

Safeguarding Adults at Risk

Section 1: Purpose

Introduction

This policy applies to all Noah's Ark Centre (NAC) staff and volunteers. Its overall objective is to safeguard adults at risk, and detailed procedures for ensuring the wellbeing and protection of any adult that accesses our services.

Noah's Ark Centre is a charity which serves the people of Calderdale, providing therapeutic services, including one to one counselling for adults, young people and children, group support for children who are experiencing loss and money advice to people in debt or having financial difficulties.

Noah's Ark Centre is committed to keeping safe adults at risk with whom it works alongside. Noah's Ark Centre acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse or neglect.

This policy and procedures are in place so that staff, volunteers, service users, and the Trustees can work to prevent abuse and know what to do in the event of any concerns of abuse or neglect raised. This policy applies to all staff, including management, committee members, paid staff, volunteers, sessional workers, agency staff, students and anyone working or volunteering on behalf of Noah's Ark Centre.

The policy and procedures have been drawn up in order to enable Noah's Ark Centre to promote good practice and work in a way that can prevent harm, abuse and coercion occurring. We will ensure that any allegations or suspicions of abuse or neglect are dealt with appropriately and the person experiencing abuse or neglect 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.

Section 2: Definition

An Adult at risk is defined as:

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.

Safeguarding Adults West and North Yorkshire & York Multi Agency Policy and Procedure (2015) highlights

“An adult at risk *may* therefore be a person who, for example:

- is an older person who is frail due to ill health, physical disability or cognitive impairment
- has a learning disability
- has a physical disability and/or a sensory impairment
- has mental health needs including dementia or a personality disorder
- has a long-term illness/condition
- misuses substances or alcohol
- is an unpaid carer such as a family member/friend who provides personal assistance and care to adults and is subject to abuse
- lacks mental capacity to make particular decisions and is in need of care and support

This list will not be exhaustive.”

It is acknowledged that significant numbers of adults at risk are abused and it is important that Noah’s Ark Centre has this policy and a set of procedures to follow to prevent abuse.

In order to implement this policy, Noah’s Ark Centre will:

- Promote the freedom and dignity of the person who has or is experiencing abuse.
- Promote the rights of all people to live free from abuse and coercion.
- Ensure the safety and wellbeing of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing.
- 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.
- Ensure that all trustees, staff, volunteers, service users, and carers/families are familiar with this policy and procedures.
- Work with other agencies within the framework of the Calderdale’s Safeguarding Adults Policy and Procedures. We will follow the recommendations for organisations provided in *Safeguarding Adults West and North Yorkshire & York Multi Agency Policy and Procedure (2015)*
- 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.
- 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.
- Make a referral to Gateway to Care as appropriate.
- Will endeavour 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/Gateway to Care) through a safeguarding alert.

Section 3: Preventing Abuse through Safe Recruitment

Noah's Ark Centre 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 Noah's Ark Centre will be treated with respect.

Noah's Ark Centre 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 two references are provided and adequate training on Safeguarding adults at risk is available for staff and volunteers.

It is Noah's Ark Centre policy to ensure that all new and existing employees and volunteers have had a DBS check and that any relevant history is followed up. DBS checks are arranged through a partnership with Calderdale Council who are the counter signatories of Noah's Ark Centre DBS applications.

DBS checks are intended to improve the vetting of those working with children and vulnerable adults but there is no perfect system and people will continue to seek and gain employment with a view to abusing positions of trust and power. As such, we must all remain **vigilant** when making decisions that will give people access to children and vulnerable groups.

All staff and volunteers will be subjected to a thorough recruitment and selection process including application and interview process, take up of two employment or character references, identity checks, employment history and qualifications.

This will include checking official documents such as birth certificate, driving license, passport, qualifications and seeking references from previous employers etc. All applicants should be asked to declare any convictions, cautions or bind-overs. On receipt of DBS certificates all Noah's Ark Centre staff and volunteers are required to sign up to the online DBS update service. Noah's Ark Centre will perform an annual check of all staff and volunteers on the update service to ensure compliance. This process has superseded the renewal of DBS every 3 years.

Section 4: Recognising the Signs and Symptoms of Abuse

Noah's Ark Centre is committed to ensuring that all staff, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. Noah's Ark Centre will ensure that the Designated Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

Noah's Ark Centre will provide training as well as expect staff and volunteers to access local safeguarding training through Calderdale Safeguarding Adult's Board training schedules and e-learning provision.

'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:

- Physical – for example, hitting, slapping, burning, pushing, restraining or giving too much medication or the wrong medication.
- Psychological – for example, shouting, swearing, frightening, blaming, ignoring or humiliating.
- Financial – for example the illegal or unauthorised use of a person’s property, money, pension book or other valuables.
- Sexual – for example, forcing a person to take part in sexual activity without consent.
- Neglect or acts of omission – for example, where a person is deprived of food, heat, clothing, comfort or medication.
- Discrimination, including slurs or similar treatment on the ground of a person race, gender and gender identity, age disability, sexual orientation or religion.
- Domestic abuse is when someone you are in a close relationship with behaves in a way that causes you physical, mental or emotional damage and through coercive and controlling behaviour.
- Modern slavery includes human trafficking, forced labour and domestic slavery.
- Organisational abuse includes neglect and poor practice within an institution, care setting or care provided in your own home.
- Self-Neglect – an adult at risk may also neglect themselves.

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.

Section 5. Safeguarding Training

All Trustees, staff and volunteers must undergo relevant training and to refresh this training every 3 years. For advice on the current and relevant safeguarding training contact Calderdale Safeguarding Children Board on 01422 394108 or visit; <http://www.calderdale-scb.org.uk/>

To register and undertake the CSCB’s recommended safeguarding e-learning courses, *Safeguarding everyone (Level 1)*, *Radicalisation and extremism (Level 1)* and *E-Safety* that are mandatory for Noah’s Ark Centre staff and volunteers go to the following website and follow the instructions given below; <https://calderdalescb.safeguardingchildren.co.uk/>

Select Training and development

Then select E-learning (access e-learning)

This will take you to the “Enable email login page where you can register

New to Enable? Create an account and follow the instructions

Please select your Department - select Voluntary Community and Faith Sector

Once registration is complete you will receive an email accepting your registration (within 24 hours) and you can then choose your own password to be able to log in and out.

The courses you will choose are:

1. Safeguarding everyone level 1
2. Radicalisation and extremism (level1)

3. E-Safety

Complete the online course and print out your certificate. We will take a copy of this and retain it with your staff and volunteer records at Noah's Ark Centre. It is expected that staff will progress to the next safeguarding level of training when they refresh their training.

Trustees will be expected to undergo training specifically to do with their role and responsibilities in respect of safeguarding.

Section 6: Designated Named Person for Safeguarding Adults

The Therapeutic Services Manager at Noah's Ark Centre will be the designated safeguarding lead who is responsible for dealing with any Safeguarding Adult concerns, however any concerns should be raised with the staff on duty at the time whose role is also that of designated safeguarding officers.

The responsibilities of the named person(s) are:

- To ensure that all staff are aware of what they should do and who they should go to if they are concerned that an adult may be at risk of abuse or neglect.
- Ensure that any concern about an adult at risk is acted on, clearly recorded, referred on where necessary and, followed up to ensure the issues are addressed.
- The Named Person(s) will record any reported incidents in relation to concerns regarding an adult at risk or breach of Safeguarding Adults policies and procedures. This will be kept in a secure place and its contents will be confidential.

The named person within Noah's Ark Centre, the Designated Safeguarding Lead for Child Protection and Safeguarding Adults at Risk, is Alosa Kaimacuata (Therapeutic Services Manager)	01422 300457 alosa@noahsarkcentre.org.uk
Deputy Safeguarding Lead for Child Protection, Natalie Wilkins (Young People's Service Counselling Co-ordinator)	01422 300457 yp@noahsarkcentre.org.uk
Designated Safeguarding Officer (Children's Service), Andrea Turpin	01422 300457 rainbows@noahsarkcentre.org.uk
Designated Safeguarding Officers (Adult Service), Michelle Noirmot	01422 300457 counselling@noahsarkcentre.org.uk
Designated Safeguarding Officer (Money Advice Service), Andrew Sykes	01422 364664 debt@noahsarkcentre.org.uk
Nominated Safeguarding Officer on the Board of Trustees; Chris Smith, nominated July 2022	01422 300457

In their absence, then trustees, staff or volunteers should contact Gateway to Care directly on 01422 393000.

As highlighted in *Safeguarding Adults West and North Yorkshire & York Multi Agency Policy and Procedure (2015)*

"The Safeguarding Concerns Manager is a nominated person or people within an organisation such as a care home/care agency/hospital or day centre.

The Safeguarding Concerns Manager will usually be responsible for Raising a Concern with the local authority on behalf of their organisation, and for taking action to ensure that immediate safety issues are addressed. However, any member of staff or volunteer may need to undertake these actions, for example, where the need is urgent or the Safeguarding Concerns Manager is unavailable.

The role includes:

- deciding whether to raise a safeguarding concern with the local authority
- ensuring that immediate safety issues are addressed, other parties notified (such as the regulator) and that staff are supported.
- ensuring they are kept informed when a member of staff (or volunteer) has raised a concern
- establishing the desired outcomes of the adult at risk”

Other roles and responsibilities of Noah’s Ark Centre’s Designated Named Person are:

- To ensure that all staff including volunteers and trustees have access to appropriate Safeguarding Adults at Risk Training for their role.
- 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.
- To perform audits of safeguarding concerns that have been raised and how they were dealt with on a quarterly basis. The Designated Safeguarding Lead and Safeguarding Officers will meet together quarterly to perform such an audit along with the nominated Trustee for Safeguarding.

Section 7: Responding to People who have Experienced or are Experiencing Abuse

Noah’s Ark Centre 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.

Safeguarding Adults West and North Yorkshire & York Multi Agency Policy and Procedure (2015) highlight:

“Whenever issues of abuse or neglect are being responded to, the following principles and values should be adhered to:

1. **Empowerment** – supporting the adult at risk to be in control of decisions about their own life
2. **Protection** – taking action to safeguard adults at risk from abuse (taking into account the need for risk assessment and management, adherence to Mental Capacity Act, and respect for equality and diversity)

3. **Prevention** – taking action to prevent abuse occurring and minimising the risk of abuse reoccurring in the future (see Policy: section 3)
4. **Proportionality** – responding proportionally to the nature of the concern/allegation and the presenting risk; balancing the principles of empowerment and protection
5. **Partnership** – working together as partners to prevent and respond effectively to incidents or allegations of abuse
6. **Accountability** – ensuring decisions can be accounted for (taking into account: duty of care, defensible decision making, information sharing, and providing support for all those involved in the safeguarding adult's procedure).

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 Noah's Ark Centre
- To record what happened in the incident log where safeguarding adults' concerns will be recorded.

All situations of abuse or alleged abuse will be discussed with the Designated Named Person. If a member of the trustees, 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 01422 393000. The alleged victim will be told that this will happen. This stage is called the **safeguarding alert**.

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 Police.

Section 8: Raising a Safeguarding Adults Alert

Although it is the responsibility of Noah's Ark Centre's Designated Named Person for Safeguarding to raise a safeguarding alert as appropriate, when being made aware of adult safeguarding concerns, this responsibility could fall on any Noah's Ark Centre staff member or volunteer in their absence.

Please therefore view below the guidance around raising a safeguarding concern which is also found at <https://safeguarding.calderdale.gov.uk/report-concerns/>

"I'm worried about an adult

If you need guidance or advice, you can call gateway to care on **01422 393000**.

To alert us about adult abuse, fill in this alert form and email it to gatewaytocare@calderdale.gov.uk.

To contact us out of normal working hours, call our Emergency Duty Team on **01422 288000**.

Forms

- [Raising a Safeguarding Concern Form](#)
- [Tell someone and be safe form](#)
- [Tell someone and be safe form – accessible version](#)

How to report on-line harmful content

UK Safer Internet Centre has produced [Report Harmful Content](#). Each report button will guide you through the reporting process and offer appropriate advice. They aim to respond to your enquiry within 72 hours. If they can't help resolve the matter, wherever possible they will explain why it is not possible to seek mediation (for example if the matter doesn't breach a site's terms) and will put you in touch with people who can provide wraparound support."

A printed version of this guidance around managing and deciding whether to raise a safeguarding concern is held in the counselling office and money advice office for easy access.

All safeguarding adult concerns for adults living in Calderdale should be made by telephone or email to the Adult Social Care team via **Gateway to Care**.

You should ask to make a safeguarding adults alert.

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.

Other useful organisations and contacts:

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.

PREVENT / CHANNEL Team

If the safeguarding concern is around a vulnerable adult being at risk of being exploited by radicalisers and subsequently drawn into terrorist related activity, speak with Noah's Ark Centre's Designated Named Person for safeguarding adults.

For more advice please contact:

Sadia Hussain – Prevent coordinator re Calderdale 07702 656834 / Office 01422 337266

For further prevent guidance visit

<https://www.gov.uk/government/publications/prevent-duty-guidance>

Section 8: Managing Allegations made Against a Member of Staff or Volunteer

Noah's Ark Centre will ensure that any allegations made against any member of staff or volunteer will be dealt with swiftly. Where a member of staff/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 to discuss the best course of action and to ensure that the Noah's Ark Centre disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

Noah's Ark Centre has a Whistle Blowing policy and staff need to be aware of this policy. Staff will be supported to use this policy.

Section 9: Recording and Managing Confidential Information

Noah's Ark Centre is committed to maintaining confidentiality wherever possible and information around Safeguarding Adult issues should be shared only with those who need to know. For further information, please see Noah's Ark Centre's confidentiality policy.

All allegations/concerns should be recorded in the Incident Log where safeguarding adults' concerns will be recorded. 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 current data protection regulations (GDPR 2018). This information will be secured in secure data management software, password protected documents and/or in locked filing cabinets. Access to this information will be restricted to the Service Managers and Service Co-ordinators.

Section 10: Disseminating/Reviewing Policy and Procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, trustees, volunteers & 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 the Designated Named Person, other Safeguarding Officers, the nominated safeguarding Trustee and will be reported to the Trustees.

The Designated Named Person and Safeguarding Officers will also ensure that any changes are clearly communicated to staff, trustees and volunteers. Noah's Ark Centre is committed to keeping safe the adults at risk who it works alongside, and acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

This policy should be read alongside Noah's Ark Centre's other organisational policies, procedures, guidance and other related documents, including our Data Protection, Confidentiality, Recruitment of Ex-offenders and our Health and Safety policies and procedures.

This Policy was reviewed and updated by the Noah's Ark Centre Safeguarding team including the Designated Safeguarding Lead and the Safeguarding Trustee Member:
Alosa Kaimacuata; Natalie Wilkins; Andrea Turpin; Michelle Noirmot; Andrew Sykes; and Chris Smith on:
Tuesday 11th October 2022

The next date for review is:

11th October 2023

This Policy was reviewed and updated by the Noah's Ark Centre Safeguarding team including the Designated Safeguarding Lead and the Safeguarding Trustee Member:

Alosa Kaimacuata; Natalie Wilkins; Andrea Turpin; Michelle Noirmot; Andrew Sykes; and Chris Smith on:

Wednesday 6th December 2023

The next review date following discussions at the recent safeguarding team meeting on the 6/12/23 will be sooner than annually this time and will be:

6th March 2024