**Purpose of this Policy and Procedure**

This Policy and Procedure statement outlines St Lukes Advice Service’s (SLAS) commitment to safeguarding adults, the principles underlying this commitment and the action, which will be taken if any concerns are identified or suspected.

**What does safeguarding mean?**

Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about working together to support people to make decisions about the risks they face in their own lives and protecting those who are unable to make those decisions. A list of types of abuse and indicators to help you identify abuse is included in appendix 1 of this document.

This Policy and Procedure focuses on ensuring a proportionate, timely and professional approach is taken to safeguarding issues. If you have any concerns, or suspect abuse is taking place you must report this immediately to the Service Development Manager, who is SLAS’s designated safeguarding lead.

**Aims of Safeguarding**

The aims of adult safeguarding are to:

* Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
* Stop abuse or neglect wherever possible.
* Safeguard adults in a way that supports them in making choices and having control about how they want to live.
* Promote an approach that concentrates on improving life for the adults concerned.
* Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse.
* Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult.

Statutory safeguarding duties are defined in the Care Act and apply to an adult who:

* has needs for care and support (whether or not the local authority is meeting any of those needs),
* is experiencing, or at risk of, abuse or neglect,
* as a result of care and support needs, is unable to protect themselves.

**St Luke’s Advice Service Commitment**

This Policy and Procedure is based on the following underlying principles**:**

* Empowerment
* Prevention
* Proportionality
* Protection
* Partnership
* Accountability

In order to put these principles into practice it is essential that staff, volunteers and trustees are clear about roles and responsibilities in regard to safeguarding policy and procedures. SLAS is committed to playing its part, both as an independent organisation and along with other services in partnership to ensure safeguarding issues are correctly addressed. This includes raising awareness and training to enable identification of potential concerns, identification of issues and concerns, and reporting in a timely way any concerns or suspicions that an adult is at risk of being, or is being abused. Where abuse or neglect takes place, it should be dealt with promptly and effectively, and in ways which are proportionate to the concern, ensuring that the adult stays in as much control of the decision-making as possible.

SLAS is committed to:

* promoting adults wellbeing as part of safeguarding arrangements;
* ensuring the welfare of at-risk adults is a primary concern for SLAS;
* ensuring staff, volunteers and trustees are adequately checked and cleared through the application and recruitment process, including reference and DBS checks, to ensure their suitability for working with potentially vulnerable individuals;
* ensuring all staff, volunteers and trustees understand that It is everyone’s responsibility to report any concerns about abuse and it is the responsibility of Social Services and the Police to conduct, where appropriate, investigations;
* ensuring all incidents of alleged poor practise, misconduct and abuse are taken seriously and responded to swiftly and appropriately; and
* ensuring all personal data will be processed in accordance with the requirements of the Data Protection Act 2018.

**Recognising the different types of abuse or harm**

Abuse and harm to an individual’s well-being can take a range of forms and can sometimes be hidden or difficult to spot. Appendix 1 lists different types of abuse and harm and some of the indicates which may point to abuse. If you have any concern on abuse you should discuss the issues as soon as possible with the Service Delivery Manager, who is the designated safeguarding lead and will determine action. This includes concerns which affect other members of staff, volunteers or trustees. Family members and/or carers should not be contacted without express permission from the Service Development Managers. If the Service Delivery Manager is not available concerns should be reported to your line manager.

# Radicalisation and safeguarding

If you are concerned about an adult at risk becoming radicalised, note your concerns and raise them with the Service Delivery Manager at the earliest opportunity. SLAS is committed to keeping people safe.

The government has a counter-terrorism strategy that includes supporting vulnerable people to prevent them being drawn into terrorism. Please speak to the Service Delivery Manager as soon as possible if you have any concerns arising from discussions with clients, or client behaviour.

All staff and volunteers at SLAS will be mindful of radicalisation and report any concerns using the safeguarding adults and children policies and procedures. See Procedure below for adults.

**Procedure**

St Luke’s Advice Service will:

* Ensure that all users of our Service are protected from harm by using and follow the guidance outlined in the Brighton and Hove, East Sussex and West Sussex Safeguarding Adults Boards: Sussex Safeguarding Adults Policy and Procedures (May 2019) document. [http://sussexsafeguardingadults.procedures.org.uk](http://sussexsafeguardingadults.procedures.org.uk/)
* Comply with the Mental Capacity Act 2005 and the Code of Practice. This includes referring service users for an assessment under the Mental Capacity Act, in line with the guidance in the Code, where staff identify a potential question of an individual’s capacity.

[https://www.gov.uk › government › publications › mental-capacity-act-co...](https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice)

* Promote the well-being and welfare of vulnerable adults by providing opportunities for them to access advice and information through our service.
* Recruit, train, support and supervise staff, volunteers and trustees, as part of induction and in-service training, to adopt best practice to safeguard and protect at-risk adults from abuse and minimise risk.
* Ensure that all staff and volunteers in direct contact with clients are required to complete a Disclosure and Barring Services check.
* Require staff, volunteers and trustees to adopt and abide by this Policy and Procedure. The Policy and Procedure will form part of Induction procedure and in-service training for all trustees, staff and volunteers. Appendix 1 includes indicators to assist colleagues to recognise different forms of abuse and neglect. If in doubt staff, volunteers and trustees will refer to the Service Delivery Manager for advice, guidance and support in determining action.
* Promote and implement appropriate processes within the services we provide to safeguard the well-being of at-risk adults to protect them from abuse.
* Respond to any allegations of misconduct or abuse of at-risk adults in line with this Policy and Procedure as well as implementing, where appropriate, the relevant disciplinary and appeals procedures.
* Require staff and volunteers to report any concerns over the welfare of at-risk adults or children to the Service Delivery Manager, who is the Safeguarding Lead. This includes concerns that involve staff, volunteers or trustees. All instances of concern or abuse will be recorded by the Service Delivery Manager and will then be raised with and referred to the appropriate responsible authority:

**Brighton and Hove City Council**: Contact the Access Point on 01273 295 555  
Email accesspoint@brighton-hove.gov.uk  
Online www.brighton-hove.gov.uk/content/social-care/keeping-people-safe/report- abuse-or-neglect

**East Sussex County Council**: Contact Health and Social Care Connect on 0345 60 80 191 Email HSCC@eastsussex.gov.uk

**West Sussex County Council**: Contact Adults’ Care Point on 01243 642 121  
Email adults.carepoint@westsussex.gov.uk  
Online www.westsussex.gov.uk/social-care-and-health/social-care- support/adults/safeguarding-adults-raise-your-concerns/

Reporting a concern about a child to the local authority

**Brighton and Hove City Council**. www.brighton-hove.gov.uk Contact on 01273 290 400

FrontDoorForFamilies@brighton-hove.gcsx.gov.uk

**East Sussex County Council**. www.eastsussex.gov.uk

Contact Single Point of Access (SPoA) 01323 464 222 Monday to Thursday 8.30am – 5pm and Friday 8.30am – 4.30pm.  
Out of hours team on 01273 335 905 / 01273 335 906 SPOA@eastsussex.gcsx.gov.uk

**West Sussex County Council**. www.westsussex.gov.uk

Monday to Friday between 9am – 5pm  
Contact the Multi-Agency Safeguarding Hub (MASH) on 01403 229 900

Out of hours team on 0330 222 6664  
MASH@westsussex.gcsx.gov.uk

**For further information:**

**General questions, concerns or for advice and guidance**

Volunteers, staff and trustees should check with the Service Delivery Manager, our designated safeguarding lead.

**Useful information leaflet: What to do if you or someone you know may be being neglected or abused**

<http://www.brighton-hove.gov.uk/sites/brighton-hove.gov.uk/files/5466_Safeguarding_Adults_Leaflet%20pdf.pdf>

**The policy will be reviewed at least annually to ensure its effectiveness.**

**Date Policy Adopted by the Management Committee: 10/12/21. Reviewed Sept 22.**

**Next review March 23**

# Appendix 1

# Recognising the different types of abuse and risk

The indicators provided below are not an exhaustive list of signs and symptoms of someone suffering abuse and neglect. Further information about possible signs and symptoms can be found online by visiting the [NHS webpage on safeguarding](https://www.england.nhs.uk/ourwork/safeguarding/) or the [Social Care Institute of Excellence webpages on safeguarding](http://www.scie.org.uk/adults/safeguarding/).

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| --- | --- |
| Type of abuse | Indicators of abuse |
| **Physical abuse**:  This type of abuse involves hitting, kicking, spitting and biting. It can also involve restraining someone, making someone intentionally uncomfortable or withholding food, water or medication | These could include if someone has physical injuries such as bruising, cuts or burns and is unable to provide a consistent explanation of the injuries they have. |
| **Domestic violence or abuse**:  This type of abuse not only applies to physical abuse but also includes the following:   * psychological * sexual * financial * emotional   It includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so-called 'honour’-based violence, female genital mutilation and forced marriage | These could include the following:   * low self esteem * feeling that the abuse is their fault when it is not * physical evidence of violence such as bruising, cuts, broken bones * verbal abuse and humiliation in front of others * fear of outside intervention * damage to home or property * isolation – not seeing friends and family * limited access to money |
| **Sexual abuse:**  This type of abuse includes rape, any inappropriate touching, indecent exposure, sexual acts to which the adult has not consented or lacks the capacity to consent, sexual photography or forced use of pornography or the witnessing of sexual acts | It may be more difficult to pick up on indicators for this type of abuse as they can include physical symptoms such as bruising or bleeding in places covered by clothing. However the following may be noticeable:   * bruising to the upper arms and marks on the neck * unusual difficulty in walking or sitting * self harming |
| **Psychological and emotional abuse**:  This type of abuse includes including 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 of services or supportive networks | The indicators of this type of abuse can include the following:   * an air of silence when a particular person is present * withdrawal or change in the psychological state of the person * insomnia * low self-esteem * uncooperative and aggressive behaviour * a change of appetite, weight loss/gain * signs of distress: tearfulness, anger * apparent false claims, by someone involved with the person, to attract unnecessary treatment |
| **Financial or material abuse**:  This type of abuse can involve 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 | These could include the following:   * unexplained lack of money or inability to maintain lifestyle * unexplained withdrawal of funds from accounts * power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity * the person allocated to manage financial affairs is evasive or uncooperative * the family or others show unusual interest in the assets of the person * signs of financial hardship in cases where the person’s financial affairs are being managed by a court-appointed deputy, attorney or LPA * recent changes in deeds or title to property * rent arrears and eviction notices * disparity between the person’s living conditions and their financial resources, e.g. insufficient food in the house * unnecessary property repairs |
| **Modern slavery**:  This type of abuse encompasses slavery, human trafficking, forced labour and domestic servitude | These could include the following:   * signs of physical or emotional abuse * appearing to be malnourished, unkempt or withdrawn * isolation from the community, seeming under the control or influence of others * living in dirty, cramped or overcrowded accommodation and/or living and working at the same address * lack of personal effects or identification documents * always wearing the same clothes * avoidance of eye contact, appearing frightened or hesitant to talk to strangers |
| **Discriminatory abuse**:  Including forms of harassment, slurs or similar treatment because of age, race, religion or belief, sex, sexual orientation, gender reassignment, disability, marriage and civil partnership, pregnancy and maternity | This could include the following:   * the person appears withdrawn and isolated * expressions of anger, frustration, fear or anxiety * the support on offer does not take account of the person’s individual needs in terms of a protected characteristic |
| **Organisational or institutional 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 own home. This may range from one-off incidents to ongoing ill-treatment | These could include the following:   * inadequate staffing levels * people being hungry or dehydrated * poor standards of care * lack of personal clothing and possessions and communal use of personal items * lack of adequate procedures * poor record-keeping and missing documents * absence of individual care plans * lack of management overview and support |
| **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 | These could include the following:   * failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care * providing care in a way that the person dislikes * failure to administer medication as prescribed * refusal of access to visitors * not taking account of the person’s cultural, religious or ethnic needs |
| **Self neglect:**  This covers a wide range of behaviour that is neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding | These could include the following:   * very poor personal hygiene * unkempt appearance * lack of essential food, clothing or shelter * malnutrition and/or dehydration * living in squalid or unsanitary conditions * neglecting household maintenance |