

LIVE WELL IN BRAUNTON

Safeguarding Policy

Principles

We are committed to safeguarding and protecting from harm all staff, volunteers and users of our services, and in particular vulnerable adults and young people. We aim to act in accordance with the following principles:

1. Empowerment: our service users are supported and encouraged to make their own decisions based upon informed consent
2. Prevention: it is better to take action before harm occurs
3. Proportionality: we shall seek the least intrusive responses that are proportionate and appropriate to the risks presented
4. Protection: we shall seek to arrange support and representation for those in greatest need
5. Partnership: we shall work in partnership with other services in our community
6. Accountability: we shall seek to ensure accountability and transparency in delivering safeguarding

Safeguarding includes protection from all forms of abuse whether it be physical, sexual, psychological or emotional harm or neglect and takes into consideration health and safety and the health and wellbeing of staff volunteers and users. Everyone has a role to play in the protection of vulnerable persons from harm.

Standard One: Adults and Young People at risk are at the centre of our practice

We shall aim to:

- include the views of our users in the delivery of our services
- make our organisation as accessible as possible by for example ensuring that our communications are appropriate and delivery of our service is suitable for our users
- work to ensure that our service takes into account and respects racial heritage, language, religion, faith , sexuality, gender and disability
- be aware of access issues for those with disability, whether physical or intellectual
- assessing the risks that our users may encounter and where appropriate seeking to manage such risks
- ensuring our users know how to voice concerns and complaints

Standard Two: Safeguarding and E-Safety Lead

We shall:

- appoint a named safeguarding lead who shall have responsibility for dealing with any specific safeguarding issues and record them
- ensure our safeguarding lead receives appropriate training
- ensure all our users, staff and volunteers are aware who our lead is and their role
- make arrangements for cover if the lead is unavailable

Standard Three: Safer Staffing

We shall:

- adopt a policy for safe recruitment: recruitment will be openly advertised, the application form will include a job description and person specification and the process of appointment will include references, formal identification and after short listing face to face interviews; following appointment there will be a probationary period, induction training, support and supervision
- ensure DBS checks are in place
- provide guidance for staff conduct
- ensure there is in place a disciplinary and grievance procedure
- ensure there is ongoing training
- have regard to appropriate standards for working with vulnerable adults and young persons

Standard Four: Policies and Procedures

We shall aim to have in place:

- the annual review of policies
- written procedures for disclosures
- policies which shall include a whistleblowing policy, a complaints policy for users, an anti-bullying policy. All policies should be accessible to all.
- awareness of cross cutting issues such as mental ill health, domestic abuse, substance misuse etc.

Standard Five: Training

- There shall be a clear training policy for all roles within our organisation
- All staff and volunteers shall receive training at the appropriate level for safeguarding adults, child protection and e-safety

- records on training shall be kept with dates for refresher training

Standard Six: Performance and Practice

With particular reference to the safeguarding lead and staff:

- we should be aware how to make referrals for additional support including the Devon Safeguarding Adults Board and Children Board and the Devon Children and Families Partnership
- we should be aware of the procedure for escalating concerns
- we should be prepared to engage with multi-agency case planning as appropriate
- we should be able to demonstrate learning from training in serious case reviews and legislation
- where appropriate assessments of young people and vulnerable adults should be appropriately recorded in conformity with GDPR, the principles of this policy and legislative requirements
- all records with direct relevance to our safeguarding activities shall be kept for a minimum of 25 years

Standard Seven: Risk Management

- We should undertake a risk assessment for all activities organised by LWIB which should include first aid, accident reporting and the venue

Appendix 1:

[It is not expected that volunteers will be involved in individuals' use of our services but in the event that they are made aware of any relevant circumstances the following guidance is appropriate for them as well as staff]

The role of staff/ volunteers in the case of suspicion of abuse

- Contact the safeguarding lead and discuss the issue confidentially further
- The safeguarding lead will agree an action plan with you
- remember it is your duty to report suspicion as well as certainty
- make detailed notes on your suspicions and any details that you feel are relevant, sign and date them, such notes to be kept confidentially
- if a vulnerable adult or young person is in immediate danger and you cannot contact the safeguarding officer, then contact the appropriate authority immediately
- report that you have taken this action immediately to the safeguarding lead
- consider whether or not you need to explain to the vulnerable person what action you have taken in consultation with the safeguarding lead

- remember your role is to report not to investigate

The role of staff/ volunteers in the case of disclosure

- always take them seriously; remember you may be the first person in whom they have confided
- try not to look shocked or disgusted if a vulnerable person reports something to you with which you feel uncomfortable
- do reassure the person that disclosure was the right thing to do
- explain to the person that you will need to share this information with the safeguarding lead. Wherever possible the first step will be a conversation with the person at risk to identify their views on the abuse, the next steps and the preferred outcome. It is likely that this conversation will be with the safeguarding lead. Listening, the right to make unwise decisions (balanced with safety) and an informed decision as to consent in reporting and time to think about what they would like to do, as well as the possibility of impaired mental capacity, are all important factors to consider in which the safeguarding lead has due training
- do not agree to keep secrets. They will not want the abuse to continue and have chosen to tell you so that you can help them
- do be comforting and sympathetic and tell them they are not responsible for what is happening to them
- contact the safeguarding lead immediately
- do not contact the authorities yourself unless the vulnerable person is at immediate risk and the safeguarding lead cannot be contacted
- do not make them tell anyone else

Appendix 2

The following are the main categories of abuse and are set out in detail here in order to assist staff and volunteers to be aware of the indicators.

- **Physical** includes assault, hitting, slapping, pushing, giving the wrong (or no) medication, restraining someone or only letting them do certain things at certain times
- **Domestic** includes psychological, physical, sexual, financial or emotional abuse or coercive control and so-called 'honour' based violence
- **Sexual** includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, taking sexual photographs, making someone look at pornography or watch sexual acts, sexual assault or sexual acts they did not consent to or were pressured into consenting
- **Psychological** includes emotional abuse, threats of harm or abandonment, depriving someone of contact with someone else, humiliation, blaming,

controlling, intimidation, putting pressure on someone to do something, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or support networks

- **Financial or Material** includes theft, fraud, internet scamming, putting pressure on someone about their financial arrangements (including wills, property, inheritance or financial transactions) or the misuse or stealing of property, possessions or benefits
- **Modern Slavery** covers slavery (including domestic slavery), human trafficking and forced labour. Traffickers and slave masters use whatever they can to pressurise, deceive and force individuals into a life of abuse and inhumane treatment
- **Discriminatory** includes types of harassment or insults because of someone's race, gender or gender identity, age, disability, sexual orientation or religion
- **Neglect and acts of omission** includes ignoring medical, emotional or physical care needs, failure to provide access to educational services, or not giving someone what they need to help them live, such as medication, enough nutrition and heating
- **Self- neglect** covers a wide range of behaviour which shows that someone is not caring for their own personal hygiene, health or surroundings. It includes behaviour such as hoarding
- **Organisational** includes neglect and poor care in an institution or care setting such as a hospital or care home, or if an organisation provides care in someone's home. The abuse can be a one-off incident or repeated, ongoing ill treatment. The abuse can be through neglect or poor professional practice, which might be through structure, policies, processes or practices within an organisation