



SAFEGUARDING ADULTS POLICY

June 2024

Date of Approval	Designated Safeguarding Lead	Safeguarding Trustee	Review Date
01/02/2024	Andrew Quartermain, CEO	Jane Fenoulhet	01/01/2025

Safeguarding Adults Policy Statement

This policy will enable Pro Corda to demonstrate its commitment to keeping safe the vulnerable adults of whom our services engage with.

Safeguarding adults refers to protecting a person's right to live in safety, free from abuse and neglect.

Our work is underpinned by both the frameworks of **The Care Act 2014** which sets out statutory responsibility for the integration of care and support between health and local authorities and **The Mental Capacity Act 2005**; an Act of the Parliament of the United Kingdom applying to England and Wales. Its primary purpose is to provide a legal framework for acting and making decisions on behalf of adults who lack the capacity to make particular decisions for themselves.

Pro Corda acknowledges its duty to act appropriately towards any allegations, reports or suspicions of abuse. It is important to have these policies and procedures in place so that staff, volunteers, service users and carers, can work to prevent abuse and know what to do in the event of suspected abuse.

The Policy and Procedures relate to the safeguarding of vulnerable adults. Vulnerable adults are defined as:

- People aged 18 or over
- Who are receiving or may need community care services because of learning, physical or mental disability, age, or illness
- Who are or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation

The policy applies to all staff, including senior management, trustees, paid staff, volunteers, seasonal workers, agency staff, students and anyone working on behalf of Pro Corda.

With Safeguarding being absolutely paramount to our work, this policy sets out procedures to follow and puts in place preventative measures to try and reduce any form of abuse.

This document is reviewed annually or in line with changes to legislation, whichever is sooner.

Pro Corda is committed to the following principles in all aspects of its safeguarding work:

Empowerment:

Putting people first and helping those who lack mental capacity feel involved and informed

Protection:

Supporting victims so they can take action

Prevention:

Responding quickly to suspected or witnessed cases of abuse

Proportionality:

Making sure what we do is appropriate to the situation and for the individual

Partnership working:

Sharing the right information in the right way

Accountability

Making sure all support services have a clear role

The Policy shall enable to:

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

In order to implement the policy Pro Corda will work to:

- promote the freedom and dignity of the person(s) who has or is experiencing abuse
- promote the rights of all people to live free from abuse and coercion
- ensure the safety and well-being of people who do not have the capacity to report abuse
- manage services in a way which promotes safety and prevents abuse
- recruit staff and volunteers safely, ensuring all necessary suitability checks are made
- provide effective management for staff and volunteers through supervision, support and training

Pro Corda will also:

- ensure that all senior management, trustees, staff, volunteers, service users, are familiar with this policy, procedures and baseline training – this can also be extended to families and carers where appropriate
- adopt a multi-agency approach in conjunction with The Suffolk Safeguarding Partnership; which holds a statutory role in supporting, coordinating and overseeing the delivery and quality of adult safeguarding activity within Suffolk - The Partnership's adult's website <https://suffolksp.org.uk/> provides a wide range of information on their work. It also includes published reports, information and guidance
- act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
- share information to Adult Social Care Services (Customer First) when one or more people are at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to vulnerable adults or children
- inform service users that where a person is in danger, then a decision may be taken to pass information to another agency without the service user's consent
- make referrals to Suffolk Adult Social Care Services (Customer First) as appropriate
- endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults
- will ensure that the Designated Safeguarding Officer; Andrew Quartermain (CEO) understands his responsibility to refer incidents of adult abuse to the relevant statutory agencies; the Police and Suffolk Adult Social Care Services (Customer First) Andrew (andrew@procorda.com) should be contacted for support and advice on implementing this policy and its procedures.

Procedures

Introduction

Pro Corda provides a residential music service/concert series and various other developmental opportunities to young adults across communities.

These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by Pro Corda.

Whilst learning of allegations or witnessing abuse can be a highly difficult subject for workers to deal with, Pro Corda is committed to the belief that the protection of vulnerable adults from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, trustees of the organisation, management committee members, staff and volunteers act appropriately in response to any concern around abuse by **Responding, Recording, Reporting and Referring**.

Preventing abuse:

Pro Corda is committed to putting in place safeguarding measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Pro Corda will be treated with respect.

Therefore this policy needs to be read in conjunction with the following policies:

- Equality
- Whistleblowing
- Code of Professional Conduct

Pro Corda is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This will include full and periodic disclosure and barring services (DBS) checks for everyone thus ensuring that references are taken up and adequate training on Safeguarding Adults is provided for all.

The organisation will work within the current legal frameworks for reporting staff or volunteers that are abusers.

Information will be available about abuse and the complaints policy and Safeguarding Adults policy statement will be available to service users and their carers/families.

Recognising the signs and symptoms of abuse:

Abuse is when someone causes harm or distress. It can take many forms, ranging from disrespect to causing someone physical or emotional pain. It can occur in someone's home, a care home, hospital, educational setting, place of work, or a public place. Often the people who commit abuse are taking advantage of a relationship. They may be a family member, friend, teacher, employer or paid carer to name a small few who we expect to trust.

Sometimes abuse isn't intentional but happens because someone doesn't have the skills or support needed to care for someone.

Pro Corda is committed to ensuring that all staff, the trustees, senior management and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. Pro Corda will ensure that the Designated Safeguarding Officer; Andrew Quartermain and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

Types of abuse

Sexual abuse

This includes:

- indecent exposure
- sexual harassment
- inappropriate looking or touching
- sexual teasing or innuendo
- sexual photography
- being forced to watch pornography or sexual acts
- being forced or pressured to take part in sexual acts
- rape

Physical abuse

This includes:

- being hit, slapped, pushed or restrained
- being denied food or water
- not being helped to go to the bathroom when you need to
- misuse of your medicines

Psychological/Emotional abuse

This includes:

- threats to hurt or abandon you
- stopping you from seeing people
- humiliating, blaming, controlling, intimidating or harassing you
- verbal abuse
- bullying and cyberbullying
- isolation
- an unreasonable and unjustified withdrawal of services or support networks

Domestic abuse

This includes:

This is typically an incident or 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.

Discriminatory abuse

This includes some forms of harassment, slurs or unfair treatment because of:

- race
- sex
- gender and gender identity
- age
- disability
- sexual orientation
- religion
- being married or in a civil partnership
- being pregnant or on maternity leave

Financial abuse

This could be someone stealing money or other valuables from you. Or it might be that someone appointed to look after your money on your behalf is using it inappropriately or coercing you to spend it in a way you're not happy with.

Internet scams and doorstep crime are also common forms of financial abuse.

Neglect

Neglect includes not being provided with enough food or with the right kind of food, or not being taken proper care of.

Leaving you without help to wash or change dirty or wet clothes, not getting you to a doctor when you need one (medical abuse) or not making sure you have the right medicines all count as neglect.

Institutional or organisational: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment.

Abuse may be carried out deliberately or unknowingly. 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.

Designated safeguarding officer:

Pro Corda has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with.

The designated named person for safeguarding adults within Pro Corda is Andrew Quartermain, he can be contacted on; 01728 831354, 07823 885336 or andrew@procorda.com

Should Andrew not be available please contact the Course Director responsible for the current course.

Further advice can be sought by contacting the Adult Social Care team directly. See below details.

The roles and responsibilities of the named person(s) are:

- 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 a vulnerable adult may be experiencing, or has experienced any form of abuse
- to ensure that concerns are acted on, clearly recorded and referred to the Adult Social Care Direct team or to the allocated social worker/care manager where necessary
- to follow up any referrals and ensure the issues have been addressed consider any recommendations from the Safeguarding Adults process
- 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. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse is greatest
- 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 if appropriate staff or volunteers will be 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 it's outcome

Responding to people who have experienced or are experiencing abuse Pro Corda recognises that it has a duty to act on reports, or suspicions of any form of abuse. 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/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 Safeguarding Manager in your organisation

All situations of abuse or alleged abuse will be discussed with the designated safeguarding officer or their deputy. If a member of the management committee, a trustee, staff member or volunteer feels unable to raise this concern with the designated safeguarding officer or their deputy then concerns can be raised directly with Adult Social Care Direct. The alleged victim will be told that this will happen. This stage is called the 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 Adult Social Care Direct team.

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 safeguarding officer may take advice at the above stage from Adult Social Care Direct or other advice giving organisations such as the Police.

Reporting concerns:

When it comes to safeguarding, no one is ever alone.

Information should be shared immediately, safely and confidentially.

Providing as much information as possible is always key when reporting a concern, with this in mind, where possible, please provide details of the following:

- The person (abused or abuser)
- Date of birth and address
- Factual information, observations
- Professional judgement (immediate safety concerns, your informed decision)
- Any aspects in relation to confidentiality and consent
- Why you have shared information and to who

Taking action in response to abuse is never easy, but one of the worst things you can do is nothing.

Your information could be vital in preventing further abuse

Adult or child protection comes before all other considerations, including that of confidentiality

Contact details:

Emergency services: 999 or 112

Adult Social Care Suffolk (Customer First)

Online referral:

<https://www.suffolk.gov.uk/care-and-support-for-adults/protecting-people-at-risk-of-abuse/report-abuse-of-an-adult/>

Phone: 0800 917 1109

Available: Monday-Friday 8am-6:45pm

Outside of normal working hours this number will divert to the Emergency Duty Service. They can deal with anything that can't wait until the next working day.

The team within Adult Social Care Suffolk (Customer First) 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.

Where further action is required this process will be led and undertaken by Adult Social Care Suffolk (Customer First)

Pro Corda Designated Safeguarding Officer: Andrew Quartermain

Phone: 01728 831354 or 07823 885336

Email: andrew@procorda.com

Where our work takes us out of the county of Suffolk, referrals will be made to the county of which we are/were operating in.

Managing an allegation made about a member of staff or volunteer:

Pro Corda will ensure that any allegations made against a member or members of staff 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 alleged or witnessed the police should be contacted immediately, as should Adult Social Care Suffolk (Customer First).

During any investigation the member or members of staff will be temporarily suspended with pay.

Where there are grounds for instant dismissal (an admission of guilt or absolute certainty) Pro Corda shall follow its own disciplinary procedure.

Should there be an allegation made against Andrew Quartermain, this must be brought to the attention of Graham Bowler: Chairman of Pro Corda Trust: chair@procorda.com

Recording and managing confidential information:

Pro Corda 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 Pro Corda's confidentiality and data protection policy.

All allegations/concerns are required to be stored electronically.

Access to this information will be restricted to the designated safeguarding officer and deputy.

In all cases, allegations and concerns must be kept as confidential as possible, with the likelihood being that on most occasions, there will be no requirement to inform other members of staff.

Site visitors:

Pro Corda shall require all site visitors to adhere to the following:

- Signing in and out on arrival and departure
- Supplying identification
- Always wearing a name badge
- Providing a DBS reference number where possible
- Reading our safeguarding statement on arrival
- Respecting any out of bounds areas

Reviewing policy and procedures:

This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, trustees, volunteers, service users, and where appropriate parents and carers. Andrew Quartermain will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually by the senior management team with Andrew Quartermain ensuring that any changes are clearly communicated to staff, trustees, volunteers, service users, and where appropriate parents and carers.