



ADULTS AT RISK SAFEUARDING POLICY



JULY 10, 2022
THE WIDOWS EMPOWERMENT TRUST
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**WIDOWS
EMPOWERMENT
TRUST**

Adults at Risk Safeguarding Policy

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Responsible person	Oyovwe A. Kigho	Scheduled review date	10/7/2022

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1.0 INTRODUCTION

This policy outlines Widows Empowerment Trust approach to safeguarding vulnerable adults applying to all trustees, employees and volunteers on behalf of the organisation and the way we intend to work with customers, agencies and other organisations to protect and promote their welfare. The Widows Empowerment Trust recognises the importance of its support services to families, adults, and its responsibilities to safeguard and promote the welfare of those who are vulnerable or at risk.

The welfare of a vulnerable adult is paramount regardless of their age, faith, religion, culture ethnicity, race, colour, disability, gender or sexual identity and they have the right to be protected from abuse.

The organisation recognises that some vulnerable adults are additionally vulnerable to abuse due to their disability, level of dependence, communication needs or other issues. The organisation will always take extra care to look out for signs of abuse in this group of individuals and ensure that their needs are not neglected due to difficulties they may have in communicating signs of abuse.

All suspicions and allegations of abuse will be taken seriously and responded to immediately with the appropriate action taken.

1.1 GROUP TO WHOM THIS POLICY APPLIES

This policy applies to volunteers and trustees.

2.0 PURPOSE

The purpose of this policy is to:

- Protect vulnerable adults who receive support or access services, or events run by The Widows Empowerment Trust.
- Provide a safeguarding framework that Widows Empowerment Trust can use to ensure the group approach to safeguarding vulnerable adults is appropriate.
- Provide trustees, employees, and volunteers with information on safeguarding in line with current legislation.
- Set out The Widows Empowerment Trust's responsibilities towards the safeguarding of vulnerable adults.
- Contribute towards sustainable communities and improve the quality of life for those people who live, work, and visit the area.

3.0 SCOPE

3.1 DEFINITIONS

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A 'vulnerable adult' is defined as someone over the age of 18 years who receives a health, personal (includes personal care such as washing and dressing, toileting, feeding, financial matters) or social care service from a professional.

3.2 FORMS OF ABUSE OR NEGLECT

Abuse is the violation of an individual's human and civil rights by another person or persons and can include:

- Physical Abuse
- Domestic Abuse including violence
- Sexual Abuse
- Psychological or Emotional Abuse
- Financial or Material Abuse
- Modern Slavery
- Discriminatory Abuse
- Organisational Abuse
- Neglect and Acts of Omission
- Self-neglect

4.0 RESPONDING TO AN ALLEGATION OR SUSPECTED ABUSE OR NEGLECT

4.1 DEALING WITH A REPORT FROM A CLIENT

It is recognised that vulnerable adult may seek you out to share information about abuse or neglect or talk spontaneously individually or in groups when you are present. Disclosures should be encouraged to take place in a private setting. Volunteers are encouraged to report the need for a disclosure to a session leader and inform the client that they may disclose to a session leader. If you feel taking a disclosure yourself is appropriate, guidance includes:

- Listen carefully to the vulnerable adult. **DO NOT** directly question them.
- Give the vulnerable adult time and attention.
- Allow the vulnerable adult to give a spontaneous account.
- Make an accurate record of the information you have been given taking care to record the timing, setting and people present, the vulnerable adult's presentation as well as what was said. Do not throw this away as it may later be needed as evidence.
- Use the vulnerable adult's own words where possible.
- Explain that there is a duty to report this to the Charity Commission.
- Reassure the vulnerable adult that:
 - they have done the right thing in telling you.
 - they have not done anything wrong.
- Tell the vulnerable adult what you are going to do next and explain that you will need to get help to keep him/her safe.
- **DO NOT** ask the vulnerable adult to repeat his or her account of events to anyone.

If an adult is in immediate danger, you should ring the emergency services or contact the police on 999.

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4.2 REPORTING ABUSE WITHIN THE ORGANISATION

The disclosure received and any suspicion of abuse should be reported to the CEO verbally and in writing. In the following course a written account will be requested on a form. Urgent concerns can be reported verbally to a session leader.

Whistle-blowers will be supported throughout to ensure their concerns are met to the full extent. They will be kept informed of progress into the matter and will be kept anonymous to whom the allegation is made against.

If the situation does not require emergency assistance you should report your concerns to:

Protect Charity Commission Whistleblowing Helpline

08000 557214

Manchester Contact Centre

Telephone: 0161 234 5001 (open 24 hours a day, seven days a week)

Email: mcsreply@manchester.gov.uk

Secure email: socialcare@manchester.gcsx.gov.uk if you are sending sensitive information

SMS Text: 07860 003160

Online through: Sign-Video

Manchester City Council and its partners have a Multi-Agency Safeguarding Hub (MASH) that screens all contacts concerning the welfare or safety of a or adult.

The Manchester MASH operate a consultation line for partner agencies – the number is 0161 219 2895 and is available between 8.45am and 4.30pm on weekdays.

All concerns about the safety or welfare of an adult must go through the Manchester Contact Centre.

The Adult's MASH and the Contact Centre are based in Bridgewater House on Whitworth Street, Manchester.

4.3 SUPPORT FOR VOLUNTEERS RECEIVING DISCLOSURES

A volunteer who receives a disclosure will be offered the choice of how involved the wish to remain with the given service user. If they wish to remain involved, they will be given training on how to respond and continue to be aware of the issue while maintaining their relationship and continuing to care for the service user's wellbeing.

4.4 MAKING A REFERRAL

- Adults Practitioners should complete the online form available on the MCC website: secure.manchester.gov.uk
- & Families Practitioners should complete a multi-agency referral form for social work support: [Request for Social Work Support \(issued Nov 2017\) WORD VERSION](#) OR [Request for Social Work Support \(issued Nov 2017\) PDF VERSION](#)

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The [Request for social work support – guidance](#) should also be consulted.

(Note: this form was formerly known as the ‘Multi-agency Safeguarding Referral Form’)

The consultation line enables agencies considering making a referral to discuss any concerns they may have for a with a senior social worker within the MASH. The social worker will reduce the [Levels of Need \(multi-agency Decisions Framework\)](#) and where the threshold for social work intervention is not met the Social worker will be able to have an informed discussion with the referrer as to why not, and where appropriate advise that an [Early Help Assessment](#) is undertaken, or direct the professional to a local Early Help Hub.

PLEASE DO NOT EMAIL A REFERRAL TO THE MSB INBOX– this may result in a delay in your referral reaching the correct team.

Early Help Practitioner Zone

Guidance and resources for practitioners, including the Early Help Assessment Form and Levels of Need Framework; and how to contact the Early Help Hubs can be found in the Early Help Practitioner Zone on the MCC website Help & Support Manchester hsm.manchester.gov.uk

Practitioners can find the [full list of forms](#) in our resource hub – this includes a link to [allegations management](#), [SAR referrals](#) and [SCR referrals](#).

4.5 PROCEDURE FOR HANDLING COMPLAINTS AGAINST STAFF MEMBERS AND VOLUNTEERS

We approach the volunteer by indicating the reason for the discussion without putting any complainant at risk by revealing their identity. After a discussion with them on a one-to-one basis we would come to a resolution after some time for decision-making. The volunteer would be informed in writing of the outcome.

5.0 INFORMATION SHARING AND CONFIDENTIALITY

There is a duty to report all serious safeguarding incidents to the Charity Commission.

Legally staff can share confidential information with the service users’ consent. If the information is in the public interest, it is legal to share the information without the service users’ consent.

Staff should always record the reason for disclosing information and whether disclosure was made with or without consent.

5.1 FAILURE TO SHARE INFORMATION CAN PUT INDIVIDUALS AT SERIOUS RISK

- Confidentiality is a serious consideration for all public services but within the confines of Safeguarding arrangements information can be safely shared. Responsible information sharing plays a key role in enabling services to protect victims of adult abuse and in extreme cases saves lives.

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- Articles 2 and 3 of the Human Rights Act 1998 place an obligation on public authorities to protect people’s rights to life and their freedom from torture, inhumane and degrading treatment. Meeting these obligations may necessitate lawful information sharing. However, all information sharing should be done on a case-by-case basis.
- In all cases, the worker involved should discuss the proposal to share information with, and seek approval from, their Line Manager. The reasons for sharing information, what information is shared and who this has been shared with should be recorded.

5.2 CONFIDENTIALITY

- The legal principle that the “welfare of the vulnerable adult is paramount” means that considerations of confidentiality which might apply to other situations in the organisation should not override the right of the individual to be protected from harm.
- Any concern for the welfare of a vulnerable adult must be reported immediately to one of the Safeguarding Leads and further action taken as required.
- The Society will make sure that all records will be limited to those who require access or have a specific interest in the issue. Records will be stored securely and destroyed within a reasonable time frame, unless there is a need to keep them.

6.0 THE POLICY

The guiding principles in our approach to safeguarding vulnerable adults are based upon the principles and values that govern how safeguarding procedures should be implemented. These reflect the most recent national guidance and Manchester City Council’s Multi-Agency Safeguarding Policy and Standards.

EMPOWERMENT

- We will support and encourage individuals to make their own decisions and informed consent
- We will support people to recognise abuse and what they can do to keep themselves safe
- We will encourage people to report abuse and make it easy to do so
- Where appropriate we will consult individuals before we act
- We will publicise and promote our services which could support those who are vulnerable

PREVENTION

- Staff will be familiar with the six principles underpinning adult safeguarding
- Staff will be trained to recognise the symptoms of abuse and be able to respond effectively and appropriately to safeguarding concerns
- We will proactively identify customers who may be vulnerable
- Recruitment practices will reflect Safer Recruitment Guidance
- We will make appropriate enquires concerning suspected abuse or neglect

PROPORTIONALITY

- Safeguarding concerns will be responded to proportionately by investigating and taking the least intrusive response appropriate to the risk presented
- We will ensure we have effective ways of assessing and managing risk

PROTECTION

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- Where appropriate we will work with partner agencies to support and protect those reporting or being abused
- We will use all relevant tools or powers available, according to our best professional judgment
- We will ensure that suspected criminality is reported quickly to the police
- We will respond to and monitor each reported case of abuse or neglect until a satisfactory outcome is achieved
- We will promote an approach that concentrates on improving life for the adults concerned partnership
- We will actively engage with Manchester Safeguarding 's Board (MSCB), Manchester Safeguarding Adult's Board (MSAB) and Strategic Housing

PARTNERSHIP

- We will align services with wider Government and Local Authority guidance and initiatives
- We will incorporate learning from Serious Case Reviews
- We will develop effective safeguarding networks

ACCOUNTABILITY

- We will have clear Adult Safeguarding operational policies, procedures and information sharing protocols
- We will treat all reports of abuse and neglect as confidential, sharing information only with other organisations that can help with the problem, observing data protection laws and information sharing principles
- We will reflect local and national best practice
- Our safeguarding approach will be regularly audited and evaluated
- We will use feedback from customers to review how we deliver our services
- We will understand our customers' needs and monitor any emerging issues/themes

7.0 METHOD AND APPROACH

This policy should be read in conjunction with the detailed procedures, guidance notes and the following complementary policies to meet its aims:

- Adult Safeguarding Policy
- Safeguarding and Young People Policy
- Vulnerability Policy
- Antisocial Behaviour Policy
- Concern Card Procedure

8.0 RESPONSIBILITY

The CEO, Oyovwe Kigho is responsible for ensuring that this policy complies with legislative requirements. All trustees, employees, volunteers, and where appropriate contractors are responsible for implementing this policy.

9.0 MONITORING, REVIEW AND EVALUATION

- Operations Committee will monitor performance relating to safeguarding.
- The Widows Empowerment Trust Board will receive updates on live cases and notifications of serious case reviews.

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- This policy will be reconsidered against all relevant legislative changes and will be reviewed every three years as a matter of course.

10.0 LEGISLATION

This policy and any subsequent procedures have been written in accordance with relevant guidance and legislation, from the following:

- The Act 1989 / The Act 2004
- Families Act 2014
- Protection of Act 1999
- United convention of the Rights of the 1991
- Data Protection Act 1998
- Equality Act 2010
- Sexual Offences Act 2003
- Protection of Freedom Act 2012
- Working Together to Safeguard 2015
- Freedom of Information Act 2000
- Human Rights Act 1998
- Data Protection Act 1998
- Mental Capacity Act 2005
- Mental Health Act 2007
- Equality Act 2010
- No Secrets 2000
- Care Act 2014
- Care Act 2014: statutory guidance for implementation
- Manchester Safeguarding Standard 2011
- Safeguarding Adults Multi-Agency Safeguarding Policy Manchester Safeguarding Adults Board June 2010
- Safeguarding Vulnerable Groups Act 2006

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Acknowledgment

The employee below understands the procedure for Adult Safeguarding with The Widows empowerment Trust.

Furthermore, the employee or volunteer agrees to abide by the procedures outlines in this policy for the duration of their professional relationship with The Widows Empowerment Trust.

I have read and understand the **Adult Safeguarding**

Staff Name	Date	Signature	Organisation if appropriate

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