

Approved by the Board of Trustees 30 September 2019
Amended 15 January 2020

Safeguarding Adults Policy and Procedure

New Ventures Trust's commitment to safeguarding

Every organisation that works with volunteers who might be adults at-risk, needs to have a person who takes the lead on the safeguarding and protection of adults at-risk. New Ventures Trust's Designated Safeguarding Officer (DSO) is Sian Edwards (contact: dso@newventurestrust.co.uk)

Aim of New Ventures Trust

New Ventures Trust's aim is to equip young people under the age of 25 in the United Kingdom with confidence, self-reliance and transferable skills, encouraging them to think independently, take responsibility and make the most of every opportunity. This is achieved, in particular but not exclusively, by delivering and facilitating projects for such young people, in collaboration, where appropriate, with state-maintained educational establishments, charitable institutions, community groups and other voluntary bodies. The projects are principally, but not exclusively, focused on personal development, creativity, community engagement and career awareness.

Introduction

This policy outlines the steps New Ventures Trust will take to safeguard an adult with care and support needs if they are deemed to be at risk. It sets out the roles and responsibilities of New Ventures Trust in working together with other professionals and agencies, as necessary, in promoting their welfare and safeguarding them from abuse and neglect. It sets out the procedures to be followed and signposts further guidance and information.

Our policy on safeguarding adults

New Ventures Trust relies on many adult volunteers to engage with young people who participate in our activities, projects, workshops and events. Some of these adult volunteers and some of our participants aged 18-25 may have care and support needs.

New Ventures Trust does not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

New Ventures Trust adheres to following the six key principles that underpin safeguarding work set out in The Care Act 2014 (the "Care Act")

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

New Ventures Trust's staff and volunteers shall ensure that their work reflects the principles above and the adult with care and support needs is involved in their decisions and informed consent is obtained. New Ventures Trust shall ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community shall be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. New Ventures Trust shall be transparent and accountable in delivering safeguarding actions.

New Ventures Trust will ensure that decisions made will allow adults to make their own choices and include them in any decision making. New Ventures Trust will also ensure that safe and effective working practices are in place.

New Ventures Trust recognises the principle of Making Safeguarding Personal (MSP) means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

New Ventures Trust will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and lifestyles, the same process may not work for all.

This policy is intended to support staff and volunteers working within New Ventures Trust to understand their role and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of New Ventures Trust to:

- have an overview of adult safeguarding;
- be clear about their responsibility to safeguard adults; and
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk.

This policy applies to *any* adult who:

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

All staff will be made aware of this policy as part of their initial induction process and there will be regular briefings and updates for all staff.

Where necessary or possible, staff will be encouraged to attend appropriate training courses

This policy and procedure will be reviewed every year, updated with new information as necessary and staff, volunteers and trustees kept informed.

What is safeguarding adults?

'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. This must recognise that adults sometimes have complex

interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'

Care and Support Statutory Guidance, Department of Health, updated February 2017

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

Procedures

What to do if you have concerns about an adult

All staff and volunteers shall contact the DSO for any concerns/queries they have about safeguarding adults. A log of the concern must be kept by the DSO

It is may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on staff, volunteers and trustees of New Ventures Trust to help them.

You may have concerns about an adult, because of something you have seen or heard, or someone may choose to disclose something to you. Whatever the nature of your concerns, all staff and volunteer should discuss them first with the DSO, within one working day, unless emergency action is required. Staff and volunteers shall ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

New Ventures Trust's DSO is Sian Edwards dso@newventurestrust.co.uk

Staff and volunteers at New Ventures Trust who have any adult safeguarding concerns and the DSO shall:

- Take emergency action if someone is at immediate risk of harm or in need of urgent medical attention;
- establish brief details about what has happened and what the adult would like done about it, but do not probe or conduct your own investigation;
- seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this;
- provide information about all incidents and concerns to the DSO who shall log this in the New Ventures Trust safeguarding log. All relevant persons shall ensure that a printed copy is provided to the DSO of all electronic communication and the DSO shall make these available to trustees where necessary or appropriate;
- write records contemporaneously, as far as possible, dated and signed;
- keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access shall not be given to any unauthorised personal for accessing confidential information including the sharing of passwords; <https://newventurestrust.co.uk/privacy-policy>
- incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

The role of the Designated Safeguarding Officer (DSO)

The DSO shall ensure that the safeguarding adults' policies and procedures are in place and up to date, and that they are up to date with their safeguarding adults training.

The DSO is responsible for making decisions about notifying adult social services if required and consider alternative actions, where necessary.

When making a decision whether to refer or not, the DSO will take into account:

- the adult's wishes and preferred outcome;
- whether the adult has mental capacity to make an informed decision about their own and others' safety;
- the safety or wellbeing of children or other adults with care and support needs;
- whether there is a person in a position of trust involved; and
- whether a crime has been committed.

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed;
- the Gloucestershire Safeguarding Adults Board ("GSAB") by telephone 01452 426868 8.00am to 5pm Monday to Friday or, when out of hours, the Emergency Duty Team on 01452 614194, and/or email: socialcare.enq@gloucestershire.gov.uk;
- the Charities Commission; and or
- family/relatives as appropriate (seek advice from the GSAB).

The DSO will decide if the concern should be referred to Gloucestershire's Safeguarding Adults Board (GSAB). As soon as GSAB becomes involved, a 4-stage safeguarding adults process is followed. For more



information about this 4-stage safeguarding adults process, refer to the Gloucestershire Safeguarding Adults Board Procedures <https://www.gloucestershire.gov.uk/gsab/>

The DSO will advise a course of action if an allegation is made against one of New Ventures Trust members, volunteers, trustees or directors. If the allegation is against the safeguarding lead, staff and volunteers should notify one of the other trustees who will seek advice from Gloucestershire's Safeguarding Adults Board (GSAB).

The GSAB will decide on who will lead on a safeguarding enquiry should it progress to that stage. New Ventures Trust will not conduct its own safeguarding enquiry.

Where such allegations are made, consideration must be given to the following three strands:

- 1) The police investigation of a possible criminal offence;
- 2) Enquiries and assessment by the Gloucestershire Safeguarding Adults Board (GSAB) as to whether the child is need of protection or in need of services;
- 3) Consideration by an employer of disciplinary action in respect of the individual.

The DSO is responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback shall be given in a way that will not make the situation worse or breach the Data Protection Act 2018. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. The Mental Capacity Act Code of Practice should also be referred to. New Ventures Trust will also consider the need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concerns.

Definitions of abuse

The Care and Support statutory guidance sets out the 10 main types of abuse (there are some which are unlikely to be relevant to New Ventures Trust's activities):

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern slavery
- Self-neglect

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

Possible signs of abuse

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts;
- Difficulty making friends;
- Fear or anxiety;
- The person looks dirty or is not dressed properly;
- The person never seems to have money;
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms);
- The person has signs of a pressure ulcer;
- The person is experiencing insomnia;
- The person seems frightened or frightened of physical contact;
- Inappropriate sexual awareness or sexually explicit behaviour;
- The person is withdrawn, changes in behaviour.

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers

Confidentiality and information sharing

New Ventures Trust expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, New Ventures Trust does not share information if this is not necessary or legally required.

Information may be shared by New Ventures Trust with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. Further guidance on information sharing and safeguarding is available from the Social Care Institute for Excellence

Complaints procedure

New Ventures Trust promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with service users and other relevant people when things go wrong.

If a staff or volunteer or any other member of the organisation is unhappy with New Ventures Trust's decision about the safeguarding concern, refer them to [NVT Complaints Procedure](#) .



New Ventures Trust is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation.

[NVT Whistleblowing Policy](#)

Further information and guidance

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
- Gloucestershire's policy on safeguarding adults
www.gloucestershire.gov.uk/safeguardingadults.

For more information read section 14.17 of the Care and Support Statutory Guidance

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect.

<https://www.equalityhumanrights.com/en/human-rights/human-rights-act> . New Ventures Trust shall ensure that staff and volunteers are aware of how this policy can be accessed.

This policy is available on the New Ventures Trust website <https://newventurestrust.co.uk> and staff and volunteers shall be made aware of how this policy can be accessed.