



Safeguarding Policy and Procedure

Reviewed: May 2021

Next review due: May 2022

1. Policy

Red2Green has a commitment to safeguard vulnerable adults involved with the charity from harm. The Red2Green Safeguarding Policy is as follows:

- The welfare of a vulnerable adult is paramount
- All vulnerable adults without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality or beliefs.
- The policy will be reviewed, approved and endorsed by the board of trustees every two years.
- The policy applies to all trustees, staff and volunteers
- Clients and carers are informed of the policy and procedures as appropriate
- All concerns, and allegations of abuse will be taken seriously by trustees, staff and volunteers and responded to appropriately, this will require a referral to adult social care services
- Red2Green is committed to safe recruitment, selection and vetting of staff and volunteers

2. Some definitions used in this policy

2.1 Who is an adult at risk?

Some adults are more at risk of being abused than others, such as:

- Older people
- People with visual or hearing impairment
- People with a physical disability
- People with learning disabilities or mental health problems
- People living with HIV or AIDS who have care and support needs

2.2. Safeguarding adults aims to:

Stop abuse or neglect wherever possible

- Enable adults to share current and/or historical abuse (enough to inform the safeguarding team)
- Prevent and reduce the risk of abuse or neglect to adults with care and support needs
- 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 the life for adults concerned address what has caused the abuse or neglect

3. Guidance that underpins this policy and procedure

Red2Green will follow practice laid out in Section 42 – 46 of the Care Act 2014. This will be achieved by following the guidance and procedures found at:

- <https://www.cambridgeshire.gov.uk/residents/adults/keeping-safe/adult-safeguarding-and-mental-capacity/adult-safeguarding>

- <https://www.safeguardingcambspeterborough.org.uk/adults-board/information-for-professionals/cpsabprocedures/>

Red2Green is committed to supporting the right of adults at risk to be protected from abuse and neglect and to making sure all staff and volunteers work together, in line with the Cambridgeshire County Councils Safeguarding Adults Policy, and act promptly when dealing with allegations or suspicions of abuse or neglect.

4. Red2Green aims to have the following:

- a clear line of accountability for the commissioning and/or provision of services designed to safeguard and promote the welfare of vulnerable adults
- a culture of listening to vulnerable adults and taking account of their wishes and feelings, both in individual decisions and the development of services;
- clear whistleblowing procedures,
- arrangements which set out clearly the processes for sharing information, with other professionals
- designated professional leads for safeguarding.
- safe recruitment practices for individuals whom the organisation will permit to work regularly with vulnerable adults, including policies on when to obtain a criminal record check;
- appropriate supervision and support for staff, including undertaking safeguarding training;
- staff should be given a mandatory induction, which includes familiarisation with safeguarding responsibilities and procedures to be followed if anyone has any concerns about a client's safety or welfare;

5. The Procedures if you have concerns about a vulnerable adult

5.1. Designated Safeguarding Leads

Elizabeth Taylor, the Chief Executive, is the designated safeguarding lead with responsibility for safeguarding.

In the absence of the CEO the following staff members will be Deputy Safeguarding Leads:

- Emily Rogers
- Sonia Santry
- Kate Robinson

5.1.1. Duties of a safeguarding lead:

- The safeguarding lead should have a high level of safeguarding knowledge and should have completed essential training
- The safeguarding lead will be involved in safe recruitment procedures for new staff members as well as their induction.
- They support staff.
- They will make formal referrals to the Duty and Advice Team
- They will ensure that concerns are logged and stored securely away.

- The safeguarding lead will have joint responsibility, together with the Board of Trustees, to ensure that an organisation's safeguarding policy and related policies and procedures are followed and regularly updated.
- They are the person to go to for the contact details of relevant statutory agencies, such as the Police or Local Authority Designated Officer (LADO) for allegations against staff.
- They must refresh their training in line with any necessary updates.

5.1.2. All safeguarding leads are required to complete a Safeguarding Vulnerable Adults Level 3 Designated Safeguarding Officer (DSL) course. (Link in Appendix)

5.2 Information about abuse

5.2.1 Who is an adult at risk of abuse?

An adult at risk is a person aged 18 years or over who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and is or may be unable to take care of him/herself, or unable to protect him/herself against harm or exploitation.

5.2.2. Adult safeguarding – what it is and why it matters.

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about Red2Green staff working together to prevent and stop both the risks and experience of abuse or 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 on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

The aim of this policy is to:¹

- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- stop abuse or neglect wherever possible
- 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 public awareness so that communities as a whole, alongside professionals, 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, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- address what has caused the abuse or neglect

¹ www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance

5.2.3. Six key principles underpin all adult safeguarding work

Empowerment

People being supported and encouraged to make their own decisions and informed consent.

“I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”

Prevention

It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”

Proportionality

The least intrusive response appropriate to the risk presented.

“I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”

Protection

Support and representation for those in greatest need.

“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”

Partnership

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

Accountability

Accountability and transparency in delivering safeguarding.

“I understand the role of everyone involved in my life and so do they.”²

What is abuse and neglect?

Physical abuse including:

- assault
- hitting
- slapping

² www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance

- pushing
- misuse of medication
- restraint
- inappropriate physical sanctions

Domestic violence including:

- psychological
- physical
- sexual
- financial
- emotional abuse
- so called 'honour' based violence

Sexual abuse including:

- rape
- indecent exposure
- sexual harassment
- inappropriate looking or touching
- sexual teasing or innuendo
- sexual photography
- subjection to pornography or witnessing sexual acts
- indecent exposure
- sexual assault
- sexual acts to which the adult has not consented or was pressured into consenting
-

Psychological abuse including:

- emotional abuse
- threats of harm or abandonment
- deprivation of contact
- humiliation

- blaming
- controlling
- intimidation
- coercion
- harassment
- verbal abuse
- cyber bullying
- isolation
- unreasonable and unjustified withdrawal of services or supportive networks

Financial or material abuse including:

- theft
- fraud
- internet scamming
- coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions
- the misuse or misappropriation of property, possessions or benefits

Modern slavery encompasses:

- slavery
- human trafficking
- forced labour and domestic servitude.
- traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment

Discriminatory abuse including forms of:

- harassment
- slurs or similar treatment:
 - because of race
 - gender and gender identity
 - age
 - disability

- sexual orientation
- religion

Neglect and acts of omission including:

- ignoring medical
- emotional or physical care needs
- failure to provide access to appropriate health, care and support or educational services
- the withholding of the necessities of life, such as medication, adequate nutrition and heating

Self-neglect

This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

5.3 What to do if you suspect abuse?**5.3.1. If you have concerns**

Do not let other considerations, like fear of damaging relationships with other adults get in the way of protecting a client from abuse and neglect. If you believe a client may be at risk, you should pass on your concerns to your line manager who will contact the designated person immediately. You should view this as the beginning of a process of enquiry, not as an accusation.

5.3.2. If a client discloses abuse or neglect to you

Listen to the client. Take their allegation seriously. Explain that in order keep them and other people safe you cannot keep what they tell you a secret. You will need to pass it onto someone who can help it stop. Pass the allegation in accordance to this policy. Do not promise the client that you will keep the allegation secret. Write down what the client has told you. Tell the client what will happen next and how they will be kept informed (by you, their carer, the CEO of Red2Green).

5.3.3. If you witness abuse

If you witness a carer abusing a client, you must pass your concerns immediately in accordance with this policy.

6. How to report concerns about a client**6.1. Information you will need:**

Ensure you have the clients full name. Remember as much of what you can of what they have told you and write this down as soon as possible and in the words they used. Remember the location of any marks such as bruises. It can sometimes be helpful to draw them on a silhouette of a person.

6.2. If the client is in immediate danger or it is unsafe for them to return home.

If you or the client believe they are in immediate danger or would be in danger if returned to their carers, you should remain with them and contact the police on 999 or 101.

Afterwards, you must inform the Red2Green designated safeguarding contact of what has taken place in writing or on the phone.

6.3. Reporting concerns to Cambridgeshire County Council

If you cannot contact the named Red2Green safeguarding contact, you should contact Cambridgeshire County Council immediately and follow their advice exactly. Explain your concerns and explain your role in Red2Green. Give your own contact details and those of the child protection leads in Red2Green.

Afterwards, you must inform the Red2Green safeguarding contact of what has taken place in writing by email and on the phone.

Cambridgeshire County Council

Tel: 0345 045 5202 (Mon-Fri, 8am-6pm) (Sat, 9am-1pm)

Email: referral.centre-adults@cambridgeshire.gov.uk

In an out of hours emergency: The Emergency Duty Team on 01733 234 724

7. Procedures to ensure safe recruitment of staff and volunteers**7.1. Recruitment**

All trustees, staff and volunteers will require two references and enhanced DBS checks procured or updated by Red2Green. DBS checks will be renewed every three years.

7.2. Training

Safeguarding training ('Making safeguarding personal'/ MCA and Dols training) will be given to the staff and volunteers approximately every two years. All staff will be made aware of the safeguarding policy as part of their induction.

Appendix**1. Link for Level 3 DSL Course**

<https://hsqe.co.uk/course/designated-safeguarding-lead-vulnerable-adults/>
<https://www.highspeedtraining.co.uk/safeguarding-people/level3-safeguarding-adults-training.aspx>

2. Link to Local Authority online reporting form

<https://www.safeguardingcambspeterborough.org.uk/concerned/>

CAMBRIDGESHIRE & PETERBOROUGH ADULTS SAFEGUARDING REFERRAL FORM

DIAL 999 IN AN EMERGENCY AND ASK FOR THE APPROPRIATE EMERGENCY SERVICE

Safeguarding Referrals:

Cambridgeshire: Call 0345 045 5202 (Monday to Friday, 8am to 6pm) (Saturday, 9am to 1pm)

Peterborough: Call 01733 747474 (Monday to Friday 8am to 6pm),

For Both Areas: Out of Hours call 01733 234724

Completed referrals should be sent to:

Cambridgeshire: referralcentre-adults@cambridgeshire.gov.uk

Peterborough: adultsocialcare@peterborough.gov.uk

Details of Adult at risk. *An Adult at Risk is a person who is aged 18 or over and*

- *has needs for care and support (whether or not the local authority is meeting any of those needs);*
 - *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.*
- The Care Act (2014)*

Name	Click here to enter text.	Title	Click here to enter text.
DOB	Click here to enter text.	Approx. age if DOB not known	Click here to enter text.
Email	Click here to enter text.	Post code	Click here to enter text.
Permanent Address	Click here to enter text.	Phone	Click here to enter text.
Current Location (e.g. Ward or Unit)	Click here to enter text.		
Gender	Choose an item.	Nationality	Click here to enter text.
Preferred Language	Click here to enter text.	Ethnicity	Choose an item.
Does the adult at risk require support with communication?			Choose an item.
If yes, please give details		Click here to enter text.	

Agency Identification No. (e.g. NHS No.) [Click here to enter text.](#)

Adult at Risk's GP details

Name	Click here to enter text.	Is GP aware of referral?	Choose an item.
Surgery name and address	Click here to enter text.		

Details of any dependants (of any age)

Name(s)	DOB	Gender	Lives with adult (Y/N)
Click here to enter text.			

IF THERE ARE ANY CONCERNS FOR THE SAFETY OF ANY CHILDREN, THESE MUST BE REFERRED TO Children's MASH

<http://www.safeguardingcambspeterborough.org.uk/children-board/reporting-concerns/>

Consent

Has the adult at risk given consent for this referral? Choose an item.

If No, please confirm why this referral is being made without it, e.g. risk to others or the Adult at Risk lacks the capacity to make this decision

[Click here to enter text.](#)

Is the adult at risk aware this referral has been made? Choose an item.

If No, please give the reason as to why the Adult at Risk was not made aware of the referral

[Click here to enter text.](#)

Are there any doubts about the adult at risks capacity to consent?
y/n comments

Do you think the adult at risk requires care and and support? Choose an item.

Please provide reasons for your view:

[Click here to enter text.](#)

Details of the incident/s and/or ongoing concerns

If you work for a care provider inform your line manager/supervisor about this incident as soon as possible.

Description of incident or concern
(Include - The nature, degree and extent of the abuse or neglect (what happened); The length of time it has been occurring (previous incidents, what happened and date);The impact on the individual and / or their carers / family (injury, distress); Location and time of any incident)

[Click here to enter text.](#)

Please indicate category of abuse:

Physical abuse	Choose an item.	Modern slavery	Choose an item.
Domestic violence	Choose an item.	Discriminatory abuse	Choose an item.
Sexual abuse	Choose an item.	Organisational abuse	Choose an item.
Psychological abuse.	Choose an item.	Neglect and acts of omission	Choose an item.
Financial or material abuse	Choose an item.	Self-neglect	Choose an item.

Does the adult at risk continue to be at risk of abuse? Choose an item.

If Yes, describe the risks that remain and any immediate action needed:

[Click here to enter text.](#)

Are there any other people who may be at risk of abuse? Choose an item.

If yes, add details and describe the risks that remain and action you are taking:

[Click here to enter text.](#)

Making Safeguarding Personal

Was the adult at risk asked what their desired outcomes were??			Choose an item.
If yes, add details of outcomes does the adult at risk wants to achieve:			
Click here to enter text.			
Details of alleged abuser/suspect			
Name	Click here to enter text.	Title	Click here to enter text.
Address	Click here to enter text.		
Post Code	Click here to enter text.	Phone	Click here to enter text.
Relationship to the Adult at Risk?	Click here to enter text.		
If provider, please add the provider's name	Click here to enter text.		
Are they aware this referral has been made?	Choose an item.		
Reason as to why the alleged abuser/suspect was not made aware of the referral	Click here to enter text.		
Does the alleged abuser lives with the Adult at Risk?	Choose an item.		
Details of person making this referral			
Name	Click here to enter text.	Title	Click here to enter text.
Job Role (if applicable)	Click here to enter text.	Email	Click here to enter text.
Establishment	Click here to enter text.		
Phone	Click here to enter text.	Date/time referral completed	Click here to enter text.
Relationship to Adult at risk?	Click here to enter text.		
Does the referrer consent to their details being shared with third parties?	Choose an item.		
Click here to enter text.			
Additional Information			
Is there any other information you believe we need to know about the referral?			
Click here to enter text.			

You will be contacted about your concern. However, depending on your involvement with the Adult at Risk we may not be able to provide you with detailed feedback about this case due to reasons of confidentiality and Data Protection.