

FGNS Adult Safeguarding Policy and Procedure

MISSION STATEMENT/INTRODUCTION

Fulham Good Neighbours Service (the “Charity”) provides practical and wellbeing support to older people and those with disabilities. Our services take place in people's homes and gardens, in the community, at our community centre, and online.

POLICY STATEMENT

The Charity will not tolerate abuse or neglect. We are committed to safeguarding all adults, particularly those with care and support needs. We will ensure safe and effective working practices. The Charity believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

As per [‘Making Safeguarding Personal’ \(MSP\)](#) guidance, the Charity ensures a person-led, outcome-focused approach. Adults will be empowered to make their own choices, identifying how best to respond to their situation. Agreed actions should be the least intrusive response to the risk; and organisations should work in partnership so to prevent, detect, and report concerns (with respect for confidentiality). The Charity commits to transparency and accountability in delivering safeguarding actions.

The Charity follows the [Six Key Principles](#) that underpin safeguarding work: **Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability.**

SCOPE

This safeguarding adult policy and associated procedures apply to all individuals involved in Fulham Good Neighbours Services including beneficiaries, staff, trustees, volunteers and consultants and to all concerned about the safety of adults whilst taking part in our organisation, its activities and in the wider community.

PURPOSE

The purpose of this policy is to demonstrate the commitment of Fulham Good Neighbours Services to safeguarding adults and to ensure that everyone involved in the Charity is aware of :

- The legislation, policy and procedures for safeguarding adults.
- Their role and responsibility for safeguarding adults.
- What to do and who to speak to if they have a concern relating to the welfare of wellbeing of an adult within the organisation.

IMPLEMENTATION

- The Charity follows safer recruitment procedures when employing staff and volunteers. This includes a DBS check.
- The Trustee Board will identify and appoint a Lead Safeguarding Officer and a Trustee Safeguarding Lead and will provide beneficiaries with details of who this is and how to contact them.
- All staff, trustees, and volunteers have received safeguarding adults training.
- All activities include an assessment of, and risk to, the safety of all adults from abuse and neglect and designates a person who will be in attendance as safeguarding lead for that event. If one person from the Charity is in attendance that person is the lead for the event.
- All staff are aware of their role and responsibilities when working with adults and follow agreed procedures.
- All staff aware of the safeguarding reporting procedures and importance of confidentiality.
- The policy is shared with all staff, trustees, volunteers and participants.
- The policy is reviewed on an annual basis.

LEGISLATION AND WHAT IS ADULT SAFEGUARDING?

This policy is based on:

- The Care Act 2014 and the Care and Support Statutory Guidance; NCVO guidance.
- [London Safeguarding Adults](#); and [Hammersmith and Fulham’s Safeguarding Adults](#) procedures; and
- [Human Rights Act 1998](#)

Adult safeguarding duties (as per The Care Act 2014) apply to Adults at Risk of Harm, often shortened to ‘adults at risk’ and is defined as *any* adult who:

- has care and support needs; and
- is experiencing, or is at risk of, abuse and neglect; and
- is unable to protect themselves from the risk or experience, because of those needs.

‘An adult with care and support needs’ is an individual aged 18+ who is, or may be, in need of community care services by reason of disability, age or illness. They may need or be receiving:

- Health care, relevant personal care, or social care.

- Assistance in relation to household matters or other affairs due to age, illness, or disability.
- Conveying due to age, illness, or disability

Some adults can be at increased risk of abuse and neglect e.g., due to prejudice and discrimination, social exclusion, communication issues and reluctance of some adults to accept that abuse and neglect happens.

Special consideration and attention should be given to those who are:

- disabled or have special educational needs.
- living in a known domestic abuse situation; chaotic household; temporary accommodation.
- vulnerable to discrimination due to race, religion, or sexuality; asylum status; or English not being their first language.

Abuse and neglect include both **inflicting and failing to prevent**, significant harm to an individual. The Care and Support statutory guidance sets out the 10 main **types of abuse and neglect**:

- Physical, Sexual, Psychological, Financial, Discriminatory and Organisational abuse.
- Domestic violence; Modern Slavery.
- Neglect and Self-neglect.
-

These are not exhaustive; however, and circumstances of an individual case should always be considered. Please see section 14.17 of the [Care and Support Statutory Guidance](#) for more information.

Cuckooing: is when criminals target the home of vulnerable person, often so they can use the property for criminal purposes such as drug-dealing, hiding weapons and other criminal activities. A criminal will often befriend a vulnerable person in order to exploit them and use their property. The person is usually intimidated and too scared to report it to anyone.

E-safety: individuals can compromise their safety when using the internet and other technologies. Scamming, particularly financial scamming, is a threat which requires vigilance. Some individuals may find themselves involved in activities which are inappropriate/illegal including 'cyber-bullying'.

Female genital mutilation (FGM): refers to procedures that intentionally alter and cause injury to the female genital organs for non-medical reasons. It is illegal in the UK.

Prevent: Radicalisation of adults with care and support needs is a form of emotional/psychological exploitation. It can take place through direct personal contact, or indirectly through social media. Common focuses of radicalisation include the far right, white supremacist ideology, ISIL, and Al Qa'ida.

Possible signs of abuse and neglect that you should be alert to:

- Depression, self-harm, or suicide attempts; behaviour change or withdrawal; anxiety; insomnia.
- Difficulty making friends; dishevelled appearance; limited financial means.
- Unexplained injuries (bruises, finger marks, 'non-accidental' injury, pressure ulcer)

Again, this list is not exhaustive. Ask the individual about their well-being if you are unsure; there may be other explanations for the above.

Abuse and neglect can happen anywhere, most often by those in positions of trust. **Anyone can carry out abuse or neglect**, including:

- partners; other family members.
- neighbours; friends; acquaintances; residents; strangers; people who deliberately exploit adults they perceive as vulnerable to abuse.
- paid staff or professionals; volunteers

PROCEDURES

KEY CONTACT DETAILS

Flora Taylor, CEO, is Safeguarding Lead of Fulham Good Neighbours Service and can be contacted on 020 7385 8850 or 07939 257225 florataylor@fulhamgoodneighbours.org or Fulham Good Neighbours Services, Rosaline Hall, 70 Rosaline Road, London SW6 7QT.

Charlie Mills is Safeguarding Lead of the Trustee Board of Fulham Good Neighbours Service and can be contacted on charliemills93@me.com, 07887 846760, 0207 736 8420.

RAISING AND MANAGING A CONCERN

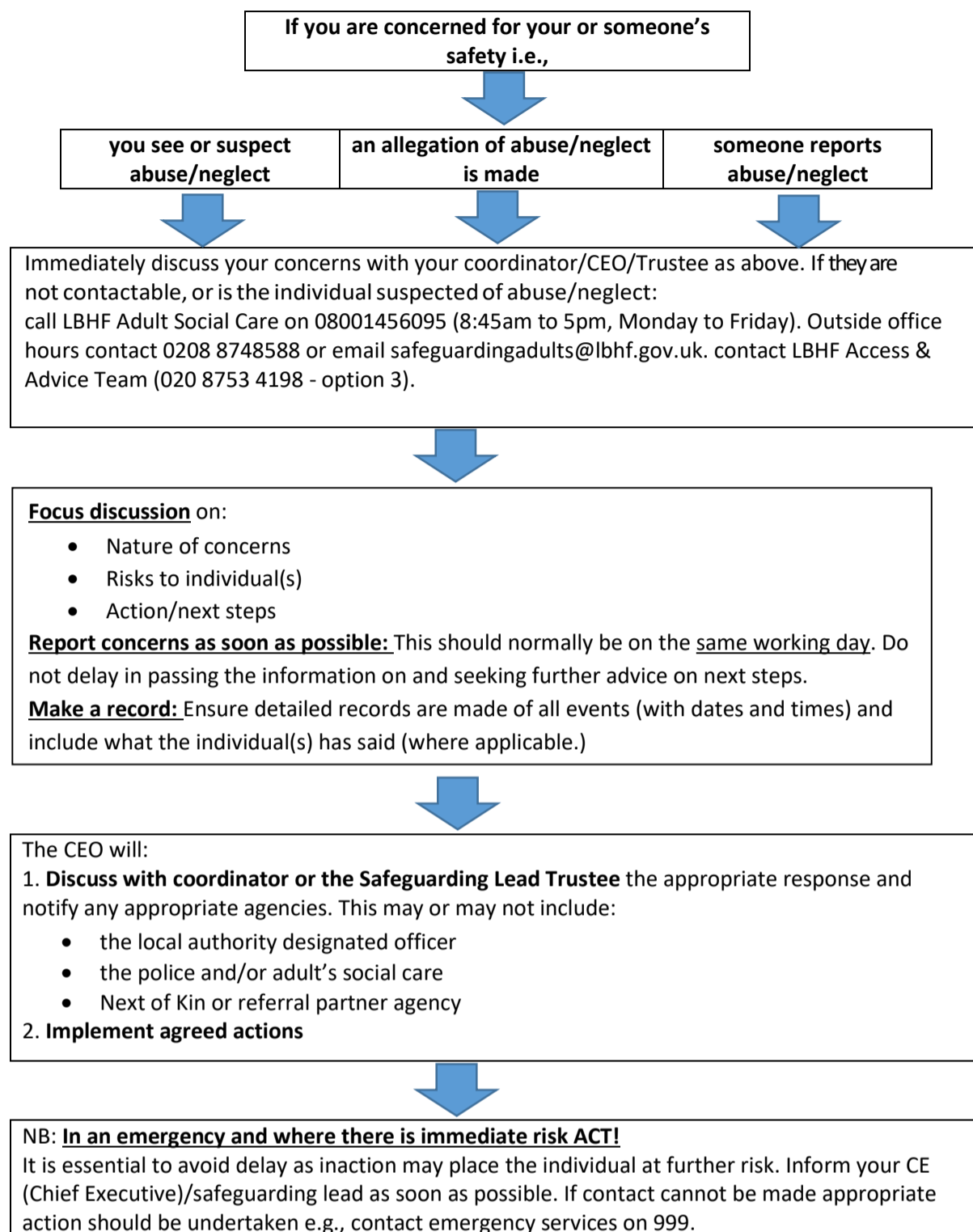
This section details:

- how someone can share safeguarding concerns
- the process for handling that concern

All staff and volunteers have a responsibility to report concerns.

Volunteers report concerns to their coordinator and if the coordinator is not available, then to the CEO. Staff report their concerns to the Chief Executive (CEO)/Safeguarding Lead Flora Taylor.

Reporting Concerns Flowchart



It is important to act since it may be difficult for adults with care and support needs to protect themselves and to report abuse/neglect. They rely on you to help them.

Dealing with disclosures

- Get brief details about what has happened and what the adult would like done, but do not probe or conduct a mini-investigation. Do not, under any circumstance, approach the alleged abuser.
- Seek consent from the adult to act and to report the concern.
- Consider whether the adult lacks capacity to make decisions about their own/other people's safety and wellbeing. If you act against their wishes or without their consent, you must record your decision and the reasons for this.

Recording concerns

- A log of the concern with actions must be kept under the individual's database record and The Charity's Safeguarding Log.
- As far as possible, records should be written contemporaneously and dated.
- Keep records confidential, located where the alleged abuser will not have access. Access should not be given to any unauthorised individual.

Referral to other agencies: In deciding whether to refer, the CEO and safeguarding lead will consider:

- the adult's wishes and preferred outcome; and their capacity to make an informed decision about their own and others' safety.
- the safety or wellbeing of others with care and support needs; and
- whether an individual in a position of trust is involved and whether a crime has been committed.

This should inform the decision whether to notify:

- the police if a crime has been or is suspected of being committed; and/or
- [LBHF Access & Advice Team](#) for enquiry; and any relevant regulatory bodies (e.g., Care Quality Commission, Ofsted, Charities Commission).
- family/relatives as appropriate (dependent on advice from LBHF Access and Advice Team)

The CEO should keep a record of the reasons for referring/not referring the concern. The CEO and safeguarding lead meet annually to review decisions, processes, and records.

Responsibility for acknowledging concerns, including brief feedback, will be agreed between the CE and safeguarding lead. Feedback should be sensitive; and should not breach GDPR. If involved, police should be consulted prior to feedback so not to compromise any criminal investigation.

The Charity will not conduct its own safeguarding enquiry unless instructed to do so by the local authority. The local authority will allocate a case lead as appropriate.

Disclosure and Barring Services (DBS) and recruiting safely (please see Policy statement on Disclosure information) The Charity is committed to the safe recruitment of staff and volunteers. We conduct a [DBS](#) check for all those in regulated activity and obtain two satisfactory references and the requirement for volunteers to have lived in the country for at least two years.

If a member of staff or a volunteer is suspected as being unsuitable to work with adults, the CEO must refer it to the DBS, detailing the concern and any relevant investigation or disciplinary hearing.

Safeguarding awareness training is completed by all staff and volunteers and Trustees. Safeguarding is an agenda item at all staff meetings and staff supervisions and Trustee Meetings

Staff and volunteer supervision: Dealing with safeguarding disclosures can be very emotional for the individual(s) involved. Staff involved with a safeguarding case should work closely with the CEO to ensure appropriate support is received and they have the chance to debrief about what has or is occurring. Volunteers will be supported by the volunteer coordinator.

WHISTLEBLOWING

Allegations against staff and volunteers should be reported to the CEO immediately; and will be dealt with as per all other safeguarding concerns. Where allegations are particularly serious and/or there is no doubt that an offence has been committed, the police and/or LBHF Access and Advice Team will be informed immediately. A strategy will then be agreed before notifying the staff or volunteer.

The individual concerned will be informed and given an opportunity to respond. They may be removed from duties involving direct contact with the other individual(s) concerned; or required to take special leave with pay without prejudice. If they are a member of a union/professional association, they should be advised to seek support from that organisation at the outset.

Where there are clear grounds to believe that the allegations are malicious, an internal investigation will be held within three days; and disciplinary action may be taken. In serious cases the police may be notified.

Following an allegation: the CEO will give careful thought to the provision of appropriate support to staff/volunteers affected. If an allegation is substantiated and an individual is dismissed (or barred from The Charity), the CEO will discuss a DBS referral with the local authority. It may also be necessary to notify the Charity Commission.

If the Safeguarding Lead of Trustee Lead (CEO) is implicated then they should seek advice from the Trustee safeguarding lead Charlie Mills,

If the allegation is also against the Trustee safeguarding lead, or you think they have a conflict of interest, then seek advice from LBHF Access & Advice Team (020 8753 4198 - option 3).

RECORDING AND INFORMATION SHARING

Confidentiality and information sharing: The Charity expect all staff and volunteers to maintain confidentiality. In line with GDPR, the Charity does not share information if not required. Information should however be shared with authorities if an adult is deemed to be at risk of immediate harm.

Working with partner organisations: The Charity is committed to working in partnership. Sometimes information might be shared with our partners/statutory agencies so to help protect a beneficiary. This information is stored as per our [FGN Internal Data Protection and Privacy Policy](#). Staff should only share information on a 'need to know' basis and as per advice of the relevant statutory agency.

Information requests by the police in relation to a beneficiary where there is no immediate danger to an individual must be submitted on a [Section 29 form of The Data Protection Act](#). This must be signed by an Inspector (or an Inspector's senior) and not released without the CEO's authorisation.

Services provided by a partner organisation on The Charity's behalf require the partner to have appropriate safeguarding measures in place including policies and procedures, sound recruitment and selection practices and formal complaints procedures.

Where The Charity is collaborating with other organisations, agreement on safeguarding policies and procedures must be detailed in any formal contract. Roles and responsibilities between organisations must be clear. Any concerns about the partner organisation's practice, may lead to cessation of that partnership. Any agreement should stipulate that The Charity must be informed of all incidents. If staff or volunteers become aware of allegations of abuse/neglect relating to a partner organisation, this should be discussed immediately with the CEO.

Professional boundaries should always be maintained. Staff and volunteers should not share personal contact details with beneficiaries and should not befriend beneficiaries on social media sites. The prefix '141' should be used if calling a beneficiary via a personal/private phone. **Only the Charity's email and telephone number should be shared** with beneficiaries. Staff and volunteers should avoid being placed in compromising situations with beneficiaries. Please refer to our Lone Working Policy.

LINKS TO OTHER INFORMATION AND PROCEDURES

The following documents relate to this document:

[FGN Volunteer Management Policy](#)

[Volunteer Handbook](#)

[FGN Internal Data Protection and Privacy Policy](#)

[FGN Health & Safety Policy](#)

[FGNS Complaints Procedure](#)

[FGNS Loan Working Policy](#)

[FGNS Risk Management Policy](#)

If you do not have a copy you may request a copy from the CEO.

SOURCES OF INFORMATION AND SUPPORT

LBHF Adult Social Care on 08001456095 (8:45am to 5pm, Monday to Friday). Outside office hours contact 0208 8748588 or email safeguardingadults@lbhf.gov.uk. contact LBHF Access & Advice Team (020 8753 4198 - option 3).

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust

A national organisation providing information and advice about adult safeguarding. The Ann Craft Trust has a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

<u>England</u> Tel: 0808 2000 247 www.nationaldahelpline.org.uk/Contact-us	<u>Northern Ireland</u> Tel: 0808 802 1414 www.dsahelpline.org Twitter: www.twitter.com/dsahelpline Facebook: www.facebook.com/dsahelpline
<u>Scotland</u> Tel: 0800 027 1234 Email: helpline@sdaafmh.org.uk Web chat: sdaafmh.org.uk	<u>Wales</u> Llinell Gymorth Byw HebOfn/ Live free from fear helpline Tel: 0808 8010 800 Type Talk: 18001 0808 801 0800 Text: 078600 77 333

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support

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