



Name of policy	Safeguarding Procedures
Policy owner	Directors, Imagine ArtsDem
Agreed date of implementation	February 2020
Next review date	April 2023

SAFEGUARDING OF ADULTS AT RISK

POLICY AND PROCEDURES

1. Policy Statement

1.1 Imagine ArtsDem Broxtowe CIC (trading as The Studio) recognises our legal duty and responsibility under the Care Act 2014 to protect an adult's right to live in safety, free from abuse and neglect and is committed to protecting vulnerable people from abuse and proactively upholds the human rights of its customers.

1.2 The purpose of this policy is to ensure that all members, volunteers and colleagues understand their responsibilities to safeguard adults at risk who use our service from any type of abuse. In addition, it will demonstrate to customers, supporters and citizens in contact with Imagine ArtsDem provision where the organisational responsibilities lie for reporting allegations of adult abuse and how this should be carried out. This policy outlines what we will do to fulfil this duty and responsibility and includes procedures for our colleagues and volunteers (this includes committee members and directors throughout this document).

We will:

- Ensure that all colleagues and volunteers are fully aware of their responsibilities in safeguarding the adults we work with, what to do if they have a concern, and how to work in a way which promotes the wellbeing of service users.

- Identify lead person(s) for adult safeguarding, who will act as the ‘referrer(s)’ on behalf of the organisation. This will include making an informed decision about the appropriate action to take when a concern is raised, including making a referral to adult social care if there is evidence of abuse or neglect.
- Actively co-operate with local authority Adult Social Care when they are undertaking any investigation into concerns raised.
- Ensure that clients, their families and carers are informed about their right to be free from abuse and neglect, and what to do if they have a concern.

2. Procedure

2.1 The following information and procedure is based on the Care Act 2014 and Nottingham and Nottinghamshire Multi-agency Adult Safeguarding Procedure and Guidance:

2.2 Depending upon the nature of particular services or the requirements of particular funders or partner agencies, the policy and procedures may need to be supplemented by additional content.

2.3 This policy will be reviewed every two years and recirculated to all colleagues and volunteers.

3. Definitions

3.1 The Care Act 2014 defines our safeguarding responsibilities as follows:

Safeguarding duties apply where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):

- a) Has needs for care and support (whether or not the authority is meeting any of those needs).
- b) Is experiencing, or is at risk of, abuse or neglect, and
- c) As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The adult’s care and support needs should arise from or be related to a physical or mental impairment or illness. However, they do not need to meet the minimum eligibility criteria as set out in chapter 6 of the Care and Support Statutory Guidance, issued under the Care Act 2014.

Safeguarding is defined in the Care Act 2014 as:

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 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.

Terms used in this policy:

The adult who safeguarding duties apply to will hereafter be referred to as the 'adult at risk' in these procedures.

- The “alerter” is the person who has witnessed abuse or who suspects abuse or has had incidents of alleged abuse reported to them.
- The person making a referral will thereafter be referred to as the “referrer(s)” in these procedures. Appendix Three lists the names of the people with this responsibility.
- A “client” is a person with dementia living in the community and attending Imagine Artsdem Broxtowe-provided activities.
- A “Supporter” is a person who attends Imagine Artsdem Broxtowe activities and who is supporting or has supported a person living with dementia.

4. Categories of Abuse

4.1 The Care Act 2015 recognises ten categories of abuse:

Physical abuse including hitting, slapping, and pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

Domestic Violence including psychological, physical, sexual, financial, emotional abuse and honour-based violence.

Sexual abuse including rape and sexual assault or sexual acts to which the adult at risk has not consented or is incapable of giving informed consent or was pressured into consenting. This may involve contact or non-contact abuse (e.g., touch, masturbation, being photographed, teasing, and inappropriate touching).

Psychological abuse including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Financial or material abuse including theft, fraud, exploitation, pressure in connection with wills, property or 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.

Discriminatory abuse including racist, sexist, that based on a person’s disability, culture and other forms of harassment, slurs or similar treatment.

Organisational abuse (previously known as institutional abuse) Neglect and poor professional practice in care settings also need to be taken into account. It may take the form of isolated incidents of poor practice at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other. It can occur when the routines, systems, communications and norms of an institution compel

individuals to sacrifice their preferred lifestyle and cultural diversity to the needs of that institution. Repeated instances of poor care may be an indication of more serious problems.

Neglect and acts of omission including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, and 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.

More information, including some potential indicators of these types of abuse are available in the Nottingham and Nottinghamshire Adult Safeguarding Guidance:

<http://www.nottinghamcity.gov.uk/ncaspb>

5. Preventing Abuse by Colleagues and Volunteers

5.1 Imagine ArtsDem Broxtowe has a commitment to be an open, positive, transparent and inclusive organisation. Imagine ArtsDem will protect its customers and supporters from all forms of adult abuse by:

Undertaking recruitment checks and appropriate referencing for all volunteers and colleagues who have or might have direct access to customers and supporters.

The disclosure of a criminal record would not automatically result in an individual not being suitable for a position. Consideration should be taken in relation to the type of offence, age of the offence and overall offending history. However, we also understand that the involvement as a colleague, volunteer or Member of any individual barred from working with adults at risk (evidenced by DBS check) is a criminal offence.

Raising awareness of adult abuse procedures amongst all colleagues, volunteers, directors and committee members.

Recommending that colleagues, volunteers and Members undertake adult abuse and Safeguarding Adults at Risk (SAAR) training.

Working in partnership with other relevant agencies by sharing information in accordance with our confidentiality policy and the Care Act 2014.

Providing readily accessible channels for dealing with complaints by customers and others.

Imagine ArtsDem will suspend volunteers, directors, committee members or colleagues immediately, pending the outcome of all safeguarding inquiries.

Imagine ArtsDem will dismiss colleagues and suspend volunteers, directors or committee members if it is found that they are unsuitable for the position and/or if it is found that they have caused harm or abuse to a customer.

Imagine ArtsDem will work in line with the Nottingham and Nottinghamshire Safeguarding of Adults at Risk Multiagency Policy.

For detailed Adult Safeguarding Multiagency procedures see: <http://www.nottinghamcity.gov.uk/ncaspb>

6. Responsibilities of Colleagues and Volunteers

6.1 **All colleagues** (paid and volunteers, including committee members) involved with the adult at risk, **have a duty** to act immediately to inform the referrer(s) responsible for 'referring to the local authority' of any concerns that an adult at risk:

- Has been abused or neglected; or
- Is being abused or neglected; or
- Is at risk of being abused or neglected.

This duty is to 'raise the concern' with the referrer(s), who has the responsibility to make a referral. It **does not** include any investigation into the concerns.

See Appendix Three for the list of people who are referrer(s)s for Imagine ArtsDem. For responsibilities of the referrer(s) see Appendix One.

7. What to do if you have a concern

7.1 You may become aware of a concern in a number of ways:

- The adult at risk tells you themselves
- A member of public (e.g., carer, family member, friend) raises it with you
- You may have directly observed something

7.2 When you have a concern:

- Raise it immediately with one of the persons designated as the 'Referrer(s)' in your organisation. Do not discuss the concern with anybody else.
- If the concern implicates any of the referrers, raise the concerns with an independent committee member.
- Ensure any immediate safety and welfare needs of the adult at risk are met.
- Make a clear written record of the concern, how it was raised, and any actions taken. (See template form – Appendix Four).
- Assure the person making the disclosure that you are taking them seriously.
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can.
- Avoid asking closed questions; use open ended questions, such as "what do you mean by...." or "can you tell me more about...."
- Keep questions to a minimum and only to clarify that the disclosure is a safeguarding concern.
- Make brief notes about what was said and what you saw as soon as possible afterwards, noting time, place and who spoke to you.
- Do not give promises of complete confidentiality.

- If it is appropriate, ask the adult at risk what they would like to happen as a result of you passing on the concern. However, you should
- explain that you have a duty to pass on your concerns to the referrer(s) and that their concerns may be shared with others who could have a part to play in safeguarding them.
- Reassure them that they will be involved in decisions about what will happen.
- If they have specific communication needs, provide support and information in a way that is most appropriate to them.
- Do not be judgmental or jump to conclusions.
- Do not discuss the concern with the person alleged to have caused harm or anyone else (other than the referrer(s)) unless the immediate welfare of the adult at risk makes this unavoidable.
- See Section 9 for what to do if an allegation is made about a volunteer (including directors and committee members) or colleague of Imagine ArtsDem.

Any person may report a suspicion of abuse to social care irrespective of the opinion of other personnel. See Appendix Two for the contact details of the referral points.

8 Support for Colleagues and Volunteers

8.1 Colleagues and volunteers will be supported in these circumstances. If social care needs further involvement from colleagues or volunteers following a report of abuse, one of the referrer(s) and / or a director will discuss with the social care department the nature of their needs and how they might be met.

9 Allegation of Abuse Made Against a Colleague or Volunteer

Colleagues and volunteers may be subject to abuse allegations. We will offer support in these circumstances, but any allegation will be reported to social care, and every assistance will be given in their investigation. Where appropriate, the disciplinary procedure may be implemented.

9.1 Where an allegation of abuse involves a colleague, volunteer or committee member as being the perpetrator, Imagine ArtsDem will ensure that they are suspended from duties until a full inquiry has been carried out and an outcome reached.

9.2 If the outcome is founded, the individual will be dismissed and Imagine ArtsDem will make a referral to the appropriate national safeguarding body.

10 Confidentiality

10.1 Confidentiality is central to our work, and the attention of all colleagues and volunteers (including Members) is drawn to the Confidentiality Policy.

Appendices

Appendix One: Duties and Procedure for Referrer(s)

Social services departments have been designated as the lead agencies with responsibility for coordinating a response to allegations or concerns of abuse.

The designated 'Referrer(s)' in the organisation has the responsibility of informing the appropriate adult social care referral points, as specified in Appendix Two:

Referrer(s) will work within the following timescales for reporting allegations or suspicions of abuse:

- **Immediate** if the adult is at risk of serious physical harm, or a serious criminal act has taken place, and evidence will need to be kept safe. **Dial 999 if it's an emergency.**
- **Within 24 Hours** if it relates to a specific incident which is, or may be still going on, or may happen again
- Ensure the immediate safety and welfare of the adult at risk and offer support to those involved.

After receiving a safeguarding alert, the referrer(s) will:

- Carry out initial information gathering recording all of the details given by the person reporting the allegations. However, **DO NOT FORMALLY INTERVIEW THE ALLEGED VICTIM.** Maintain detailed, factual and chronological records of all information gathered and actions taken (See the template form to record details (Appendix Four).
- Decide whether a safeguarding referral to adult social care is required and make the referral to social care if required if you have reason to suspect that abuse may have occurred based upon the information gathered and the local multiagency policy or if you are in any doubt, make a referral to the relevant Adult Social Care Department.
- If making a referral, seek the consent of the adult at risk. This should always be obtained unless there is an overriding public interest, or an issue of mental capacity. Refer to the multi-agency procedures and guidance for more information.

N.B. It is important to recognise that any person with mental capacity has the right to make their own decisions; even if this may not be regarded as in their best interests.

- Ask the adult at risk what outcome they want from any actions taken.
- The referrer(s) needs to inform the Manager of Imagine ArtsDem Centre (The Studio) if a safeguarding alert has been raised that involves a volunteer, colleague or Member.
- The Manager will be made aware if a safeguarding relates to a customer, even if a referral is not made, but will not be given any details.

Making a Safeguarding Report:

After receiving a safeguarding alert, the referrer(s) may report this to the Adult Services Department or Adult Protection Unit.

When making a telephone referral to the Adult Services Department, or Adult Protection Unit, explain that you want to make a 'Safeguarding Adults Referral'.

- You will be asked to provide your name and contact details.
- You will then be asked to provide details of the allegation, you must ensure that the information you share is factual based upon the information you have, never make any assumptions.
- Once the referral is complete, you must document this on your records and include the time the referral was made, who you spoke with and any other relevant information.
- Following on from this, the Investigating Officer from the Adult Services team will make a decision as to whether a Safeguarding assessment is required, and you should be informed by the end of the following day.
- Safeguarding assessments will usually involve a Safeguarding inquiry and an assessment of the need for health and social care provision.

- Not all safeguarding referrals will result in a safeguarding assessment and inquiry. The outcome however may be that other forms of inquiries are more appropriate such as; Disciplinary or Complaints.

Further Steps

- The alleged victim will be informed in writing at the earliest possible point of the actions that have been taken by Imagine ArtsDem.
- We will follow the guidance of the investigating officer and investigating organisation in relation to the appropriate disclosure of information to any other third party including other colleagues and voluntary organisations where the person responsible for abuse is involved.

Appendix Two: Adult Social Care Referral Points

Nottingham City Council

Health and Care Point – 0300 300 33 33

(Opening times; Monday - Thursday 8.30am – 5.00pm, Friday 8.30am – 4.30pm)

Nottinghamshire County Council

Multi-Agency Safeguarding Hub (MASH) – 0300 500 80 90 (professionals only)

(Opening times; Monday - Thursday 8.30am – 5.00pm, Friday 8.30am – 4.30pm)

Completing the online form at www.safeguardingadultsnotts.org (professionals only)
(Anytime)

Nottinghamshire Customer Service Centre – 0300 500 80 80 (members of public)

(Opening times; Monday – Friday 8.00am – 8.00pm, Saturday 8.00am)

Appendix Three: Name of Referrers for Imagine Artsdem activities

Justine Schneider: justine@imagineartsdem.co.uk 07843607058

Paul Goddard: paulgoddard214@yahoo.com 07581788241

Appendix Four: Safeguarding Alert Template Form

Section A-Details of the person you are concerned about: (Mandatory)			
Name	Age / Date of Birth:		
Home Address:	Male	<input type="checkbox"/>	Female
Post code:	Telephone/ Mobile:		
Current location of person if different from above.	NHS Identification No:		
GP Name.	GP Address.		
Has the concern been raised to any other organisation; e.g. Police, CQC. If yes, please specify or state no.			
The Care Act 2014 (S.42) mandates the Local Authority to make safeguarding enquiries if the following three conditions are met.			

a. Is the adult in need of care and support (whether or not the authority is meeting any of those needs)?

Yes No

b. Is the adult experiencing, or at risk of abuse or neglect?

Yes No

c. As a result of those needs are they unable to protect themselves against the abuse or neglect or the risk of it?

Yes No

Mental Capacity. (Mandatory section)

Does the person you are concerned about give their consent to the referral?

Yes. (see a) below) No. (see b) below)

a) If yes, person to sign below:

I agree that the information detailed below can be shared with the local authority, police and partner agencies in order to help with this safeguarding enquiry.

Signed:

Printed Name:

Date:

b) If the person is not able or not required to give their consent to this form please state reasons below.

Please give reasons for any decisions to refer without the persons consent, *for example; other people are at risk of abuse, a person's mental capacity is questionable - this should also be documented in the client's notes.*

Signed (person raising concern):

Printed Name:

Date:

Type of Abuse tick all that apply: ✓

- Physical Sexual Financial Neglect Self neglect
Organisational
- Discriminatory Psychological Domestic Abuse Other – please
detail
- Modern day slavery

Section B- Details of Concern/ Suspected Abuse. (Mandatory)

Please describe as fully as possible: include how it came to your attention, time(s), dates(s) and location(s) of alleged incident(s) and names of witnesses (if known). Detail any injuries and complete a body map if necessary.

(If necessary, continue on a separate sheet of paper and include with fax/email)

Additional Sheets Yes/ No

Action taken to protect the victim; details of any measures taken to secure the victim's immediate safety for example, enhanced protection plan, admitted to hospital or respite care etc.

Has the risk management framework been applied to the concern?

- Yes, Please state the risk score
 No.....

Section C-Details of person suspected or alleged to have caused/allowed the abuse (if known)

Name:	Age / Date of Birth:		
Home Address:	Male		Female
Postcode:	Ethnicity:		
Telephone/ Mobile:	NHS ID		

Current Location if different from above:

Relationship of person alleged to have caused the abuse to the Adult at Risk you are concerned about: ✓

- Husband/Wife/Partner Son/Daughter Friend/Neighbour Other Resident Stranger
- Professional/ paid care Volunteer Carer Other - detail:

Are you concerned that other adults or children are at risk from the person suspected of causing or allowing the abuse? Yes (give reasons) No Don't Know

Does the person suspected of causing the abuse provide care to the victim or any other person?

- Yes No Don't Know

Is the person suspected of causing the abuse aware of the allegation?

- Yes No Don't Know

Section D- Your Details – i.e. the person raising this concern (Mandatory)

Name:	Job Title:
Address:	Telephone / Mobile:
Post code:	Email:

Signature	Date: