

WEB/RISC

Safeguarding Adults policy and procedure 2021

Approved and signed on behalf of the RISC Collective:

Print Name:

Signature:

Date:

Approved and signed on behalf of the RISC Board of Trustees:

Print Name:

Signature:

Date:

Adoption date:

Review Date, 2 years from adoption date, due:

WEB/RISC
Registered Charity no. 293799
35 – 39 London Street
Reading
RG1 4PS

t. 0118 9586692
f. 0118 9594357
e. admin@risc.org.uk

risc



WEB/RISC Safeguarding Adults policy and procedure 2021

Page Number	Contents
2/3	Policy statement What is abuse?
4	What to do if you notice abuse or if someone discloses abuse
5	Additional Good practice for staff and volunteers
5	Whistleblowing Recruiting staff and volunteers, including supervision and support
6	Confidentiality
7/8	Recruiting staff and volunteers, including supervision and support Important contact details for reporting
9/10	Concern form

Statement

As well as needing to provide a safe and secure environment under UK law as stipulated in the Care Act 2014 and the Human Rights Act 1998, WEB/RISC is committed to promoting the welfare of all vulnerable adults who are engaged in any aspect of our work.

This policy, statement and procedures have been drawn up in order to enable WEB/RISC to:

- promote good practice and work in a way that can prevent harm, abuse, radicalisation and coercion occurring.
- ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- ensure that all collective members, trustees, staff, volunteers, those working in any capacity on behalf of WEB/RISC such as self-employed contractors and service users are familiar with this policy and procedures.

The Policy and Procedures relate to the safeguarding of vulnerable adults. Vulnerable adults are defined as people aged 18 or over that:

- have care and support needs and



- are experiencing, or is at risk of, abuse or neglect and/or
- are unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of these care and support needs.

(West of Berkshire Safeguarding Adults board, 2017)

The guidance (chapter 14 of the Care and Support Statutory Government Guidance) states the aims of adult safeguarding are to:

- stop abuse and neglect where possible
- prevent harm and reduce the risk of abuse and neglect
- safeguard people in a way that supports them in making choices and
- having control about how they want to live
- concentrate on improving life for the person concerned
- raise public awareness so communities play a role alongside
- professionals
- provide accessible information, advice, and support about how to stay
- safe and how to raise a concern
- address the cause of the abuse and neglect.

What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and it may result in significant harm to, or exploitation of, the person subjected to it.

RISC will do everything it can to prevent vulnerable adults from:

- Neglect, physical abuse, sexual abuse, emotional abuse, psychological abuse
- bullying, including online bullying and prejudice-based bullying
- racist, disability and homophobic or transphobic abuse
- gender-based violence/violence against women and girls
- radicalisation and/or extremist hate and violence
- child sexual exploitation, trafficking and grooming or being drawn into county lines criminality
- domestic violence
- female genital mutilation
- forced marriage
- financial or material abuse
- Modern slavery
- 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 detailed definitions of some of these forms of abuse can be found at the end of the document.)

Historical abuse also falls within the scope of this policy statement. This is because an adult may disclose abuse which occurred in the past, or in their childhood. The abuser may still represent a risk to children, or to vulnerable adults, now, and so must be reported.

Different types of abuse may happen at the same time. It can happen in any setting.

What to do if you notice abuse or if someone discloses abuse

It is important that vulnerable adults are protected from abuse. All complaints, allegations or suspicions must be taken seriously.

This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion of abuse.

Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the individual.

A full record must be made as soon as possible, outlining the nature of the allegation and any other relevant information. This should include information in relation to the:

- Date
- Time
- Your name
- Names of others present
- Place where the alleged abuse happened
- Name of the complainant
- Name of the adult who has allegedly been abused
- Nature of the alleged abuse
- A description of injuries observed
- Account which has been given of the allegation (if appropriate)

Responding to an allegation

Any suspicion, allegation or incident of abuse must be reported to the Designated Person* (See page 7/8) on that working day where possible. A written record of the date and time of the report shall be made and the report must include their name and position as well the name and position of the person to whom the matter is reported.

The Designated Person* will take the following actions depending on the nature of the disclosure:



If the disclosure comes from a private individual concerned for themselves or someone they know.

- The Designated Person* shall telephone and report the matter to the appropriate local social services duty social worker
- When the concerns relate to a New Directions Learner you report it to the New Directions Designated Person* must be informed.
(*See page 8 for relevant contact details)

If the disclosure raises concern about a WEB/RISC member of staff or volunteer.

- The concerns will be investigated in line with the WEB/RISC Disciplinary Procedure for paid staff or the Volunteer Policy for volunteers.
- In the event of any allegation the person in question will be immediately suspended from working with children or vulnerable adults until the matter has been resolved.

Additional good practice for staff and volunteers

In the event of an incident or disclosure:

DO

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and obtain agreement on them
- Ensure notation of dates, time and persons present are correct and agreed
- Take all necessary precautions to preserve forensic evidence
- Follow correct procedure
- Explain areas of confidentiality
- Immediately speak to your manager for support and guidance
- Explain the procedure to the individual making the allegation if appropriate
- Remember the need for ongoing support.

DON'T

- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence



- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume Information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies.

Whistleblowing statement

It is vital that members of staff notify their Supervisor of their concerns. It is the responsibility of the Supervisor to take action, not the individual staff member. If a member of staff is concerned that the Supervisor is not taking sufficient action the member of staff should notify the collective/Board of Trustees.

Any notification should be carried out in accordance with the WEB/RISC Whistleblowing policy.

Confidentiality

Staff, volunteers and trustees have a professional responsibility to share relevant information about protection with other professionals, particularly investigative agencies and social services.

Clear boundaries of confidentiality will be communicated to all.

All personal information will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection policy. Records will only record details required in the initial contact form.

If someone confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells them sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies. Within that context they should be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as safety and welfare is the priority.

Where a disclosure has been made, staff should let the person know the position regarding their role and what action they will have to take as a result.

Staff should assure the person that they will keep them informed of any action to be taken and why. The person's involvement in the process of sharing



information should be fully considered and their wishes and feelings taken into account.

Recruiting, induction and training of paid staff, Collective members, Trustees and volunteers

If the position will mean that the individual will have contact with vulnerable adults, the following procedure will always be followed:

1. The role description/ job advert will identify whether DBS checks will be required and at what level. Please see chart on page 8 for more details on regulated activities to determine whether a DBS is required.
2. All applicants, whether for a paid role or volunteering position, including Trustees and Collective Members, must complete an application form as appropriate
3. All suitable applicants will be interviewed in person
4. We will request references from at least two people who have known the applicant for at least two years and who are not relatives.
5. We will request a Disclosure and Barring Service check (formally CRB) for each applicant who will be engaged in 'regulated activity' (If you are unsure, please see page 9). For Trustees we will request an enhanced DBS check, as they are legally representing the organisation.
6. No person will be allowed to work or volunteer with vulnerable adults in a regulated activity until the DBS check has been satisfactorily returned. Volunteers/staff who are not in regulated activity will be supervised at all times by a person who has a clear DBS check.
7. As part of the induction programme, all new staff and volunteers will be taken through this policy and procedure and will be given appropriate training for the role. This will include relevant safeguarding training, and Prevent training.
8. Frontline staff who engage with the public will understand what radicalisation means and why people may be vulnerable to being drawn into terrorism as a consequence of it. They need to be aware of what we mean by the term "extremism" and the relationship between extremism and terrorism (see Appendix D).
9. Staff need to know what measures are available to prevent people from becoming drawn into terrorism and how to challenge the extremist ideology that can be associated with it. They need to understand how to obtain support for people who may be being exploited by radicalising influences.
10. Staff have a duty to eliminate discrimination, harassment and victimization they must be aware of the dangers of stereotyping and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
11. The designated person and/or the deputy will maintain a list of all individuals working or volunteering for the organisation and whether they have completed a DBS check satisfactorily for their role, when this will be next updated, relevant safeguarding training for the role. Such information will be held in accordance with the WEB/RISC Data Protection Policy and Procedure.
12. Roles may be subject to a probationary period.



13. Appropriate support and supervision will be given as appropriate, and each person will have a Supervisor.

Important contact details for reporting (Who to contact):

*The Designated Person for Safeguarding Adults in WEB/RISC is Dave Richards

Email: dave@risc.org.uk

Tel: 0118 958 6692

Internal Ext. 28

The Deputy Designated Person is Sharon Fitton

Email: sharon@risc.org.uk

Tel: 07533266037

Named Safeguarding TRUSTEE is Colin Date

Email: colingndate@gmail.com

Tel: 01344 641936

Lisa Potter – New Directions College Deputy Principal and Designated Safeguarding Officer

Tel: 0345 842 0012

Mobile: 07966189883

Email: lisa.potter@reading.gov.uk

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

In an emergency situation call the Police on 999.

If you think there has been a crime but it is not an emergency, call the Police on 101.

If you are concerned about yourself or another adult who may be being abused or neglected, contact Adult Social Care in the area in which the person lives, on the numbers below:

- **Reading: 0118 937 3747**
- **West Berkshire: 01635 519056**
- **Wokingham: 0118 974 6800**
- **Out of normal working hours, contact the Emergency Duty Team: 01344 786 543**
- **New Directions College 0345 842 0012**



This policy should be read in conjunction with the West Berkshire Multi-Agency Safeguarding Adults Policy and Procedures documents, which are available at:

<http://www.sabberkshirewest.co.uk/practitioners/berkshire-safeguarding-adults-policy-and-procedures/>

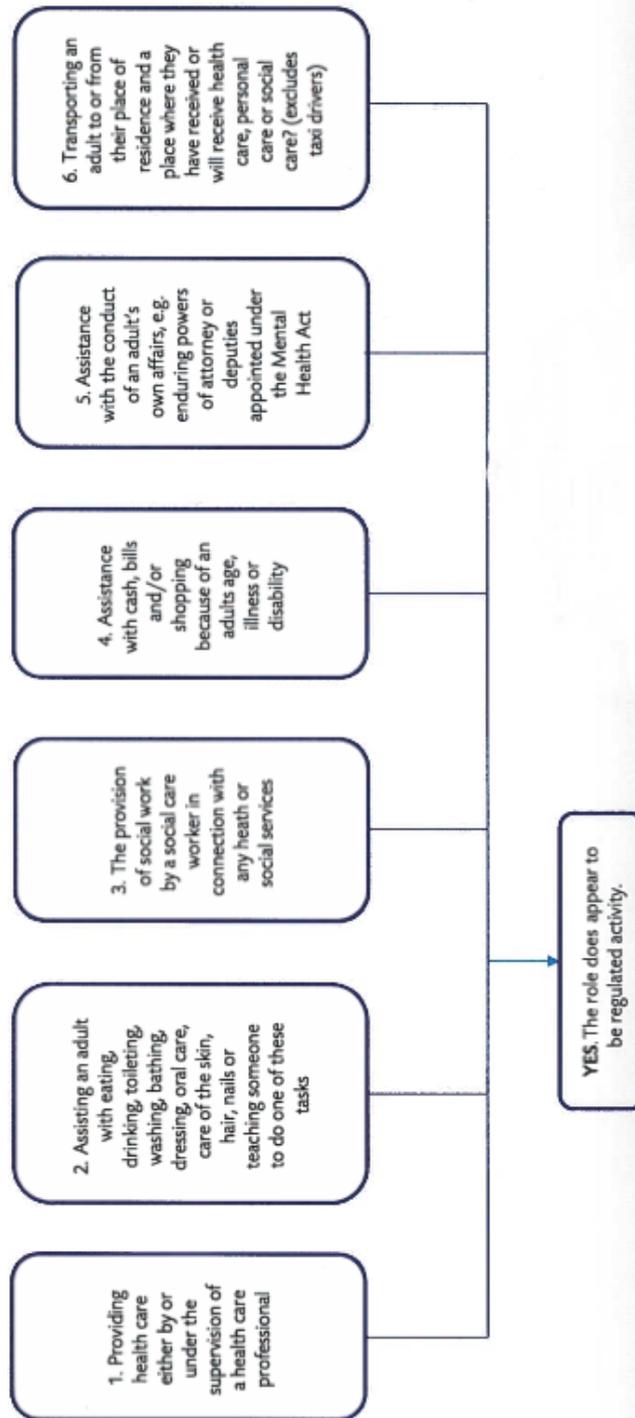
Safeguarding is a standing agenda item on both the Board of Trustees regular meetings and the Collective regular meetings.

Appendix A- Regulated Activities Flow Chart



Important: this chart does not apply to family arrangements and personal non-commercial arrangements (these are not covered by the DBS system) and should be read in conjunction with the full guidance from the Department for Education, available via www.education.gov.uk/childrenandyoungpeople/safeguardingchildren/a00209802/disclosure-barring

Does the role involve any of the following activities?



risc



Appendix B

Record of alleged abuse of an adult

Name of person raising concern		Date that concern was raised	
		Time that concern was raised	
Name of any other person/s present.		Place where alleged abuse happened	
Name of the adult who has allegedly been abused		Relationship to you?	
Who have you passed this information on to?		On what date?	
<p>Detail of concern, include a description of injuries observed and record any account that has been given of the allegation</p> <p>(Please include as much detailed information in this section as possible. Remember - the quality of your information will inform the level of intervention initiated.)</p>			
Action Taken		By who	Date & time Completed



Outcome			
Action Taken		By who	Date & time Completed
Outcome			
Action Taken		By who	Date & time Completed
Outcome			
Name of Designated Person		Signature	



Appendix C

What to look out for – symptoms abuse

Financial abuse

Includes having money or property stolen, being defrauded or 'scammed', being put under pressure in relation to money or other property, or having money or other property misused.

Things to look out for include changes in living conditions, lack of heating, clothing or food, inability to pay bills or unexplained money shortages. Other indicators include unexplained withdrawals from an account, unexplained loss of or misplaced financial documents, recent addition of authorised signers on a signature card, or sudden or unexpected changes in a will or other financial documents. There may, of course, be other explanations for any of these indicators.

Physical abuse

Includes assault, hitting, slapping, pushing, misuse of medication, restraint, and inappropriate physical sanctions.

Psychological abuse

Includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, and harassment. Also includes verbal abuse, cyber bullying, isolation, unreasonable and unjustified withdrawal of services or support networks, or withdrawing or limiting access to medication or essential assistive equipment.

Sexual abuse

Includes rape, inappropriate touching, indecent exposure, and sexual acts to which the adult has not consented or was pressured into consenting to.

Discriminatory abuse

Includes harassment, slurs and any other type of abuse perpetrated due to the person's: race, gender and gender identity, age, disability, sexual orientation, religion. These are 'protected characteristics' under the Equality Act 2010.

Modern slavery

Includes slavery, human trafficking, and forced labour and domestic servitude.

Organisational abuse

Includes neglect and poor care practice within an institution or specific care setting, 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.

Neglect and acts of omission

Includes ignoring medical, emotional or physical care needs; failing to provide access to appropriate health or care and support; or withholding the necessities of life, such as medication, nutrition and heating (whether intentional or not). Not enabling access to assistive equipment like hearing aids, walking aids, or dentures may be neglect but can also indicate coercive control.

Domestic abuse



Includes violence, psychological, sexual, financial, and emotional abuse. Also patterns of coercive and controlling behaviour during a relationship between intimate partners, former partners who still live together, or family members, and honour-based violence. Threats to family pets or other family members can be a form of domestic abuse.

Self-neglect

Most forms of neglect or abuse are perpetrated by another person and the law generally presumes there is a perpetrator as well as a victim. An exception is self-neglect.

Self-neglect is a difficult area due to the human right to private life. If someone chooses to live in a particular way, however worrying that is, there are limited circumstances when the law can intervene. This consideration must be balanced with the right to safeguarding, which is also based on human rights protections.

Self-neglect covers a range of behaviour related to neglecting to care for one's personal hygiene, health, or surroundings and includes behaviour such as hoarding. Evidence of self-neglect may not prompt a formal safeguarding enquiry, but may lead to other forms of social care intervention. Assessments must be on a case by case basis.

The decision on whether a safeguarding response is required depends on the adult's ability to protect themselves by controlling their own behaviour.

However, if someone you know is not looking after themselves, perhaps not eating or washing properly, or hoarding and living in a chaotic and dilapidated environment, the local authority adult social care team should be notified as they may be able to offer constructive help. They should attempt to engage the person and try to carry out an assessment and may be able to provide further care or support.

Appendix D

STATUTORY DUTIES – PREVENT, including the promotion of British Values
Prevent is 1 of the 4 elements of CONTEST, the government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism. The PREVENT strategy:

- responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views;
- provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support;
- works with a wide range of sectors (including education, criminal justice, faith, charities, online and health) where there are risks of radicalisation with which we need to deal.

The strategy covers all forms of terrorism, including far right extremism and some aspects of non-violent extremism. Radicalisation is the process by which individuals come to support terrorism or violent extremism. There is no typical profile for a person likely to become involved in extremism, or for a person who moves to adopt violence in support of their particular ideology.

Although a number of possible behavioural indicators are listed below, staff should use their professional judgement and discuss with other colleagues or external partners if they have any concerns:

- Use of inappropriate language
- Possession of violent extremist literature
- Behavioural changes
- The expression of extremist views
- Advocating violent actions and means
- Association with known extremists
- Seeking to recruit others to an extremist ideology

In addition to reporting Prevent concerns to the necessary authorities, RISC has a duty to use opportunities in the curriculum to challenge extremism and to promote British values (which it does through our Education Values listed in Appendix E)

Extremism is defined as: 'Vocal or active opposition to fundamental British values and calls for the death of members of our armed forces, whether in this country or overseas'.

British values are defined as: 'Democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs'.

If anyone has any significant concerns about a learner beginning to support terrorism and/or violent extremism, they should discuss the individual with the Designated Safeguarding Officer.

Appendix E RISC Educational Values

Embedded in our teaching practise and included in our session planning and delivery are the global citizenship values. These are detailed below and outline the knowledge, skills and values which we believe learners in the UK need in order to thrive as global citizens and which incorporate those that the British Government define as 'British Values'. Which are democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs

Knowledge and understanding	Skills	Values and attitudes
Social justice and equity	Critical and creative thinking	Sense of identify and self-esteem
Identity and diversity	Empathy	Commitment to social justice and equity
Globalisation and interdependence	Self-awareness and reflection	Respect for people and human rights
Sustainable development	Communication	Value diversity
Peace and conflict	Cooperation and conflict resolution	Concern for the environment and commitment to sustainable development
Human rights	Ability to manage complexity and uncertainty	Commitment to participation and inclusion
Power and governance	Informed and reflective action	Belief that people can bring about change

Oxfam - Global Citizenship in the Classroom – A guide for teachers



