

Safeguarding Adult Policy

Policy Name:	Safeguarding Vulnerable Adult Policy
Last update:	July 2021
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Charity name:	Portsmouth City of Sanctuary
Responsible person:	Shamila Dhana

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Safeguarding Adult Policy

1. Policy Statement

- I. Portsmouth City of Sanctuary is committed to protecting all the children, young people and vulnerable adults that use our service.
- II. We will make sure that all children, young people and adults are given the same protection regardless of age, gender, immigration status, disability, sex or sexual orientation, race, religion or belief.
- III. We believe that everyone working and volunteering for Portsmouth City of Sanctuary has the responsibility to promote the welfare of all adults, to keep them safe and prioritise their protection.
- IV. Portsmouth City of Sanctuary recognise the additional needs of children and vulnerable adults with asylum status, or other immigration status including minority ethnic groups and disabilities and the barriers they may face.

2. Aim of Policy

- I. This policy is for both staff and volunteers, it is the responsibility of all of us to act if we have concerns about a vulnerable adult.
- II. Portsmouth City of Sanctuary, The Board of Trustees, volunteers, paid staff, students are all required to adhere to this policy.
- III. This policy has been written to provide easy, accessible and practical advice for Portsmouth City of Sanctuary staff and volunteers.
- IV. Portsmouth City of Sanctuary uphold the following principles of adult safeguarding:
 - (a) **Protection** – Support and representation for those in need.
 - (b) **Empowerment** – People are supported and encouraged to make their own informed consent.
 - (c) **Accountability** – Transparent safeguarding.
 - (d) **Partnerships** – Working in our communities.
 - (e) **Proportionality** – The least intrusive response to the risk presented.
 - (f) **Prevention** – It is better to take action before harm occurs.

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3. Implementation of this policy

- I. Portsmouth City of Sanctuary Board of trustees are responsible and ultimately accountable for the implementation of this policy, and Portsmouth City of Sanctuary fulfils its legal and regulatory safeguarding obligations.
- II. The Board will discharge this responsibility by -
 - (a) Regarding safeguarding as a governance and risk management policy.
 - (b) Review this policy periodically and consult with the Designated Safeguarding Officer (DSO) of the Charity.
 - (c) Regular Safeguarding reports to be presented to the Board on all key safeguarding risks, to be done by senior management and the DSO.
- III. All staff, volunteers, and students are to be given a copy of this policy and any further training before commencing work with any Portsmouth City of Sanctuary clients.

4. Legal Framework

- I. A vulnerable adult is a person aged 18 or above who requires support, assistance, advice or counselling due to particular needs related to age, state of physical or mental health, including refugee status.
- II. This policy covers people aged 18 and above, people aged under 18 will fall within the scope of **Portsmouth City of Sanctuary Children's Safeguarding Policy**.

This policy has been drawn up based on law and guidance that seeks to protect adults at risk, namely:

- **The Care Act 2014 – Statutory Guidance.** The Care Act outlines responsibilities for local authorities. It also has major implications for adult care and support providers, people who use services, carers and advocates.
- **Mental Capacity Act 2005.** The general principle of this Act is that everyone has capacity unless it is proved otherwise. People should be supported to make their own decisions. Anything done for or on behalf of someone without capacity must be in their best interest and be the least restrictive intervention.

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- **Sexual Offences Act 2003.** The Sexual Offences Act introduced a number of new offences concerning adults and children at risk.
- **Data Protection Act 1998.**
- **Human Rights Act 1998.**

5. The Purpose of this policy

- I. This policy exists to help the Portsmouth City of Sanctuary prevent and respond to the abuse or exploitation of people using our services.
- II. Many people who use our services can be vulnerable to abuse and exploitation because of their personal difficulties and experiences. Such experiences may include mental illness, trauma and distress, violence and rape.
- III. Portsmouth City of Sanctuary work is to assist clients to make appropriate decisions about different aspects of their lives and to enhance their independence and integration.

Adults have a right to independence, choice and self-determination including control over information about themselves. In the context of adult safeguarding these rights can be overridden in certain circumstances. It is always best practice to obtain consent for sharing information, however, in some circumstances where that may not be possible, it may be in the person's best interest to share concerns.

6. How we will keep Adults at Risk Safe

Portsmouth City of Sanctuary will appoint a Designated Safeguarding Officer, and keep vulnerable adults safe by -

- I. Portsmouth City of Sanctuary will recruit staff and volunteers safely, ensuring checks are done, and follow safer recruitment practices.
- II. Implement the code of conduct for all staff and volunteers.
- III. Valuing, listening and respecting adults.
- IV. Develop adult safeguarding policies and procedures which reflect best practice.
- V. Manage any allegations against staff and volunteers appropriately.

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- VI. Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- VII. Use safeguarding procedures to share concerns and relevant information with agencies who need to know.
- VIII. Record and store information securely.
- IX. Publicise our Safeguarding Policy on our website.
- X. Ensuring that we provide a safe physical environment for adults, at risk people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- XI. Ensuring that families using the services of the charity are encouraged to report any concerns they have to a staff member or a trustee of PCoS
- XII. Ensuring that the safeguarding policy is available to all on request.

7. Types of Abuse and Exploitation

There are many types of abuse and exploitation. This is not an exhaustive list but designed to help staff and volunteers identify how different types of abuse can present in the adults PCoS supports:

1. Physical abuse

The use of force which results in pain or injury. The non-accidental infliction of physical force that results in bodily injury, pain or impairment. Examples of this are:

- (a) Bullying
- (b) Multiple bruising to different parts of the body
- (c) Bruising of different colours, indicating repeated injuries
- (d) Burns of any shape or size
- (e) An injury for which there is no adequate explanation
- (f) Forced medication.

2. Sexual abuse

Sexual abuse is the direct or indirect involvement of the adult at risk in sexual activity or relationships, which they:

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- Do not want or have not consented to
- Cannot understand and lack the mental capacity to be able to give consent to
- Have been coerced into because the other person is in a position of trust, power or authority (for example a care worker)

3. Emotional abuse

Emotional abuse includes actions or behaviours that have a harmful effect on the emotional or development of an adult at risk. Some signs of emotional abuse include:

- (a) Humiliating someone in private or public.
- (b) Abuse through cyber bullying or social media.
- (c) Cruelty, bullying, shouting.

4. Neglect and acts of omission

The failure of any person, who has responsibility for the charge, care or custody of an adult at risk, to provide the amount and type of care that a reasonable person would be expected to provide. Examples include:

- (a) Depriving someone of a service.
- (b) Depriving someone of everyday essentials such as food, medication, warmth and hygiene.

5. Institutional

Institutional abuse is the mistreatment, abuse or neglect of an adult at risk by an organisation or individual. Institutional abuse violates a person's dignity.

6. Discriminatory Abuse

This is the denial of opportunity to some groups of people and can be motivated by age, gender, race, sexual orientation.

7. Domestic Violence

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Domestic abuse is a pattern of coercive, threatening, controlling, violence by intimate partners or family members regardless of gender or sexuality.

8. Modern Slavery

Slavery is an umbrella term for activities involved when one person obtains or holds another person in compelled service. The following are all types of modern slavery:

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to.

9. Hate and Hate Crime

People who suffer from hostility or prejudice based on their disability, religion, gender or identity. It should be noted that this definition is based on the perception of the victim

10. Financial Abuse

Financial abuse is the use of a person's property, assets, income, funds or any resources without their informed consent or authorisation. Financial abuse is a crime. It includes:

- (a) Misuse of property, benefits or possessions.
- (b) Undue pressure in connection with wills, inheritance, property.
- (c) Theft and fraud.
- (d) Exploitation.

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8. Other Adult Protection Concerns

- I. **Honour Based Abuse** - Honour based abuse is a collection of practices used to control behaviour within families in order to protect perceived cultural and religious beliefs and/or honour. Violence can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their honour code.
- II. **FGM – Female Genital Mutilation** – FGM is practised predominantly amongst communities from Sub-Saharan Africa. FGM is the total or partial removal of the female outer genitalia. It is a criminal offence to practice FGM in the UK.

9. What to do when you have concerns

Circumstances that may give rise to safeguarding concerns may include the following

- I. An Adult at risk may disclose a past history of abuse in the project or elsewhere.
- II. An adult may disclose that he/she is being abused by another adult, partner, family member, carer, professional.
- III. A member of staff or volunteer may become suspicious that an adult is being abused due to their behaviour or physical signs.

10. The Designated Safeguarding Officer

Portsmouth City of Sanctuary Designated safeguarding Office (DO) is currently a member of the Trustee Board – Shamila Dhana. Should an issue arise in her absence please contact the Chair of the Trustee Board – Malcolm Little. **Contact details can be found on the Safeguarding Report Form.**

The role of the Designated Safeguarding Officer is:

- I. Keep the written Safeguarding Procedures and policy up to date.
- II. Offer consultation, advice and help should a adult safeguarding incident arise.

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- III. Ensure the statutory adult at risk protection agencies have been contacted, and a written report kept.
- IV. Ensure decisions made, actions taken, and outcomes logged and reported (for all concerns and/or disclosures whether possible or alleged abuse, poor practice or wider welfare issues)
- V. Record incidences and review policies.
- VI. Report on safeguarding risks to the board.

11. How to contact Adult Social Services and the Police

- I. Always discuss your concerns with your manager or the project lead. Further advice can be sought from the Designated Safeguarding Officer.
- II. If your concerns require immediate attention and your line manager, or Designated Safeguarding Officer is not available and immediate action is required then contact social services or the police.

You can call Portsmouth City Council Adult Services/Adult Safeguarding Team. If you're worried about an adult at risk contact Adult Safeguarding on 023 9268 0810 and PortsmouthAdultMASH@portsmouthcc.gov.uk .

- III. If worried about someone who may be in an abusive relationship, contact their Domestic Abuse services (portsmouthreferral@stopdomesticabuse.uk or 023 9206 5494). No abuse is acceptable. Protecting adults at risk is everyone's responsibility. Do not assume that someone else is doing something to help. For information about safeguarding in Portsmouth, and the work of the multi-agency Portsmouth Safeguarding Adults Board, visit the Portsmouth Safeguarding Adults Board website.
- IV. If you think a crime has been committed, contact the police straight away.
- V. Call 101 if you are not in immediate danger, or in an emergency call 999.
- VI. If you are injured, call 111 for health advice, or in an emergency call 999.
- VII. If someone discloses that they have been abused, listen patiently, and reassure them they are doing the right thing by telling you. Don't ask questions, but write down what you've seen or heard, and what happened next as soon as you can. Try to:
 - (a) Avoid making comments or judgements, remember you may have to share the information, do not promise to keep secrets.

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- (b) Resist confronting the abuser, as you may increase the risk to the person or yourself.
- (c) It is important to keep accurate records about safeguarding concerns.
- (d) Any allegations made by children, adult, carers must be written down in the actual words used.
- (e) It is best practice to keep the adult informed of the steps that can be taken to keep them safe. Always gain consent from the adult, if you are unsure and consent is not given, discuss this with the designated safeguarding officer.

Record keeping

Be mindful of the need to be confidential at all times and to secure written records securely. Information must only be shared with the DSO, statutory agencies and others within your organisation that have a need to know (e.g. in the absence of the DSO, to keep the person safe whilst waiting for action to be taken).

12. Breach of the policy

In the event of a breach of this policy, the investigation suspension and disciplinary procedure may be instigated. All unlawful acts will be reported to the police.

PCoS expects the same high standards from all of our partners, contractors, suppliers and all third parties working with or for PCoS, including taking measures to prohibit their staff and representatives from engaging in any sexual exploitation and abuse in their working and person lives.

Signature of responsible person:	Shamila Dhana
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Appendix A – How to Report a Concern Flow Diagram

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Appendix B – Portsmouth City of Sanctuary Adults Safeguarding Reporting Form

Complete form after an adult protection incident and pass to the Service Manager/Project Lead within 24 hours or the next working day (if over the weekend or bank holiday).

Service Manager/Project Lead/Coordinator to submit form to the Designated Safeguarding Officer (DSO).

Designated Safeguarding Officer – Shamila Dhana 07922223640 email: portsmouthcityofsanctuary@gmail.com

Details of Adult Name:	Date Of Birth:
Immigration Status:	Nationality:
Gender:	Address:

Your Details:

Your Name	Your Position
Date and Time of Incident	Your Line Manager
Location of Incident – For example an office, drop in	Your Contact Details

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Are you reporting your own concerns or responding to concerns raised by someone else? Please give details below.

Please give details of incident, concerns you may have including descriptions, dates times, injuries etc.

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Please detail the persons account if possible

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Has the situation been discussed with the Designated Safeguarding Officer?	
YES	<input type="checkbox"/>
NO	<input type="checkbox"/>
<p>Have you informed the statutory authorities:</p> <p>Police YES/NO</p> <p>Date and Time:</p> <p>Name and phone number of person you spoke to:</p> <p>Local Authority Adult Social Care: YES/NO (Delete as appropriate)</p> <p>Date and Time:</p> <p>Name and Phone Number of person you spoke to:</p> <p>What has happened since referring to statutory agency? Include date and details of feedback of referral.</p>	
<p>Details of any further steps taken to provide support to adult/child family member.</p>	

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Name		Position	
Date		Signed	

Manager's Name		Position	
Date		Signed	

Useful contacts:

Portsmouth Safeguarding Adults Board (PSAB)

Email: PortsmouthAdultMASH@portsmouthcc.gov.uk

Telephone: 02392 680 810 (Out of Hours: 0300 555 1373)

Hampshire Adult Services

Telephone: 0300 555 1386 (Out of Hours: 0300 555 1373)

In case of an emergency contact the Police on 999

Portsmouth Domestic Abuse Services

Email: portsmouthreferral@stopdomesticabuse.uk

Telephone: 023 9206 5494).