## SAFEGUARDING ADULTS POLICY

<table>
<thead>
<tr>
<th>Date of Policy:</th>
<th>2 March 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Owner:</td>
<td>GYBC Officer Safeguarding Group</td>
</tr>
<tr>
<td>Ratified by:</td>
<td>Housing and Neighbourhoods Committee</td>
</tr>
<tr>
<td>Review Date:</td>
<td>March 2020 (or as legislation changes)</td>
</tr>
<tr>
<td>Eql Assessed:</td>
<td></td>
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</tbody>
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1. **Principles Which Guide Great Yarmouth Borough Council**

- **Empowerment**
  - People being supported and encouraged to make their own decisions and provide informed consent

- **Accountability**
  - Accountability and transparency in delivering safeguarding

- **Prevention**
  - It is better to take action before harm occurs

- **Partnership**
  - Local solutions through services working with their communities

- **Protection**
  - Support and representation for those in greatest need

- **Proportionality**
  - The least intrusive response appropriate to the risk presented
2. Policy Summary

The Care Act 2014 is legislation that requires all agencies, particularly Health, Local Authority (Norfolk County Council) and Police to have safeguarding policies and procedures in place to effectively respond to known or suspected abuse. This policy reflects and compliments the safeguarding processes of Norfolk and the Norfolk Safeguarding Adults Board.

Great Yarmouth Borough Council will:

- Have a commitment to prevent abuse and neglect wherever possible
- Have a commitment to recognising that abuse occurs
- Have a commitment to raising the basic awareness of all staff
- Respond to and report all concerns
- Accurately record information and send an e-mail to safeguarding@great-yarmouth.gcsx.gov.uk
- Actively work with other agencies where possible
- Support staff who report safeguarding concerns within the workplace

The Council is committed to practices that protect adults from harm and to treat them with dignity and respect. The Council also adopts Norfolk Safeguarding Adults Board Policy.

This policy sets out the Council’s protection procedures and specifies the roles and responsibilities of the Council’s representatives for whom this policy and procedures is mandatory.

Great Yarmouth Borough Council will:

- Implement procedures to safeguard adults with vulnerabilities and protect them from abuse
- Respect and promote the rights, wishes and feelings of adults with vulnerabilities
- Promote good practice that encourages a safe environment, protects all parties and avoids mistaken allegations of abuse
- Ensure that if a member of staff has a concern that they will report it and not assume that others will
3. **Background**

Adult safeguarding is preventing the physical, emotional, sexual, psychological and financial abuse of adults who have care and support needs and acting quickly when abuse is suspected. It can also include neglect, domestic violence, modern slavery, organisational or discriminatory abuse. It is about working together to support people to make decisions about the risks they face in their own lives and protecting those who lack the mental capacity to make decisions.

The Council is committed to practices that protect adults with vulnerabilities from harm and treat them with dignity and respect. At the same time the Council has a duty of care to protect its staff from the risk of unfounded allegations. The Council will seek to ensure that any adult with vulnerabilities receiving services from the Council can access Council services in safety without fear of abuse. The Council will seek to implement its policy on safeguarding adults from abuse and neglect by:

- Ensuring that all staff who have regular, direct and unsupervised contact with adults with vulnerabilities are carefully selected including a check with the Disclosure and Barring Service (renewed every three years) and at least two written references

- Ensure that the appropriate staff are trained and that the training is repeated in line with service requirements

- Providing accessible information to the public relating to safeguarding adults at risk of abuse and harm to raise awareness of the issue and how they can report any safeguarding concerns

- Ensuring that all our contractors who have regular, direct and unsupervised contact with adults with vulnerabilities have effective policies and procedures in place and have received the appropriate checks

- Ensuring that organisations that apply for support for programmes that include adults with vulnerabilities (funding or premises) have effective policies and procedures in place

- Ensuring that there is a clear complaints procedure in place that can be used if there are any concerns [Great Yarmouth Borough Council's Complaints Procedure](#)

- Sharing information about concerns with appropriate agencies that need to know and involving adults with vulnerabilities and their carers as appropriate.
4. Legislative Framework

The Care Act (2014) relates to care and support for adults and the law relating to

- support for carers
- to make provision about safeguarding adults from abuse or neglect
- to make provision about care standards

The Care Act places responsibilities on all agencies to ensure they have policies and procedures surrounding safeguarding adults from abuse or neglect.

5. Scope

For the purposes of the policy a member of staff covers employees, Members, casuals and volunteers, work experience placements, apprentices, temporary agency staff, consultants and trainees.

This policy applies to all staff regardless of whether or not they have regular contact with vulnerable adults.

6. Definitions

When people think about adult abuse, many people think of frail older people. Older people may sometimes be vulnerable, but an adult with vulnerabilities can be any person, over the age of 18, at some point in their lives. Below is also a list of adults with vulnerabilities, this list is not exhaustive:

- An older person who is frail due to ill health, physical disability or cognitive impairment
- A person with a learning disability
- A person who has a physical disability and/or a sensory impairment
- A person who has mental health needs including dementia or a personality disorder
- A person who has a long-term illness/condition
- A person who misuses substances or alcohol
- An unpaid carer such as family member/friend who provides personal assistance and care to adults and is subject to abuse
- A person who lacks mental capacity to make particular decisions and is in need of care and support
7. **What is abuse?**

The Care Act has defined 10 types of abuse as:

7.1 **Physical abuse**
Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

7.2 **Domestic abuse**
Including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.

7.3 **Sexual abuse**
Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

7.4 **Psychological abuse**
Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyberbullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

7.5 **Financial or material abuse**
Including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

7.6 **Modern slavery**
Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

7.7 **Discriminatory abuse**
Including forms of harassment, slurs or similar treatment; because of race and ethnicity, gender and gender identity, age, disability, sexual orientation or religion and belief.

7.8 **Organisational abuse**
Including neglect and poor care 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 one 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.
7.9  **Neglect and acts of omission**  
Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

7.10  **Self-neglect**  
This covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviours such as hoarding.

8.  **Recognising Abuse**

This is not always easy to decide if abuse has taken place or if an adult with vulnerabilities is at risk. It is not the responsibility of staff to decide if abuse is taking place, however staff do have a responsibility to act promptly if they have any concerns.

Indications that a person is being abused include:

- Unexplained or suspicious injuries such as bruises, cuts and burns particularly if situated on parts of the body not normally prone to such injuries.
- Injuries for which an explanation seems inconsistent
- Fear of carer being approached about such injuries
- Sudden loss of assets
- Sudden or unexplained changes in behaviour
- Fear of being left with a specific person
- The vulnerable adult being dirty, smelly and unkempt

This list is by no means definitive and it is important to remember that many people will exhibit some of these indicators at some time and the presence of one or more should not be taken as proof that abuse is occurring.

It is crucial that members of staff realise that this is only a process of observation and that at no point should they actively seek out abuse or an abuser. The member of staff's responsibility is to ensure that if they have concerns about the welfare of a vulnerable adult they must report it and must never assume that others will do it.

9.  **Patterns of Abuse**

Abuse can take place in any context. It may occur when an adult at risk lives alone or with a relative; it may also occur within nursing, day care or residential settings, within hospitals or other places previously assumed safe, or in public places. Patterns of abuse may reflect very different dynamics, such as:
• Serial abuse where someone seeks out and ‘grooms’ individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse
• Long-term abuse – may occur in the context of an on-going relationship such as domestic violence between partners or generations or persistent psychological abuse
• Opportunistic abuse – such as theft occurring because money or jewellery has been left lying around
• Self-neglect – where a person declines support and assistance with their care and this impacts on their individual wellbeing.

Abuse may consist of:

• A single or repeated acts
• An act of commission or omission
• Multiple acts, for example, an adult at risk may be neglected and also being financially abused

10. Abuse by ‘persons in positions of trust’

The term ‘persons in positions of trust’ refers to an employee, Members, casuals and volunteers, work experience placements, apprentices, temporary agency staff, consultants and trainees.

In the event a ‘person in a position of trust’ is alleged to have abused an adult with vulnerabilities it is essential that the concerns are appropriately reported. Also if a ‘person in a position of trust’ has behaved (or is alleged to have behaved) towards children in a way which means they may pose a risk of harm to adults with care and support needs.

These concerns could emerge from the person’s home and personal life or circumstances, as well as within their work.

For a concern raised in regard to an employee of Great Yarmouth Borough Council the following action will also be considered:

• Invoking the disciplinary procedure including consideration of temporary redeployment or suspension
• Consider the need to refer the concerns to the relevant professional group under the relevant code of conduct for the profession
• Report the concerns to the Police

• Inform the Care Quality Commission (regulated care providers) if appropriate

• For those services which are required to provide the local authority (Norfolk County Council) with demonstrable assurance that appropriate actions in relation to any identified risks are being undertaken

• For those services which are required to keep the local authority (Norfolk County Council) informed of actions and decisions undertaken

11. Procedures

These procedures seek to ensure that all staff have a clear understanding of their responsibilities in relation to adult safeguarding and are able to:

• Understand the potential risk to themselves
• Ensure that good practice is adhered to at all times.
• Report concerns appropriately at the earliest opportunity

11.1 The Stages of Reporting
11.1.1 Alerting – Stage 1

If you suspect an adult with vulnerabilities is being abused you should make a safeguarding alert.

- Inform/discuss with your line manager or a designated safeguarding officer for advice and guidance. There is a up-to-date list of designated safeguarding officers in the Safeguarding section on the Intranet.

- Agree further action

For all types of responses it is vitally important to carefully **record the details of an allegation or a reported incident** regardless of whether or not the concerns are shared. An accurate record should be made of:

- The date and time of the incident and disclosure
- The parties who were involved
- What was said and done by whom
- The full name of the person reporting and to whom reported

And where appropriate:

- Any action taken by the council
- Reasons why there was no referral to a statutory agency

11.1.2 Reporting – Stage 2

If it is felt that an adult is at risk or harm or abuse contact will need to be made with **Adult Social Services** on 0344 800 8020 without delay. If someone is in immediate danger then dial 999.

- Complete the checklist found in **Appendix 2**
- Contact Adult Community Services on the above number
- Co-operate with different agencies to work jointly to alleviate the problem. This may involve attending case conferences, discussion with the police or assisting with monitoring

Staff will be supported throughout the life of the case and should therefore keep their line manager informed about the nature of their involvement. Managers will give confidential
support and guidance and staff can also access the free confidential support and counselling service provided by Validium. Details on how to access this service are on the Intranet.

It is normal for staff to feel worried or concerned about ‘Reporting’ suspected abuse. However if you have concerns you should always voice them either to a Line Manager, a more Senior Manager, one of the Council’s designated safeguarding officers (up-to-date list on the intranet), the Head of OD/HR or by contacting Adult Social Services who will always talk a case through with you. Research has shown that adult abuse cases are under-reported, so it is always better to raise an alert and talk through your concerns.

Reporting is needed in order to formalise concerns so that a framework for protection can be used. Reporting can be helpful in ‘borderline’ situations – ‘is it abuse or isn’t it?’ It is particularly important to report for statistical purposes. Statistics can identify those most at risk, highlight the scale of the problem and be utilised in the prevention of abuse.

11.1.3 Enquiries – Stage 3

The Care Act 2014 section 42 requires Adult Social Services to make enquiries. The enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect.

If criminal action is suspected or confirmed the Police will take the lead role and investigate.

11.1.4 Safeguarding Plan – Stage 4

Once the facts have been established a further discussion of the needs and wishes of the adult is likely to take place by Adult Social Care. Focused safeguarding planning can enable the adult to achieve resolution or recovery or fuller assessments by the Health and Adult Social Care Team.

12. Responding to an adult with vulnerabilities making an allegation of abuse against a member of staff

Staff must:
- Stay calm and listen carefully
- Find an appropriate, early opportunity to explain that it is likely that the information will need to be shared. Do not promise to keep secrets
- Allow the person to continue at their own pace
• Ask questions for clarification only and at all other times avoid asking questions that suggest a particular answer
• Reassure them that they have done the right thing in telling you
• Follow the record keeping advice above in “1. Alerting”
• Relay this information to your line manager, one the Council’s designated safeguarding officers or the Head of OD/HR at the earliest opportunity
• Advice will be sought from Adult Social Services on further actions to be taken.

13. Responding to suspicions that another member of staff may be abusing a adult with vulnerabilities or not following the code of good practice

Any member of staff who suspects that a colleague may be abusing an adult with vulnerabilities should act on their suspicions as per the stages of reporting. These suspicions should be recorded and reported in line with service reporting requirements to your line manager, one of the Council’s Designated Safeguarding Officers or the Head of OD/HR at the earliest opportunity and Adult Social Services. You should also be aware that the Great Yarmouth Councils Whistle Blowing Policy can be used to raise safeguarding concerns around vulnerable adult protection if the concern relates to an employee including Members, casuals and volunteers, work experience placements, apprentices, temporary agency staff, consultants and trainees.

If the matter relates to poor practice the disciplinary/capabilities procedure will be followed.

If it relates to abuse the matter will be referred to Adult Social Services who may involve the Police and the member of staff will be suspended pending the outcome of an internal investigation into the allegations.

14. If anyone makes an allegation of abuse against a member of staff

These allegations should be recorded and reported to your line manager, one of the Council’s Designated Safeguarding Officers or the Head of OD/HR and Adult Social Services at the earliest opportunity. These should not be processed through the normal complaint procedure.
15. Confidentiality

The principle of this Council is that the welfare of the adult with vulnerabilities is paramount, this means that confidentiality might be broken to protect an adult with vulnerabilities from harm. However where possible every effort should be made to ensure that confidentiality is maintained for all and by all concerned when an allegation is made and whilst it is being investigated. The Council will seek to balance protecting the adult with vulnerabilities from harm whilst protecting its staff from the risk of unfounded allegations.

16. Training

All staff who regularly have direct and unsupervised contact with adults with vulnerabilities will have training to raise their awareness of protection issues at their induction and at regular intervals throughout their employment at the council.

17. Reviewing the policy

This policy will be monitored and reviewed at least every three years by the Executive Management Team in the first instance, having due regard to confidentiality issues.

18. Do’s and don’ts

To help prevent abuse occurring and false allegations arising the following basic guidelines will help safeguard both adults with vulnerabilities and staff.

You must:

- Treat all service users with dignity and respect
- Provide an example of good conduct you wish others to follow
- Challenge unacceptable behaviour, eg bullying and report all allegations/suspicions of abuse
- Be identifiable and wear a name badge at all times

You must not:

- Have unwarranted contact with an adult with vulnerabilities
- Make any comments which may have a sexual connotation
Links to useful websites and documents

- Care Act 2014
- Norfolk County Council - Domestic violence
- Norfolk Safeguarding Adults Board Policy
- Norfolk Multi Agency Safeguarding Adults Procedures
- Norfolk Police
- Validium

Related Policies

Whistle Blowing Policy

Disciplinary Policy

Complaints Policy
Appendix 1

Staff Guide – Adult Abuse Suspected - Making an Alert

Abuse is disclosed or suspected

Is the vulnerable adult in immediate danger?

Yes

A vulnerable adult is in immediate danger?
And/or
Has a crime (rape, serious physical or sexual assault) been committed? And/or
Is there a need to protect forensic evidence?
Do you need to take further urgent steps to safeguard the

- Contact 999 Police/Ambulance
- Make a REPORT to social services
- Update your line manager
- Submit an incident form

No

Do you need to make an ALERT
Inform and discuss with your line manager.
Agree Action
Remember, if in doubt make an alert.

Yes

If your concerns about a member of staff – your line manager will help you make a REPORT to the Head of OD/HR – who may REPORT the concern to Adult Community services and or the involve the Police

If your concerns are about a service user – your line manager will help you make a REPORT to Adult Community Services

No

No Further action – make a record giving reasons for not referring.

Depending on the case and the nature of your involvement with the service user you may be asked to attend a strategy meeting convened by social services
Appendix 2

Referrers Checklist

This checklist is to assist you to have adequate information when you are making a referral as we know that it is often a very stressful conversation and you may forget vital information when you make the call. Referrals will still be considered when some of this information is not available.

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of alerter (you can remain anonymous)</td>
<td>✓</td>
</tr>
<tr>
<td>Contact details of alerter</td>
<td>✓</td>
</tr>
<tr>
<td>Relationship to victim</td>
<td>✓</td>
</tr>
<tr>
<td>Organisation of alerter</td>
<td>✓</td>
</tr>
<tr>
<td>Name of adult at risk of abuse or neglect</td>
<td>✓</td>
</tr>
<tr>
<td>Address of adult at risk of abuse or neglect</td>
<td>✓</td>
</tr>
<tr>
<td>Address, if different, of place of alleged abuse</td>
<td>✓</td>
</tr>
<tr>
<td>Contact details of adult at risk of abuse or neglect</td>
<td>✓</td>
</tr>
<tr>
<td>Details of category of vulnerability (older, frail, mental health, learning difficulties etc)</td>
<td>✓</td>
</tr>
<tr>
<td>Date of birth</td>
<td>✓</td>
</tr>
<tr>
<td>Gender</td>
<td>✓</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>✓</td>
</tr>
<tr>
<td>Religion</td>
<td>✓</td>
</tr>
<tr>
<td>Capacity and understanding</td>
<td>✓</td>
</tr>
<tr>
<td>Communication needs (sensory loss, language, other)</td>
<td>✓</td>
</tr>
<tr>
<td>Name of alleged perpetrator</td>
<td>✓</td>
</tr>
<tr>
<td>Address of alleged perpetrator</td>
<td>✓</td>
</tr>
<tr>
<td>Date of birth of alleged perpetrator</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Details of referral</strong> – you need to consider the following so that the person taking the referral can gain adequate information</td>
<td></td>
</tr>
<tr>
<td>Nature of abuse/incident</td>
<td>✓</td>
</tr>
<tr>
<td>When did it happen</td>
<td>✓</td>
</tr>
<tr>
<td>Where did it happen</td>
<td>✓</td>
</tr>
<tr>
<td>Was anyone else involved</td>
<td>✓</td>
</tr>
<tr>
<td>Was the incident witnessed</td>
<td>✓</td>
</tr>
<tr>
<td>Have you had previous concerns regarding this person, if so what</td>
<td>✓</td>
</tr>
<tr>
<td>Does the adult at risk or abuse or neglect know you are making the referral</td>
<td>✓</td>
</tr>
<tr>
<td>Have you done anything to assist the adult at risk or abuse or neglect at this time, if so what actions have been taken</td>
<td>✓</td>
</tr>
<tr>
<td><strong>How do you want to be contacted in the future</strong></td>
<td>✓</td>
</tr>
</tbody>
</table>