



Medway Voluntary Action

MVA Adult Safeguarding Policy Adult Safeguarding Policy Statement

Author: Jane Howard
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'Safeguarding' means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse and neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding any action.

Medway Voluntary Action's (MVA) Safeguarding Adults Policy allows the organisation to demonstrate its commitment to keeping safe any adult at risk that it supports in the course of its core work or projects. MVA acknowledges its duty to act appropriately in response to any allegations, reports or suspicions of abuse.

It is important to have policy and procedures in place so that the Trustees, managers, staff, volunteers and service users can work to prevent abuse and know what to do should a concern arise.

The policy and procedures have been drawn up in order to enable MVA to:

- promote good practice and work in a way that can prevent harm and abuse occurring;
- ensure that any allegations or suspicions of abuse are dealt with appropriately and the person experiencing abuse is supported; and
- stop abuse occurring.

The policy and procedures relate to the safeguarding of **adults at risk**. Adults at risk are defined as individuals aged over 18 whom:

- have needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect (Care Act, 2014).

This policy applies to the Trustees, managers, staff, volunteers and service users and anyone working on behalf of MVA.

It is acknowledged that significant numbers of adults at risk are abused and it is important that MVA has a Safeguarding Adults Policy; a set of procedures to follow

and puts in place preventative measures to try and reduce the likelihood of abuse occurring.

MVA will:

- ensure that the Trustees, all managers, staff, volunteers and service users are familiar with this policy and associated procedures
- work with other agencies within the framework of the Kent and Medway Adults Board Policy and Procedures, issued under Care Act 2014 statutory guidance;
- act within its confidentiality policy and gain permission from service users before sharing information about them with another agency;
- pass information to the Local Authority when more than one person is at risk. For example if the concern relates to a worker, volunteer or organisation who provides a service to adults with care and support needs;
- inform service users that where a person is in danger or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent;
- make a safeguarding adults referral to Medway Council as appropriate;
- endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults;
- ensure that the Safeguarding Adult Lead (SAL) understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Medway Council).

The SAL in MVA is **Jane Howard**, Chief Officer.

Tel: 01634 812850 or 07885 578370 or Email: jane@mva.org.uk

They should be contacted for support and advice on implementing this policy and associated procedures.

This policy should be read in conjunction with the Kent and Medway's Multi-Agency Safeguarding Adults Policy and Procedures documents:

<http://www.kent.gov.uk/social-care-and-health/information-for-professionals/adult-safeguarding/adult-protection-forms-and-policies/national-adult-protection-legislation>

MVA Adult Safeguarding Procedures

1. Introduction

MVA provides support in terms of volunteering opportunities to a small cohort of individuals who are defined as vulnerable due to a physical disability or mental health issue.

MVA deliver events and training that may be attended by a vulnerable adult. We share our safeguarding policy with trainers. We have an expectation that our trainers will be vigilant to potential issues and to share this information with us. We will refer on to the appropriate organisation if necessary.

MVA offices are shared with other organisations – we provide a reception area; staff working in this area are vigilant to safeguarding issues.

These procedures have been designed to ensure the wellbeing and protection of any adult who accesses services provided by MVA. The procedures recognise that adult abuse can be a difficult subject for staff or volunteers to deal with. MVA 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 Trustees, managers, staff, volunteers and service users act appropriately in response to any concern of adult abuse.

2. Preventing abuse

MVA 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 with MVA will be treated with respect.

MVA is committed to safer recruitment policies and practices for paid staff and volunteers. This may include, if appropriate, Disclosure and Barring Service (DBS) checks for staff and volunteers, ensuring references are taken up and provision of adequate training on safeguarding adults.

The organisation will work within the current legal framework for referring staff or volunteers to the DBS who have harmed or pose a risk to vulnerable adults and/or children.

Information about safeguarding adults and the complaints policy will be available to service users and their carers/families.

3. Recognising the signs and symptoms of abuse

MVA is committed to ensuring that the Trustees, managers, staff, volunteers and service users undertake training to gain a basic awareness of the signs and symptoms of abuse. MVA will ensure that the SAL and other relevant members of staff or volunteers have access to higher levels of training around safeguarding adults provided by Kent and Medway Safeguarding Adults Board as required.

MVA will not be limited in its view of what constitutes abuse or neglect, as it can take many forms and the circumstances of an individual case will always be considered.

Abuse includes:

- **Discriminatory**
Including forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment; because of race, gender and gender identity, age, disability, religion or because someone is lesbian, gay, bisexual or transgender. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.
- **Domestic abuse or violence**
Including an incident or a pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse, by someone who is, or has been, an intimate partner or family member regardless of gender or sexual orientation. This includes psychological/emotional, physical, sexual, financial abuse; so called 'honour' based violence, forced marriage or Female Genital Mutilation (FGM).
- **Financial or material**
Including theft, fraud, internet scamming, exploitation, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery**
Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Neglect and acts of omission**
Including ignoring medical, emotional or physical care needs, failure to access appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Organisational (sometimes referred to as Institutional)**
Including neglect and poor care practices within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in a person's own home. This may range from one off incidents to on-going ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Physical**
Including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions.
- **Psychological (sometimes referred to as Emotional)**
Including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber-bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.

- **Sexual**
Including rape, indecent exposure, sexual assault, sexual acts, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, 'upskirting', subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressured into consenting. It also includes sexual exploitation which is exploitative situations, contexts and relationships where the person receives 'something' (e.g. food, accommodation, drugs, alcohol, mobile phones, cigarettes, gifts, money) or perceived friendship/relationship as a result of them performing, and/or another or others performing sexual acts.
- **Self-neglect**
Includes a person neglecting to care for their personal hygiene, health or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behaviour such as hoarding.
- **Radicalisation (Prevent)**
Prevent is the name for a program supporting people who may be at risk of radicalisation. This supports and protects at a very early stage people who might be susceptible to radicalisation so that they are not drawn into criminal activity which may affect their life prospects
It ensures that individuals and communities have the resilience to resist all forms of violent extremism

Abuse may be carried out deliberately, through negligence or ignorance. Abuse may be a single act or repeated acts.

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.

4. Designated Named Person for safeguarding adults

MVA has an appointed individual who is responsible for leading safeguarding adults work in the organisation. In their absence, a deputy will be available for managers, staff or volunteers to consult.

The Safeguarding Adult Lead (SAL) is Jane Howard, Chief Officer:

Mobile Number: 07885 578370

Work Number: 01634 812850

The Deputy Safeguarding Adult Lead (SAL) is Dalia Halpern-Matthews

Work Number: 01634 812850

Mobile Number: 07534 435283

Should either of the above be unavailable then the Trustees, staff, volunteers and service users should contact Medway Council or the Emergency Services directly:

Medway Council: 01634 334466

Emergency Services: 999 or 101

The roles and responsibilities of the named persons are to:

- ensure that all staff and volunteers 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;
- ensure that concerns are acted on, clearly recorded and referred to Medway Council Adult Services or to the allocated social worker/care manager where necessary;
- follow up any safeguarding adult referrals and ensure the issues have been addressed;
- manage and have oversight over individual complex cases involving allegations against an employee, volunteer, or student, paid or unpaid;
- consider any recommendations from the safeguarding adults process;
- reinforce the utmost need for confidentiality and ensure that staff and volunteers adhere to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest;
- 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;
- ensure staff and volunteers are given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998; they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome.

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

MVA 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 or have witnessed as soon as possible using the MVA 'Safeguarding Adults Report of Concerns' form below.
- Remain calm and do not show shock or disbelief.
- Tell them that the information will be treated seriously.
- Do not start to investigate or ask detailed or probing questions.
- Do not promise to keep it a secret.

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

- To keep yourself and others safe.
- To call an ambulance if required.

- To call the Police if a crime has been committed.
- To preserve evidence.
- To inform the SAL or Deputy.
- To record what happened in on the Adult Safeguarding Record of Concerns Form attached to this policy, and pass it as soon as possible to the SAL or her Deputy.
- Only the SAL or her Deputy should retain records of the incident, all other copies must be destroyed or deleted.

All situations of abuse or alleged abuse will be discussed with the SAL or Deputy. If anyone feels unable to raise their concern with the SAL or Deputy, then concerns can be raised directly with Medway Council (see below). 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 Medway Council. If the individual experiencing abuse does not have mental capacity to consent to a referral, a 'best interest' decision will be made on their behalf.

In line with the 'Making Safeguarding Personal' principles, the SAL or Deputy should try to seek the views from the adult (or an appropriate representative) about what they would like to happen as result of the concern.

The SAL or Deputy should refer to Kent and Medway Safeguarding Adults Board multi-agency policy and procedures.

6. The Prevent Duty - Background and Context

Since 2003 the UK has had a national strategy for reducing the risk of terrorism which has four strands of work:

Protect: strengthening our borders, infrastructure, public buildings and spaces from an attack;

Prepare: where an attack can't be stopped, to reduce its impact by responding effectively

Pursue: to disrupt or stop terrorist attacks

Prevent: to stop people from becoming terrorists or supporting terrorism.

The Counter-Terrorism and Security Act 2015 has created a new duty under the Prevent strand of work for local authorities, police, schools, universities, prisons, probation services and other bodies including voluntary organisations to have due regard to prevent people from being drawn into terrorism. This Duty is often referred to as the Prevent Duty and is part of a wider antiterrorism strategy. It became effective on 1 July 2015. The aim of the Prevent Duty is:

- To support and protect people at a very early stage that might be susceptible to radicalisation; so that they are not drawn into criminal activity which may affect their life prospects

- To ensure individuals and communities have the resilience to resist all forms of violent extremism

Early intervention can help keep everyone in the community safe. Both partnership and community involvement is needed to ensure that those who may be at risk are given early access to support.

What are the signs that someone may become radicalised?

There is no single profile of a terrorist or violent extremist. However, there are several factors which can make people more susceptible to radicalisation and exploitation by extremists as well as to abuse or neglect:

- Not having mental capacity to make decisions about their own safety due to mental illness or other conditions
- Substance and alcohol abuse
- Communication difficulties
- Physical dependency on others
- Poor self esteem
- Peer pressure
- Bullying
- Victim of crime and anti-social behaviour
- Having grievances (personal or political)
- Isolation and social exclusion
- Experience of abuse
- Experience of stigma and discrimination

These are just some possible factors which may contribute to a person's susceptibility to radicalisation. Staff or volunteers may come into contact with someone not having these characteristics, but purporting some extremist ideologies or displaying concerning behaviours in support of these views. In all instances where you have a genuine concern, you should follow MVA's safeguarding reporting protocol.

In order to implement this policy and procedure, MVA will work to:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- promote the wellbeing of the adult(s) at risk in any safeguarding arrangement;
- safeguard adults in a way that supports them in making choices and having control about how they want to live;
- promote an approach that concentrates on improving life for the adults concerned;
- raise awareness of safeguarding adults to ensure that everyone can play their part in preventing, identifying and responding to abuse and neglect;

- provide information and support in accessible ways to help people understand the different types of abuse, know how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and address what caused the abuse or neglect.

7. Making a Safeguarding Adults Referral

All Safeguarding Adults Referrals should be made by telephone 01634 334466

Note that it is not necessary to refer a safeguarding adults concern out of hours unless the individual or others have urgent social care needs.

A Safeguarding Adults Manager from Medway Council will then decide what enquiries need to be undertaken.

Feedback will be given to the person who made the safeguarding adults referral. If the concern relates to a significant risk of (or actual) harm the concern will progress to Stage 2 of the Safeguarding Adults Enquiry and further information will be gathered.

The SAL or Deputy will have an understanding of the Multi Agency Safeguarding Adults process so they can explain it to the person concerned and offer all relevant support to the person and process.

Information should be provided to the individual at risk. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice as appropriate.

Information regarding how to make a referral or report a concern can be found here:

https://www.medway.gov.uk/info/200169/adult_social_care/429/adult_abuse_and_safeguarding/2

8. Managing an allegation made against a member of staff or volunteer

MVA will ensure that any allegation made against a member of staff or volunteer will be dealt with swiftly.

Where a 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 by the SAL or Deputy to assess the level of risk to all service users posed by the alleged perpetrator. 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 SAL or Deputy will liaise with HCC to discuss the best course of action and to ensure that MVA's disciplinary procedures are co-ordinated with any other enquiries taking place as part of the ongoing management of the allegation.

MVA must ensure that all staff are aware of its whistle blowing policy and ensure that staff are supported in the use of the policy.

9. Recording and managing confidential information

MVA 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 GVA's Confidentiality policy.

All allegations/concerns should be recorded on an Adult Abuse Report Form and given to the SAL or Deputy for safekeeping in the Finance Office. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

This information will be secured in a locked filing cabinet in the SAL's Office and is only to be passed to the SAL or Deputy. Access to this information will be restricted to the SAL or Deputy.

10. Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to the Executive Committee, all managers, staff, agency-based workers, volunteers and service users. The SAL will be responsible for ensuring that this is carried out.

The Safeguarding Adults Policy and Procedures will be reviewed annually or as required by The Executive Committee. The SAL will be involved in this process and can recommend any changes.

The SAL will also ensure that any changes are clearly communicated to staff, volunteers, service users and carers and any further training required is given. It may be appropriate to involve staff, agency-based workers, volunteers and service users in the review.

11. Useful Contacts

Medway Council

The wellbeing and safety of local people is Medway Council's main concern. Medway Council adopts a zero tolerance stance on the abuse, neglect or discrimination of any person but particularly people at risk or in vulnerable situations in whatever setting.

There is good partnership working at the local level when concerns are raised and services work together effectively to ensure a co-ordinated approach.

In an emergency and if it is suspected someone is in immediate danger, 999 should always be called.

In all other circumstances Medway Adult Services can be contacted as follows:

Phone: 01634 334466

Care Quality Commission

Email: enquiries@cqc.org.uk

Telephone: 03000 616161

DBS Helpline

Telephone: 03000 200

Signed:

Date:

Chair of Trustees