

Hebden Bridge Community Association

Safeguarding Adults at Risk

Policy Statement

This policy will enable Hebden Bridge Community Association to demonstrate its commitment to keeping safe the adults at risk with whom it works alongside. The Hebden Bridge Community Association 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 trustees, paid staff, volunteers, sessional workers, agency staff, students and anyone working or volunteering on behalf of Hebden Bridge Community Association.

The policy and procedures have been drawn up in order to enable Hebden Bridge Community Association 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 need 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 Hebden Bridge Community Association has this policy and a set of procedures to follow to prevent abuse.

In order to implement the policy the Hebden Bridge Community Association will work:

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- 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
- recruit staff and volunteers safely, ensuring all necessary checks are made
- provide effective management for staff and volunteers through supervision, support and training
- will ensure that all management committee members, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
- will work with other agencies within the framework of the Calderdale Safeguarding Adults Board Policy and Procedures
- will 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
- will 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
- will make a referral to the Gateway to Care as appropriate
- will endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- will 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)

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Hebden Bridge Community Association Procedures

Hebden Bridge Community Association operates The Town Hall, Hebden Bridge; a community town hall with a café, exhibition space, business units and mixed used spaces for hire. These procedures have been designed to ensure the welfare and protection of any adult who accesses our service. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. Hebden Bridge Community Association 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, trustees, staff and volunteers act appropriately in responding to any concerns.

1. Preventing abuse

Hebden Bridge Community Association 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 Hebden Bridge Community Association will be treated with respect.

Hebden Bridge Community Association is committed to safer recruitment policies and practices for all paid staff, trustees and volunteers. This includes appropriate DBS (disclosure & barring) checks for all, ensuring references are taken up and adequate training on safeguarding adults at risk is provided for staff and volunteers.

2. Recognising the signs and symptoms of abuse

Hebden Bridge Community Association will ensure that the Designated Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

'Abuse'

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:

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- 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 - 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.

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.

3. Designated Named Person for safeguarding adults

Hebden Bridge Community Association has appointed Amy Leader, Director of The Town Hall, Hebden Bridge as the Designated Named Person for safeguarding adults and is responsible for dealing with any safeguarding adult concerns. In her absence, trustees, staff or volunteers should contact Gateway to care directly on 0845 11 11 103.

The roles and responsibilities of the named person(s) are:

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- 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.

4. Responding to people who have experienced or are experiencing abuse

Hebden Bridge Community Association 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 our secure safeguarding file

All situations of abuse or alleged abuse will be discussed with the Designated Named Person. If a trustee, 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 0845 11 11 103. The alleged victim will be told that this will happen. This stage is called the **alert**.

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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 the Police.

5. Raising a Safeguarding Adults Alert

All safeguarding adult concerns should be made by telephone to the Adult Social Care team via gateway to care Monday to Friday 9.00am till 5.00 pm

Gateway To Care

Phone: 0845 11 11 103

Available: Monday-Friday 9am-5pm

Safeguarding Adults Team

Phone: 01422 393804

Available: Monday – Friday 9am-5pm.

Please note that this is an advice service ONLY. All alerts should be raised with Gateway to Care Direct.

West Yorkshire Police

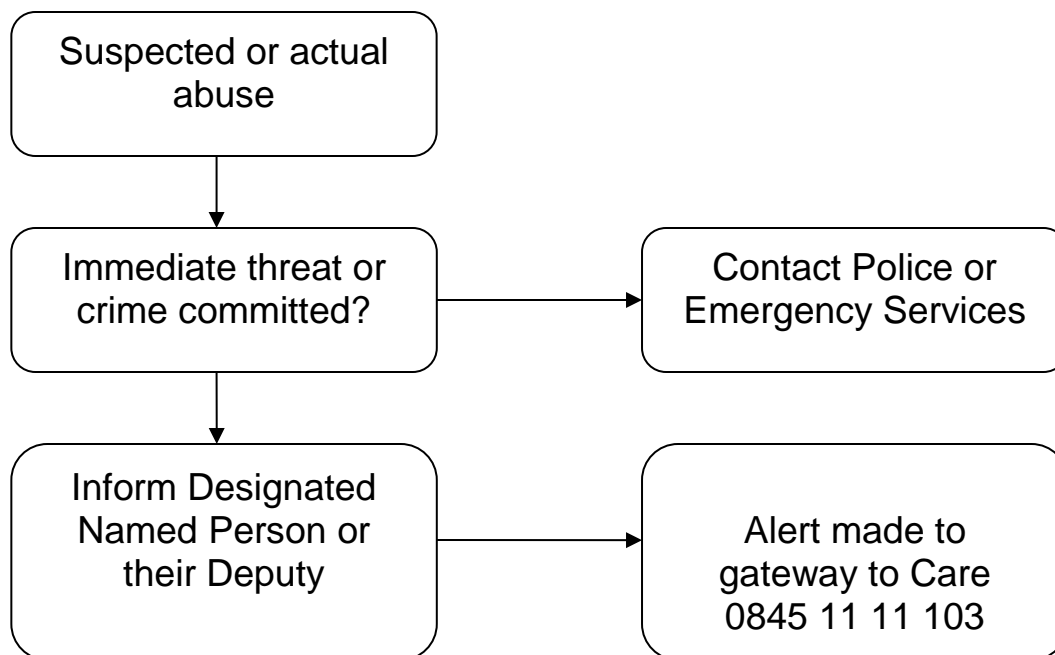
Safeguarding Unit 01422 337041

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.

In an emergency situation outside of these times please contact the Emergency Duty team on 0845 11 11 137

You should ask to make a safeguarding adults alert.

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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.

6. Managing allegations made against member of staff or volunteer

Hebden Bridge Community Association will ensure that any allegations made against trustees, staff or volunteers will be dealt with swiftly. Where a trustee, member of staff, or 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 Designated Named Person will liaise with Gateway to Care Direct to discuss the best course of action and to ensure that the Hebden Bridge Community Association disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

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Hebden Bridge Community Association has a Whistle Blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

7. Recording and managing confidential information

Hebden Bridge Community Association 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 Hebden Bridge Community Association confidentiality policy.

All allegations/concerns should be recorded in secure safeguarding file. 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 within the organisation. Access to this information will be restricted to the Designated Named Person and the trustee with the safeguarding delegated duty.

8. Disseminating/Reviewing policy and procedures

This safeguarding adults policy and procedure will be clearly communicated to staff, trustees, volunteers, and service users. The Designated Named Person will be responsible for ensuring that this is done.

The safeguarding adults policy and procedures will be reviewed annually by Hebden Bridge Community Association trustee board. The Designated Named Person for safeguarding adults will be involved in this process and can recommend any changes. The Designated Named Person will also ensure that any changes are clearly communicated to staff, trustees and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes.

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