

Adult Safeguarding Policy and Procedures

1. Introduction

- a. UKLFI makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.
- b. UKLFI comes into contact with vulnerable adults through the following activities: assisting victims of hate crime, assisting victims of antisemitic acts, general contact.
- c. The types of contact with vulnerable adults will be regulated and /or controlled.
- d. This policy seeks to ensure that UKLFI undertakes its responsibilities with regard to protection of vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.

2. Legislation

- a. The principal pieces of legislation governing this policy are:
 - i. Care Act 2014
 - ii. London Multi-Agency Adult Safeguarding Policy and Procedures

3. Definitions

- a. Safeguarding is about embedding practices throughout the organisation to ensure the protection of vulnerable adults wherever possible and responding to circumstances that arise.
- b. Abuse can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture. It can take a number of forms, including the following:
 - i. Physical abuse
 - ii. Domestic violence and Domestic abuse
 - iii. Sexual abuse
 - iv. Psychological abuse
 - v. Financial or material abuse
 - vi. Modern slavery
 - vii. Discriminatory abuse

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- viii. Organisational abuse
 - ix. Neglect and acts of omission
 - x. Self-neglect
- c. **A Vulnerable Adult** is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or abuse. This **may** include a person who:
- i. Is elderly and frail
 - ii. Has a mental illness including dementia
 - iii. Has a physical or sensory disability
 - iv. Has a learning disability
 - v. Has a severe physical illness
 - vi. Is a substance misuser
 - vii. Is homeless
4. **Responsibilities** - All staff (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures. We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

Additional specific responsibilities

- a. Trustees have responsibility to ensure:
 - i. The policy is in place and appropriate
 - ii. Sufficient resources (time and money) are allocated to ensure that the policy can be effectively implemented
- b. Senior Management Team (SMT) have responsibility to ensure:
 - i. The policy is accessible
 - ii. The policy is implemented
 - iii. The policy is monitored and reviewed
 - iv. Liaison with and monitoring the Designated Senior Manager work)
- c. The Designated Senior Manager has the responsibility to
 - i. Promote the welfare of vulnerable adults
 - ii. Ensure staff (paid and unpaid) have access to appropriate training/information
 - iii. Receive staff concerns about safeguarding and respond to all seriously and swiftly
 - iv. Keep up to date with local arrangements for safeguarding and CRB

- v. Develop and maintain effective links with relevant agencies through attendance at strategy meetings, initial case conferences, core groups
- vi. Take forward concerns about responses
- d. The Designated Senior Manager /lead officer is Caroline Turner. This person's responsibilities include dealing with UKLFI's vulnerable adult policy.
- e. The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of policies and procedures within the organisation.

5. Safe recruitment

- a. We ensure safe recruitment helps employers make safer recruitment decisions and prevents unsuitable people from working with vulnerable groups.
- b. In order to avoid DBS gaps, UKLFI will have other policies which link with Safeguarding policy. These are
 - i. Whistleblowing –ability to inform on other staff/ practices within the organisation
 - ii. Grievance and disciplinary procedures – to address breaches of procedures/ policies
 - iii. Health and Safety policy, including lone working procedures, mitigating risk to staff and clients
 - iv. Equal Opportunities policy– ensuring safeguarding procedures are in line with this policy, in particular around discriminatory abuse and ensuring that the safeguarding policy and procedures are not discriminatory
 - v. Data protection (how records are stored and access to those records)
 - vi. Confidentiality (or limited confidentiality policy) ensuring that service users are aware of your duty to disclose
 - vii. Staff induction
 - viii. Staff training
- c. In addition to checks on recruitment for roles involving contact with children/ vulnerable adults, for established staff the following processes are in place
 - i. Providing the following safeguarding statement in recruitment adverts or application details –‘recruitment is done in line with safe recruitment practices.’
 - ii. Job or role descriptions for all roles involving contact with vulnerable adults will contain reference to safeguarding responsibilities.

- iii. There are person specifications for roles which contain a statement on core competency with regard to vulnerable adult protection/ safeguarding
- iv. Shortlisting is based on formal application processes/forms and not on provision of CVs
- v. Interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification
- vi. DBS checks will be conducted for specific roles for all staff (paid or unpaid) working with vulnerable adults. Portable/ carry over DBS checks from another employer will not be deemed to be sufficient. It is a criminal offence for individuals barred by the ISA to work or apply to work with children or vulnerable adults in a wide range of posts.
- vii. No formal job offers are made until after checks for suitability are completed (including DBS and 2 references).
- viii. Organisations will ensure that their established staff and roles are regularly reviewed through e.g.
 - 1. A 3 year rolling programme of re-checking DBS's is in place for holders of all identified posts.
 - 2. Existing staff (paid or unpaid) who transfer from a role which does not require a DBS check to one which involves contact with children / vulnerable adults will be subject to a DBS check.

6. **Communications training and support for staff** - UKLFI commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding

- a. Induction will include
 - i. Discussion of the Safeguarding Policy (and confirmation of understanding)
 - ii. Discussion of other relevant policies
 - iii. Ensure familiarity with reporting processes, the roles of line manager and Designated Senior Manager (and who acts in their absence)
 - iv. Initial training on safeguarding including: safe working practices, safe recruitment, understanding of the alerter guide for adult safeguarding
 - v. New members of staff will be formally assessed for their competence in applying safe practices during their probation period.
- b. **Training** - All staff who, through their role, are in contact with vulnerable adults will have access to safeguarding training at an appropriate level.
training

- c. **Communications and discussion of safeguarding issues** - Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice:
 - i. team meetings
 - ii. SMT meetings
 - iii. Board meetings
 - iv. One to one meetings (formal or informal),
 - v. Provision of a clear and effective reporting procedure which encourages reporting of concerns.
 - vi. Encouraging open discussion (e.g. during supervision and team meetings) to identify and barriers to reporting so that they can be addressed.
 - vii. Inclusion of safeguarding as a discussion prompt during supervision meetings/ appraisals to encourage reflection
- d. **Support** - We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include:
 - i. Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with.
 - ii. Seeking further support as appropriate e.g. access to counselling.
 - iii. Staff who has initiated protection concerns will be contacted by line manager /DSM within a certain timescale e.g. 1 week).

7. Professional boundaries

- a. Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.
- b. UKLFI expects staff to protect the professional integrity of themselves and the organisation.
- c. The following professional boundaries must be adhered to:
 - i. **Giving and receiving gifts from adults:** UKLFI does not allow paid or unpaid staff to give gifts to or receive gifts from adults. However gifts may be provided by the organisation as part of a planned activity’.
 - ii. **Staff contact with user groups** - Personal relationships between a member of staff (paid or unpaid) and a vulnerable adult who is being provided with support is prohibited. This includes relationships through social networking sites.
 - iii. **Personal relationship** - It is also prohibited to enter into a personal relationship with an adult who has been a provided with a service over the past 12 months.’

8. **Reporting** - The process outlined below details the stages involved in raising and reporting safeguarding concerns at UKLFI:

Communicate your concerns with your immediate manager



Seek medical attention for the adult if needed



Discuss with adult

Obtain permission to make referral if safe and appropriate



If needed seek advice from Adult Social Service/Access and Response



Complete the Local Authority Safeguarding Incident Report Form if required and submit to the local authority within 24 hours of making a contact



Ensure that feedback from Camden Council Adult Social Care is received and their response recorded. Camden Council, Adult Social Care has a process for reporting and this must be adopted.



If the immediate manager is implicated, then refer to their line manager or peer.

9. **Allegations Management**

UKLFI recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation. The process for raising and dealing with allegations is as follows:

- a. Step 1 - Any member of staff (paid or unpaid) from UKLFI is required to report any concerns in the first instance to their line manager. 'A written record of the concern will be completed by Caroline Turner.
- b. Step 2 - contact local authority for advice. In Camden Council this can be done via contacting the Access and Response team 0207 974 4000
- c. Step 3 - follow the advice provided
- d. UKLFI recognises its legal duty to report any concerns about unsafe practice by any of its paid or unpaid staff to the Independent Safeguarding Authority (ISA), according to the ISA referral guidance document <http://www.isa.gov.org.uk/PDF/ISA%20Referral%20Guidance%20%20V2009-02.pdf>

10. **Monitoring** - The organisation will monitor the following Safeguarding aspects:
 - a. Safe recruitment practices
 - b. DBS checks undertaken
 - c. References applied for new staff
 - d. Records made and kept of supervision sessions
 - e. Training – register/ record of staff training on child/ vulnerable adult protection
 - f. Monitoring whether concerns are being reported and actioned
 - g. Checking that policies are up to date and relevant
 - h. Reviewing the current reporting procedure in place
 - i. Presence and action of Designated senior manager responsible for Safeguarding is in post
11. **Data Protection and Sharing information** - Information will be gathered, recorded and stored in accordance with the following policies (Data Protection Policy, Confidentiality Policy).
 - a. All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. However, information will be shared on a need to know basis only, as judged by the Designated Senior Manager.
 - b. All staff must be aware that they cannot promise service users or their families/ carers that they will keep secrets.
12. **Conflict resolution and complaints** - Conflicts in respect of safety of vulnerable adults will be taken forward by the. Designated Senior Manager).
13. **Communicating and reviewing the policy** – UKLFI will make clients aware of the Safeguarding Policy through the following means:
 - a. a statement to customers about safeguarding arrangements may be produced and displayed on the website.
 - b. An agreement with each adult
 - c. A pack produced which explains the safeguarding arrangements.
 - d. The Complaints Policy/Procedure outlines how adults can make a complaint about the service.
 - e. This policy will be reviewed by the Senior Management Team every 2 years, and when there are changes in legislation