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Safeguarding Adults at Risk

Cover Sheet

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2					

Safeguarding Adults at Risk - Policy

1. Aim

Sue Lambert Trust believes that all adults should be able to live free from any form of abuse, neglect or exploitation. The safety of our clients is of paramount consideration when delivering our services and their safety is central to our ethos.

Sue Lambert Trust works tirelessly to prevent the abuse of our clients and will not condone the silence that surrounds any form of abuse. We will work continuously against the abuse of adults and continue to support those who have experienced sexual or domestic abuse.

We are committed to safeguarding adults by protecting their health, wellbeing and human rights enabling them to live free from harm, abuse, and neglect.

This policy is mandatory to all staff, trustees and volunteers at Sue Lambert Trust. It is essential that all staff, trustees, volunteers, beneficiaries, donors and the general public are aware of its central messages and any duties/responsibilities it places on them. It is expected that all staff, volunteers and trustees at Sue Lambert Trust must sign before they begin working with the organisation.

The purpose of our Safeguarding Policy is to prevent harm and reduce the risk of adults with care and support needs suffering from abuse or neglect. Whilst accessing our services we determine that all of our clients fall under this category.

This policy is based on the fundamental principle that all adults regardless of age, disability, gender, gender identity, ethnic, cultural, racial, national origins, religious belief/non-belief or sexual orientation have the right to live safely, free from abuse and neglect.

This policy gives clear guidance to staff, volunteers, and visitors about the behaviour we expect and our legal responsibilities to safeguard and promote the welfare of adults at risk of abuse or neglect that we come in contact with at our organisation.

2. Our Ethos

All staff, volunteers, trustees, and regular visitors will be made aware of this policy and its aim. They will be provided with training to ensure that they recognise a disclosure from a client and will be equipped in how to manage this.

Sue Lambert Trust will establish and maintain an environment where all our clients feel safe and supported and feel able to talk, are listened to and understood. Adults will be able to talk freely to any member of staff, volunteer, or regular visitor to our organisation if they are worried or concerned about something.

We will support anyone who, **in good faith**, reports a concern that an adult is being abused or neglected or is at risk of abuse or neglect even if those concerns prove to be unfounded.

Through training – both induction and on-going (3 yearly) refresher training - we will ensure that all our staff, volunteers and regular visitors:

- understand the importance of safeguarding and their role in safeguarding adults
- recognise an adult potentially in need of safeguarding and know what action to take
- are able to recognise a disclosure from an adult and react appropriately
- are aware of the different forms of abuse and neglect
- understand dignity and respect when working with individuals
- know how to report an adult safeguarding concern in line with this policy

We will provide information and advice to enable all the adults we work with to understand their rights and how they can obtain help and support.

Sue Lambert Trust will at all times work in partnership and try to establish effective working relationships with carers, spouses/partners, relatives and colleagues from other agencies and organisations.

3. Introduction

Sue Lambert Trust fully recognises the contribution we can make in protecting adults from abuse and neglect. Our policy applies to all adults at risk of abuse or neglect, staff, volunteers, and visitors.

Under the **Care Act 2014** 18 and older is considered to be an adult, and could potentially be considered **under s42 of that act** - which relates to the duty to carry out safeguarding adult enquiries – if the adult:

- Has needs for care and support (regardless of the level of need and whether or not the council 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 themselves against the abuse or neglect or the risk of it.

Where someone over 18 is still receiving children's services, for example in an

education setting until the age of 25, and a safeguarding issue is raised the matter should be dealt with through adult safeguarding arrangements. Children's safeguarding and other relevant partners should be involved as appropriate. The level of need is not relevant, and the young adult does not need to have eligible needs for care and support under the Care Act.

For domestic abuse the age limit is 16 years of age.

Note: To be considered as a safeguarding concern the adult must meet the criteria set out in the Care Act 2014 as detailed above.

4. General Procedures

When Joining the Organisation

All new staff, volunteers and regular visitors will be:

- Informed of the safeguarding arrangements in place
- Given a copy of our safeguarding policy or directed to our website and told who our Designated Safeguarding Officers are and how to contact them
- Given a copy of the recording format and guidance on how to complete it and who to pass it to.

As part of their induction, they will undertake appropriate **Safeguarding Awareness Training**.

All staff and volunteers will be asked to read this policy annually or after it has been reviewed and updated if necessary. They will sign to say they have read and understood the policy.

All regular visitors and volunteers will be:

- Told where our policy is kept
- Given a set of safeguarding procedures, told who our Designated Safeguarding Officers are and how to contact them or an alternative staff Member
- Told how the recording and reporting system works

All service users will be:

- Directed to our website, where our Safeguarding Policy and Procedure will be located.
- Informed of our legal duty to assist our colleagues in other agencies with adult safeguarding enquiries and
- What happens should we have cause to make a safeguarding referral to Adult Social Care

All adults or, where the adult does not have capacity, (please see Mental Capacity Act 2005) their partner/spouse, relatives or legal guardians, will be required to

complete a consent form at the start of the adult's involvement with the organisation. This will include all vital medical and health information, contact details for the individuals Doctor and next of kin in the case of an emergency.

5. Training

Every member of staff, volunteer, trustee and regular visitor at Sue Lambert Trust, will undertake appropriate safeguarding training every **three years**. Training is available from several organisations as well as through the Norfolk Safeguarding Adults Board's Safeguarding Training programme. Any Adult Safeguarding Training we use will meet the standards of the NSAB Training.

We actively encourage all our staff and volunteers to keep up to date with the most recent local and national safeguarding advice and guidance. This can be accessed via norfolksafeguardingadultsboard.info.

Sue Lambert Trust has Designated Safeguarding Officers who will provide support to staff members to carry out their safeguarding duties and who will liaise closely with other services such as Norfolk County Council and the Police.

The Designated Safeguarding Officers should be used as the first point of contact for any safeguarding queries or concerns in our organisation.

6. Recruitment

All staff, volunteers and regular visitors who come into contact with the adults we work with have a duty of care to prevent harm and reduce the risk of them suffering from abuse or neglect. There is a legal duty placed upon us to ensure that everyone who works with or on behalf of all the adults who we come in contact with is competent and suitable to do so.

Our recruitment practices are designed to help prevent unsuitable people from working with adults at risk of abuse or neglect. An integral part of this is the correct use of Disclosure and Barring Service (DBS) checks: There are three types:

- 1) **Standard** – which includes checks for spent and unspent convictions, cautions, reprimands and final warnings
- 2) **Enhanced** - which includes the same checks as the standard plus any additional information held by local police that is reasonably considered relevant to the post being applied for.
- 3) **Enhanced with Barred List** – this includes the same checks as the enhanced check plus checks against the appropriate barred list to ensure that the individual has not been barred from working with adults at risk of abuse or

neglect. Only members of staff involved in **regulated activities** are required to undergo a mandatory Enhanced DBS with Barred List.

It is a criminal offence to allow anyone on the adult barred list to undertake regulated activities with adults at risk of abuse or neglect.

gov.uk/government/organisations/disclosure-and-barring-service

Best Practice Recruitment

We are committed to reflecting best practice in recruitment by ensuring that we:

- Carefully consider the job description/role profile and person specification ensuring they accurately reflect the duties, qualifications and experience that are required
- Define our selection criteria based on the person specification the role
- Prepare an information pack for candidates
- Circulate details of all vacancies widely
- Ask for a written application form which includes a written declaration with regards to criminal convictions [you can only ask for details of spent convictions when role involves regulated activities]
- Ask for identification which includes a photograph
- Ask to see and copy the original of any qualifications
- Conduct interviews with at least two people present
- Ask for and check at least two references, **including the most recent employer**
- Obtain enhanced DBS checks where current legislation requires us to do so
- Organise a comprehensive induction period which includes familiarisation with our safeguarding policies, procedures and safeguarding training

7. Good working practices

Good practice guidance will help staff and volunteers avoid putting themselves in a situation which could put them at risk of having an allegation of abuse made against them. This includes:

- always trying to ensure, where practical to do so, that a third party is present
- avoiding unobserved one-to-one situations with adults – keep a door open and/or ensure that you are within the hearing of others
- not offering to transport an adult in your own vehicle
- never engaging in, or allowing, any sexually provocative games, whether based on talking or touching
- never making suggestive remarks or discriminatory comments
- never engaging in, or tolerating bullying or harassment
- never trivialising allegations of abuse or neglect
- doing your part in developing a culture in which everyone feels able to point out inappropriate attitudes and behaviours to each other
- ensuring that all allegations of abuse are reported, including any made

- against you
- remembering that someone else might misinterpret your actions, no matter how well intentioned.

8. Roles and responsibilities

Any concern for an adult's safety or welfare will be recorded in writing and submitted via Formstack

https://SueLambertTrust.formstack.com/forms/safeguarding_concerns this will be flagged to the Designated Safeguarding Officer.

The Designated Safeguarding Officer is responsible for:

- liaising with Adult Social Services and other agencies where necessary and making referrals using the agreed procedures detailed below
- ensuring that all staff and volunteers are aware of our policy and the procedure they need to follow
- ensuring that all staff, volunteers and regular visitors have received safeguarding information and training during induction and this training is refreshed every three years
- ensuring that our safeguarding policy is in place, is reviewed annually and follows the guidance provided by the NSAB
- ensuring that at all times, safer recruitment practices are followed

Our organisation undertakes to remedy without delay any weakness regarding our safeguarding arrangements that are brought to our attention.

The CEO has the overall responsibility for the safety of all staff, volunteers, clients and visitors within Sue Lambert Trust. The CEO is accountable to the Designated Safeguarding Trustee who meet regularly to review compliance with this policy and its associated procedures.

9. Dealing with allegations of abuse/neglect against our staff

Allegations of abuse or neglect can sometimes arise from a differing understanding of the same event, but when they occur, they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some people who harm or abuse adults.

All the people who work and volunteer with us will be made aware of the procedures that will be followed if an allegation of abuse or neglect is made against them.

We will support anyone who, **in good faith**, reports his or her concerns that an adult is being abused or neglected or is at risk of abuse or neglect even if those concerns prove to be unfounded.

In Norfolk, the lead agency for safeguarding adults is Norfolk County Council (Adult Social Services). Any allegation raised directly with us must be reported on to Norfolk County Council within **1 working day**.

Telephone **0344 800 8020** follow the prompts to the Safeguarding Adults option.

If a concern involves immediate or serious risk or injury, we will report first to emergency services using 999.

Where any allegations are made to the police or Adult Social Care about an employee, the relevant authorities will liaise with us about the appropriate course of action.

If an individual [paid worker or unpaid volunteer] is dismissed or stopped from working in our organisation because the person poses a risk of harm to adults (even if they have left e.g. resigned), we must make a referral to the Disclosure and Barring Service. **It is a criminal offence to FAIL to make a referral without good reason.**

10. Handling a disclosure of abuse

An adult may tell someone they trust that they are being abused or neglected. They will often not be aware of sources of help and support. It takes courage to confide in someone – the way in which staff/volunteers respond can be crucial.

Do:

- remain calm and receptive
- listen without interrupting
- make it clear that you are taking the matter seriously
- acknowledge their courage in telling you
- let them know you will do what you can to help
- try to get their permission for you to share the information on a need-to-know basis to enable them to receive the help and support they need
- record, using ink, what was said as soon as possible – signing and dating it
- contact the Designated Safeguarding Officer immediately
- Seek support.

Do not:

- allow your shock to show
- ask leading questions
- probe for more information
- make assumptions or speculate
- make negative comments about the abuser
- make promises you cannot keep
- give assurances of absolute confidentiality – particularly in those situations where other adults may be at risk

What to do if the adult asks you to keep the information secret:

- If the adult has **mental capacity** the **public interest test applies** [if someone else could be a victim of the alleged perpetrator it is in the public interest to report it with or without the victim's consent]
- If they do not have mental capacity, you have a duty to report it without their consent

If in doubt, ask your Designated Safeguarding Officer (Contact details on last page)

11. Making a safeguarding referral

Sue Lambert Trust are clear that the local authority (Norfolk County Council) (and the police where a concern relates to a potentially criminal matter) must lead all investigations into any allegation regarding safeguarding.

Your Designated Safeguarding Officer will telephone Norfolk County Council: **0344 800 8020** [operates 24 hours a day 365 days a year] – following the prompts, taking them to the Safeguarding Option. They will state that it is an adult safeguarding matter and explain their concerns.

Clarify with them what action should be taken and by whom.

Make a note of the person you spoke to including the guidance they gave you, their name and contact details on the reporting form. Guidance on the information required when making a referral is available on the NSAB website – see [Raising a Safeguarding Adults Concern: Checklist](#)

If we are unsure if a referral should be made, we will contact Norfolk County Council Adults Social Care and ask for advice. This can be anonymous on the part of the adult to help establish the level of concern and any action advised.

12. Records and confidentiality

If we are concerned about the safety or wellbeing of any adult in our organisation, we will record our concerns immediately using https://SueLambertTrust.formstack.com/forms/safeguarding_concerns

This will be sent directly to the **Head of Counselling**, with access given to the **CEO** if this is required.

All information is confidential and must be managed and stored within our organisation in line with the Data Protection Act 2018 and General Data Protection Regulation (GDPR). However, we understand that where there are concerns that an adult may be at risk of harm or abuse, information can be shared with other agencies, for example, Adult Social Care, the Police and where appropriate the Care Quality Commission.

13. Relevant guidance and legislation

Human Rights Act 1998
Disability Discrimination Act 1998
Public Interest Disclosure Act 1998
Data Protection Act 2018
Care Standards Act 2000
Sexual Offences Act 2003
Domestic Violence Crime and Victims Act 2004
Mental Capacity Act 2005
Modern Slavery Act 2015
'Safeguarding Adults' National Framework 2005
The Safeguarding Vulnerable Groups Act 2006
Equality Act 2010
The Protection of Freedom Act 2012
Care Act 2014
Section 26 and 29 of the Counter Terrorism and Security Act 2015
Serious Crime Act 2015 – Section 76 – Domestic Abuse

14. Other relevant policies

To underpin the values and ethos of Sue Lambert Trust, and our intent to ensure the adults we work and support with are appropriately safeguarded the following policies are also included under our safeguarding umbrella:

Bullying and Harassment
Code of Conduct
Complaints
Confidentiality and Data Protection
Equality Opportunities
First Aid
Good Working Practices
Hate Incidents
Health and Safety
Recruitment and Selection
Whistle Blowing

15. Useful contacts

NAMED DESIGNATED SAFEGUARDING OFFICERS

The following designated members of staff are in post:

- Warren Catherine – Head of Counselling
warren@suelamberttrust.org

- 01603 622406
- Clive Evans – CEO
clive@suelamberttrust.org
01603 622406
 - Claire Cullum
Claire@suelamberttrust.org
01603 622406

Norfolk County Council (for concerns about adults and children) **0344 800 8020**

Norfolk Police:

- Non-Emergency **101**
- In an Emergency **999**

Norfolk Safeguarding Adults Board norfolksafeguardingadultsboard.info

Care Quality Commission (CQC) **0300 061 6161**

NHS and Social Care Whistleblowing Helpline **0800 072 4725**

16. Policy review

We will always make any changes immediately to our policy and procedures in line with Norfolk

Safeguarding Adults Board's guidance norfolksafeguardingadultsboard.info

The policy will be reviewed, June 2024, by the Head of Counselling and CEO.