

Revival North Yorkshire

Safeguarding Adults Policy and Procedure

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1. Safeguarding Policy

1.1.1 Revival North Yorkshire provides a range of support, services and activities to improve the wellbeing of the community, in particular older adults, in the North York Moors. These procedures have been designed to ensure the welfare and protection of any adult who accesses our service. Revival North Yorkshire will not tolerate the abuse of adults at risk in any of its forms.

Revival North Yorkshire is committed to:

- Managing our services in a way which minimises the risk of abuse occurring.
- Supporting adults at risk who are at risk, experiencing or have experienced abuse.
- Working with adults at risk and other agencies to end any abuse that is taking place.

In achieving these aims, Revival North Yorkshire will:

- Ensure that all directors, managers, employees and volunteers have access to and are familiar with this safeguarding adult policy and procedure and their responsibilities within it.
- Ensure concerns or allegations of abuse are always taken seriously.
- Ensure the Mental Capacity Act 2005 is used to make decisions on behalf of those adults at risk who are unable to make particular decisions for themselves.
- Ensure all directors, managers, employees and volunteers receive training in relation to safeguarding adults at a level commensurate with their role.
- Ensure that beneficiaries, their relatives or informal carers have access to information about how to report concerns or allegations of abuse.
- Ensure there is a named lead person to promote safeguarding awareness and practice within the organisation.

This policy and procedure has been developed to be consistent with the Joint Multi Agency Safeguarding Adults Policy and Procedures (West Yorkshire, North Yorkshire and City of York), which can be referred to for additional guidance at [North Yorkshire Safeguarding Adults](#) and in accordance with the National Lottery Community Fund Safeguarding Policy [National Lottery Community Fund Safeguarding Policy](#)

1.2 Policy Definitions

1.2.1 Who is a 'person at risk'? For the purposes of this policy, and as defined by the Care Act 2014, a person at risk is an adult who:

- is aged 18 years or more, and
- has needs for care and support (whether or not these are currently being met),
- is experiencing, or is at risk of, abuse or neglect, and

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- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Such a definition includes adults with physical, sensory and mental impairments and learning disabilities, however those impairments have arisen e.g. whether present from birth or due to advancing age, chronic illness or injury.

Also included are people with a mental illness, dementia or other memory impairments, people who misuse substances or alcohol.

The definition includes unpaid carers (family and friends who provide personal assistance and care to adults on an unpaid basis).

1.2.2 What is abuse?

Abuse can take many forms and the circumstances of the individual should always be considered. It may:

- Consist of a single act or repeated acts
- Be carried out deliberately or unknowingly. 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.

The following are examples of issues that would be considered as a safeguarding concern:

Physical abuse - includes hitting, slapping, pushing, kicking, misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions.

Domestic abuse/violence – is “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 regardless of gender or sexuality” (Home Office, 2013). Domestic violence and abuse may include psychological, physical, sexual, financial, emotional abuse; as well as so called ‘honour’ based violence, forced marriage and female genital mutilation. Sexual abuse - includes rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.

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Sexual abuse - includes rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.

Psychological or Emotional abuse - includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks.

Financial and material abuse – includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery - includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment.

Neglect and acts of omission - includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Discriminatory abuse - includes abuse based on a person's race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.

Organisational abuse – includes neglect and poor practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one'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.

Self-neglect - covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding. A safeguarding response in relation to self-neglect may be appropriate where:

- a person is declining assistance in relation to their care and support needs, and
- the impact of their decision, has or is likely to have a substantial impact on their overall individual wellbeing.

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1.3 Mental Capacity Assessment

The Mental Capacity Act 2005 provides a statutory framework to empower and protect people who lack capacity to make decisions for themselves; and establishes a framework for making decisions on their behalf. This applies whether the decisions are life-changing events or everyday matters. All decisions taken in the adult safeguarding process must comply with the Act. The Mental Capacity Act outlines five statutory principles that underpin the work with adults who lack mental capacity:

- A person must be assumed to have capacity unless it is established that he/she lacks capacity;
- A person is not to be treated as unable to make a decision unless all practicable steps to help him/her to do so have been taken without success;
- A person is not to be treated as unable to make a decision merely because he/she makes an unwise decision;
- An act done or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his/her best interests;
- Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

In the application of this policy all directors, managers, employees and volunteers will consider the mental capacity of beneficiaries on a case by case basis.

1.4 Key Roles

Every member of staff, volunteer, manager and directors have a responsibility to act on concerns of possible abuse and must inform Revival North Yorkshire's Safeguarding Concerns Manager.

Safeguarding Concerns Manager: The Safeguarding Concerns Manager has the responsibility to decide whether it is appropriate to raise a Safeguarding Concern with the local authority on behalf of Revival North Yorkshire or to respond to the concerns in an alternative manner. The role also includes:

- Ensuring that immediate safety issues are addressed, other parties notified (such as the regulator) and that staff are supported.
- ensuring that they are kept informed when a member of staff or volunteer has raised a concern
- establishing the desired outcomes of the adult at risk

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Revival North Yorkshire has an appointed individual (Safeguarding Concerns Manager) who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for employees and volunteers to consult with. The named person(s) for Safeguarding Adults within Revival North Yorkshire is:

Named person for Safeguarding Adults – Debbie Swales	
Work Telephone Number	07970 955407
Mobile Number	07970 955407

Name of deputy person/safeguarding concerns lead - Michelle Williams	
Work Telephone Number	07421 302277
Mobile Number	07421 302277

The Managing Director is responsible for ensuring the implementation and quality assurance of this policy.

1.5 Safer Employment

- Revival North Yorkshire is committed to achieving best practice in respect to the safe recruitment of employees and volunteers;
- Revival North Yorkshire is committed to working within best practice as established by the Disclosure and Barring Scheme (DBS)
- Revival North Yorkshire has procedures in place to deal with allegations of abuse made against members of staff, volunteers or directors.

Revival North Yorkshire will ensure that any allegations made against members of staff, volunteer or director will be dealt with swiftly.

Where a member of staff, volunteer or director is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

Where the allegation involves alleged abuse of an adult at risk, a concern should be raised following the process outlined in the Joint Multi-Agency Safeguarding Adults Policy and Procedures (West Yorkshire, North Yorkshire and City of York. [Safeguarding vulnerable adults](#))

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[North Yorkshire Council](#) In addition, as soon as possible and no later than within three working days of any potentially serious concern or disclosure, the Funding office/manager for National Lottery Community Fund will be notified.

The safety of the adult(s) at risk is paramount and it should be ensured that they are safe and away from the person(s) who is alleged to have caused harm.

The named person will liaise with the Safeguarding Concerns Lead to discuss the best course of action and to ensure that the Revival North Yorkshire Disciplinary Procedures are coordinated with any other enquiries taking place as part of the on-going management of the allegation.

Where concerns regarding a director, employee, manager or volunteer have been made the process outlined in the Joint Multi-Agency Safeguarding Adults Policy and Procedures (West Yorkshire, North Yorkshire and City of York [managing concerns involving a person in position of trust \(pipot\)](#) should be followed and a referral must be made to the Disclosure and Barring Service [Making barring referrals to the DBS - GOV.UK](#) where subsequent enquiries result in either:

- The withdrawal of permission for the person to engage in regulated activity with children and/or vulnerable adults or they are moved to another area of work that isn't regulated activity (including situations where they would have been but the person was re-deployed, resigned, retired or left), or
- You think the person has either:
 - Engaged in relevant conduct in relation to children and/or adults. An action or inaction has harmed a child or vulnerable adult or put them at risk or harm or;
 - Satisfied the harm test in relation to children and / or vulnerable adults. E.g. there has been no relevant conduct but a risk of harm to a child or vulnerable adult still exists; or have been cautioned or convicted of a relevant offence (automatic barring either with or without the right to make representations)

1.6 Induction, Training and Supervision

Revival North Yorkshire is committed to ensuring that all staff and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse and will ensure that the named person for Safeguarding, directors, managers, staff and volunteers have access to training around Safeguarding Adults.

- Awareness of this safeguarding policy/procedure is covered within the induction programme of all new employees and volunteers and their understanding checked within supervision meetings.

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- All directors, managers, staff and volunteers will receive training on safeguarding adults at a level appropriate to their roles and in line with the North Yorkshire Safeguarding Adults Board [Safeguarding Competencies](#) for all staff, volunteers and carers.
- All directors, managers, staff and volunteers will receive training appropriate to their roles on the requirements and provisions of the Mental Capacity Act.

1.7 Prevention

Revival North Yorkshire has policies and procedures to minimise the risk of abuse occurring. Staff or volunteers may need to refer to these in order to determine whether abuse has occurred and how to respond.

2. Safeguarding Adult Procedures

2.1 Responding to an allegation/concern:

REVIVAL NORTH YORKSHIRE recognises that it has a duty to act on reports, or suspicions of abuse or neglect. Anyone who has contact with adults at risk and hears disclosures or allegations or has concerns about potential abuse or neglect has a duty to pass them on appropriately.

2.1.1 Responsibilities of all employees and volunteers

If any director, manager, staff or volunteer has reason to believe that abuse is or may be taking place you have a responsibility to act on this information. It does not matter what your role is, doing nothing is not an option.

If a person discloses abuse to you directly, use the following principles to respond to them:

- Assure them that you are taking the concerns seriously
- Do not be judgemental or jump to conclusions
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can. Use open ended questions
- Do not start to investigate or ask detailed or probing questions
- Explain that you have a duty to tell your manager or the designated officer
- Reassure the person that they will be involved in decisions about them

Your responsibilities are:

1. To take action to keep the person safe if possible.
 - Is an urgent police presence required to keep someone safe – call 999
 - Does the person need urgent medical assistance, do they need an ambulance – call 999

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2. If a crime has occurred, be aware of the need to preserve evidence
3. Always inform the Safeguarding Concerns Manager or Deputy for your organisation. You cannot keep this information secret, even if the person asks you to.
4. Clearly record what you have witnessed or been told, record your responses and any actions taken. If consulting with your Safeguarding Concerns Manager or Deputy will lead to an undue delay and thereby leave a person in a position of risk, you should 'Raise a Safeguarding Concern' yourself.

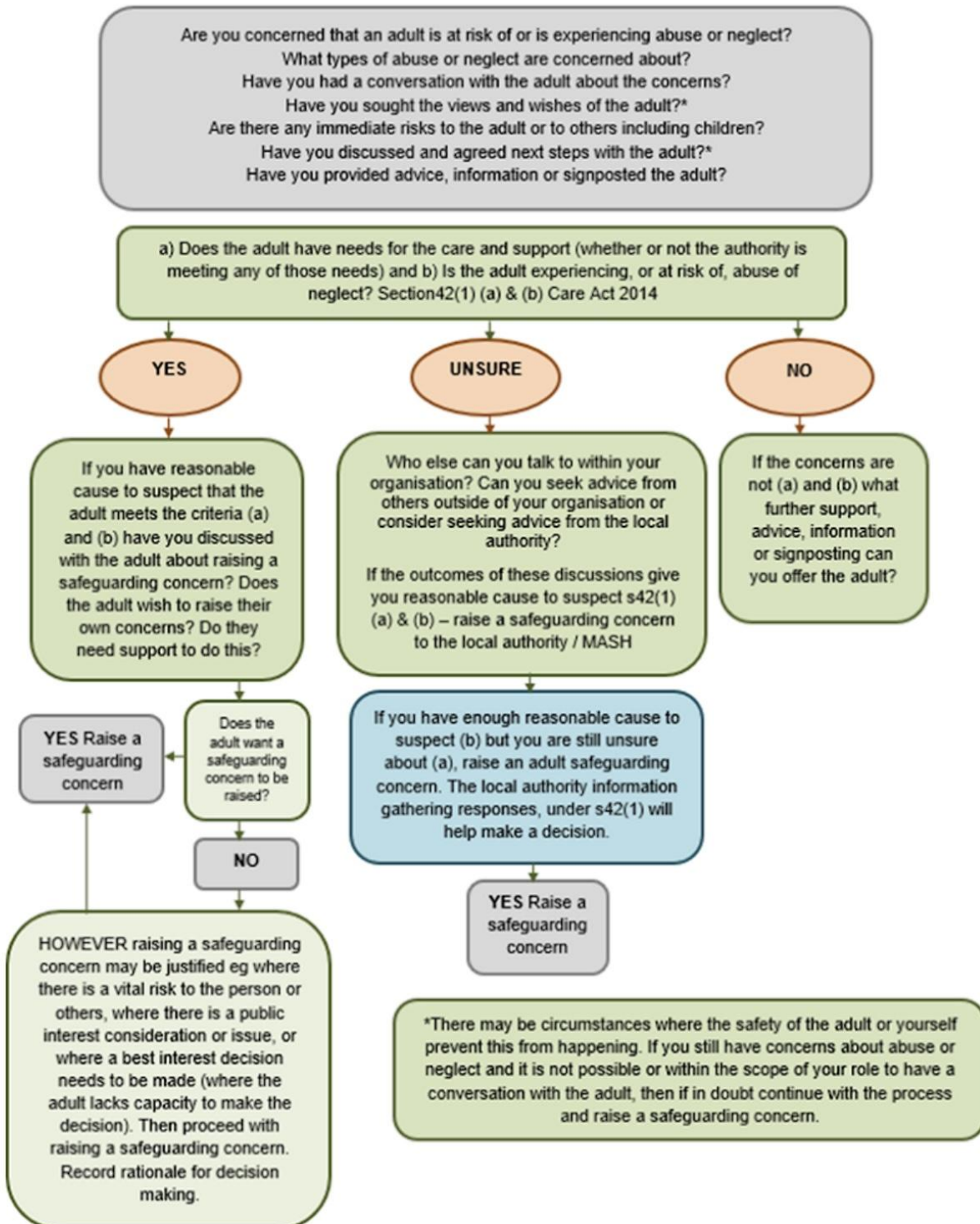
2.1.2 Raising a Safeguarding Concern

Raising a safeguarding concern, means reporting abuse to the local authority under the safeguarding adults procedure. Anyone can raise a safeguarding concern, however this will usually be undertaken by the Safeguarding Concerns Manager or Deputy.

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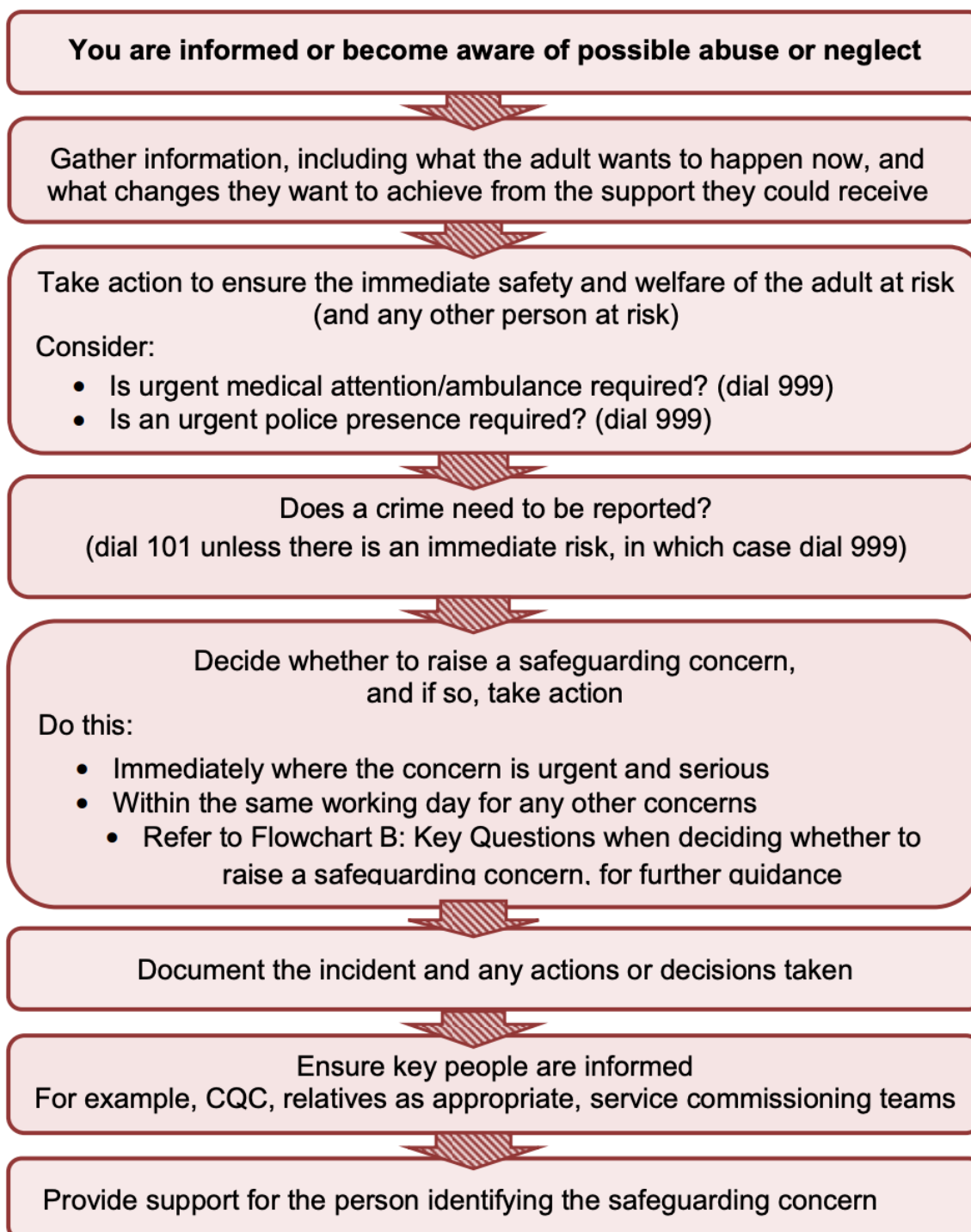
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Appendix A - Flowchart - Deciding whether you need to raise a concern to the Local Authority



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Appendix B – Flowchart - Managing Safeguarding Concerns Flowchart



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Appendix C - Flowchart - Key Questions when deciding whether to report a safeguarding concern

Q1. Does the adult have care and support needs (whether or not the local authority is meeting any of those care and support needs)?

Q2. Is the person experiencing, or at risk of, abuse and neglect?

- | | | | | | |
|---------------------|--------------------------|-----------------------------|--------------------------|-----------------------------|--------------------------|
| Domestic abuse | <input type="checkbox"/> | Modern Slavery | <input type="checkbox"/> | Neglect of acts of omission | <input type="checkbox"/> |
| Physical abuse | <input type="checkbox"/> | Discriminatory abuse | <input type="checkbox"/> | Self-neglect | <input type="checkbox"/> |
| Sexual abuse | <input type="checkbox"/> | Organisational abuse | <input type="checkbox"/> | Another form of abuse | <input type="checkbox"/> |
| Psychological abuse | <input type="checkbox"/> | Financial or material abuse | <input type="checkbox"/> | | |

NB: Abuse may sometimes occur without any intent to cause harm

Q3. What is the nature and seriousness of the risks?

Consider:

- The adult's individual circumstances;
- The nature and extent of the concerns;
- The length of time it has been occurring;
- The impact of any incident;
- The risk of repeated incidents for the adult;
- The risk of repeated incidents for others.

Wherever possible, consider the wishes and desired outcomes of the adult. In other words, what do they want to happen next, what do they want to change about their situation and what outcome do they want to achieve.

Sometimes it will be necessary to Raise a Concern even if this is contrary to the wishes of the adult. Any such decision should be proportional to the risk, for example:

- It is in the public interest e.g. there is also a risk to others, a member of staff or volunteer is involved, or the abuse has occurred on property owned or managed by an organisation with a responsibility to provide care;
- The adult lacks mental capacity to consent and it is in the adult's best interests;
- The adult is subject to coercion or undue influence, to extent that they are unable to give consent;
- It is in the adult's vital interests (to prevent serious harm or distress or life threatening situations).

If you remain unsure whether to raise a safeguarding concern, seek advice:

- Contact your organisation's safeguarding adults lead
- Contact your local safeguarding services (See the Multi-Agency Safeguarding Adults Policy and Procedures, Section 5.4 for contact details)

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Appendix D - Flowchart - Who else to inform

If you are a service provider and a safeguarding concern has been raised, notify your regulatory body and the authority that commissions your service for the adult at risk.

You may also need to inform:

- The Charity Commission, if your service is a registered charity
- Your line manager (and safeguarding adults lead if different) of your decisions and actions in line with this procedure
- Your Human Resources Manager if allegations/concerns relate to a member of employee or volunteer
- Staff delivering a service on a need-to-know basis so that they do not take actions that may prejudice an enquiry

Appendix E - Flowchart - Document the concerns and any action or decisions taken

Ensure all actions and decisions are fully recorded. It is possible that your records may be required as part of an enquiry, be as clear and accurate as you can. Record the reasons for your decisions and any advice given to you in making these decisions.

Ensure that appropriate records are maintained, including details of:

- The nature of the safeguarding concern/allegation
- The wishes and desired outcomes of the adult at risk
- The support and information provided to enable the adult at risk to make an informed decision
- Assessments of Mental Capacity where indicated
- The decision of the organisation to raise a concern or not.

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Appendix F: Useful Contacts

Revival North Yorkshire Safeguarding Lead	
Named Person/Management Lead for Safeguarding Adults Phone Email	Debbie Swales 07970 955407 debbie@revivalnorthyorkshire.com
Name of deputy person Phone Email	Michelle Williams 07421 302277 michelle@revivalnorthyorkshire.com
To raise a safeguarding concern about an adult	
Speak to a Specialist Advisor at the North Yorkshire Council Customer Service Centre	Tel: 0300 131 2131
Alternatively, via a webform at North Yorkshire council website.	Safeguarding vulnerable adults North Yorkshire Council
Contacting the Police	
If the person is in imminent danger	Tel: 999 (Emergency Service)
If you need to report a crime, but the person is not in imminent danger	Tel: 101 (Non-Emergency Service)
To raise a safeguarding concern about a child/young person	
If you have a concern regarding the safety or wellbeing of a child or young person you can obtain guidance from the North Yorkshire Safeguarding Children Partnership Website Children and Families Service: (8am – 5:30pm Mon-Fri) This number will be answered by the Emergency Duty Team outside these hours.	Worried About a Child? Make a Referral Tel: 0300 131 2131

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