referrals and ensure the issues have been addressed.
- to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security.
- to ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.

The Designated Lead for Safeguarding will be the Chairman of the organization, presently Jeanette Lodge.

## Responding to Signs & Symptoms of Abuse

DDC recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

### How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

### If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform the Designated Named Person in your organisation
- To record what happened in Incident Report, available at Head Office and filed with the Centre Manager

All situations of abuse or alleged abuse will be discussed with the Designated Named Person. If a member of the management committee, staff member or volunteer feels unable to raise this concern with the Designated Named Person (or they are implicated in the abuse) then concerns can be raised directly with Gateway To Care Direct on 01484 414933. The alleged victim will be told that this will happen. This stage is called the **alert**.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to Gateway to Care. If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.



The Designated Named Person may take advice at the above stage from Gateway to Care and/or the Safeguarding Adults Team and/or other advice giving organisations such as Police.

## Raising a Safeguarding Adults Alert

All safeguarding adult concerns should be made by telephone to the Adult Social Care team via Gateway to Care (24 hours a day):

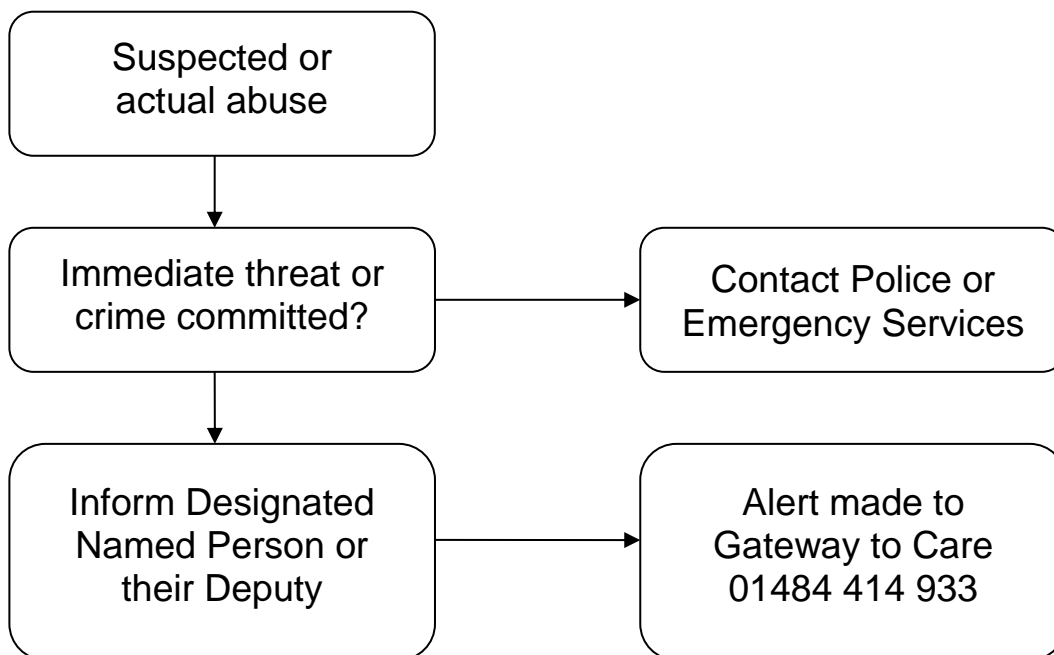
### Kirklees Council

Civic Centre 3, Market Street, Huddersfield, HD1 2TG  
Walsh Building, Town Hall Way, Dewsbury, WF12 8EQ  
01484 414933 Open 24 hours a day  
[secure.gatewaytocare@kirklees.gcsx.gov.uk](mailto:secure.gatewaytocare@kirklees.gcsx.gov.uk)

### West Yorkshire Police

Safeguarding Unit (Kirklees) 01924 335073 or [ea.safeguarding@westyorkshire.pnn.police.uk](mailto:ea.safeguarding@westyorkshire.pnn.police.uk)  
Hate & Mate crime and Domestic abuse are crimes, please seek advice from the Police Safeguarding team in the first instance then refer to Gateway to Care.

– You should ask to make a **Safeguarding Adults Alert**.



Gateway to Care will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding adults alert.

All safeguard alerts raised should be recorded for internal records.

The blank record is on the back page of this pack.

Completed forms should be handed to the Centre Manager and kept in the staff record file.

## Managing Allegations Made Against Member of Staff (Employed or Volunteer)

DDC will ensure that any allegations made against members or member of staff will be dealt with swiftly. Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the person alleged to have caused harm. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Named Person will liaise with Gateway to Care Direct to discuss the best course of action and to ensure that the DDC's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

DDC has a Whistle Blowing policy and staff are aware and will be supported to use this policy.

## Recording and Managing Confidential Information

DDC is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see DDC's **Safeguarding Information policy**.

All allegations/concerns should be recorded on an Incident Report and sent to Head Office. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnessed.

The information that is recorded will be kept secure and will comply with the data protection act. This information will be secured in a locked filing cabinet with the Centre Manager at DDC Head Office. Access to this information will be restricted to the Designated Named Person, Centre Manager and Chairman of the Board.

## Reviewing Policy and Procedures

- This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, trustees & volunteers.
- The Safeguarding Adults Policy and Procedures will be reviewed annually by the Named Person, Centre Manager and Board of Trustee Directors.
- The Named Person for Safeguarding Adults will be involved in this process and can recommend any changes and will also ensure that any changes are clearly communicated to staff, trustees and volunteers.

Produced by: **The Denby Dale Centre**

Reviewed: **August 2017**

## DDC SAFEGUARDING ALERT RECORD

This form is used to record all Safeguarding Alerts made by the Denby Dale Centre for vulnerable adults.

Safeguarding Alerts are normally raised to Gateway to Care (01484 414933), but could also be made to WY Police in certain circumstances.

Please complete the form and hand to the Centre Manager.

Reported by:	
DDC Department:	
DDC Activity/Group:	
Safeguarding Alert For:	
Date/Time Reported:	
Alert Reported To:	Gateway To Care <input type="checkbox"/> WY Police <input type="checkbox"/> DDC <input type="checkbox"/> Other <input type="checkbox"/> state:
Call Handler Name:	
Nature of Alert:  <i>Include date, time, witness, outcome, situation, etc</i>	
Advice from Call Handler:	
Further Action:	

The Centre Manager will file this document in Head Office.