

Access Community Trust's Commitment

Access is committed to safeguarding all adults at risk of harm. We believe that all adults have the right to live a life safe from harm, abuse and neglect and we are committed to protecting and promoting the welfare and safety of every adult we engage with.

We will ensure that we provide safe environments that protect and promote the welfare and safety of all, services that foster healthy relationships based on trust and respect. Services that allow everybody's voice to be heard.

We are committed to keeping safeguarding at the heart of all we do.

Purpose

The purpose of this policy is to set out Access Community Trust's approach to safeguarding adults who are at risk of harm and will detail how we will seek to keep all adults at risk safe

The policy will ensure that everyone involved in Access is aware of:-

- Their role and responsibility for safeguarding adults at risk
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult

Scope

Access recognises that all adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity, have the right to be safeguarded from all types of harm.

All safeguarding actions taken by Access will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate, and that is person centred and includes and respects the voice of the adult concerned.

The definition of an Adult at Risk is any person who is aged 18 or over at risk of harm, abuse or neglect who is unable to protect themselves due to their individual care and support needs.

This policy applies to everyone working for or on behalf of Access Community Trust

including paid staff, volunteers and the Board of Trustees. We believe that safeguarding is everyone's business.

This policy should be read in conjunction with the Access Policies listed in appendix 1

Legal Framework

The Care Act 2014 sets out clear principles and the legal framework for how adults at risk of abuse or neglect should be protected.

The Mental Capacity Act 2005 & Deprivation of Liberty Safeguards 2009 provide the framework to protect and support people who do not have the assessed ability to make decisions for themselves. It also provides guidance to support people who need to make decisions on behalf of someone else to ensure the rights, best interests and wellbeing of all is protected.

Procedure

Training - Access will provide mandatory and supplementary safeguarding training to all staff, paid and unpaid, so they are able to competently recognise the signs of abuse and be clear on how to report any concerns.

Safe Recruitment - Access are committed to safe recruitment procedures and all required checks will be undertaken and fully assessed prior to and during employment.

Supervision & Support - Access will support safeguarding practice across the organisation by regular supervision, case management, appraisal and training.

Designated Safeguarding Leads- Access will ensure that there are comprehensively trained Designated Safeguarding Leads across the organisation to support staff in promoting the welfare and safety of all adults we engage with

Empowerment - We will share information about safeguarding and good practice and we will listen to and value all of our customers contributions, thoughts and feelings. We will encourage and empower all to have a voice that is heard.

Partnership Working - Access recognises that effective safeguarding is achieved by working in partnership and will approach all safeguarding in a multi-agency approached way. We are committed to building and fostering relationships with a wide range of partners in order to ensure our safeguarding response is comprehensive and robust.

Development - Access will continuously promote and embed a reflective learning culture which places safeguarding at the heart of all we do – we are committed to practice that protects all.

Recognising Abuse

Abuse can take many forms and the list below and definitions detailed in appendix 2 are not exhaustive:

- Physical Abuse
- Psychological Abuse
- Financial or Material Abuse
- Sexual Abuse
- Neglect and Acts of Omission
- Self-neglect
- Domestic Abuse
- Modern Slavery
- Discriminatory Abuse
- Organisational Abuse
- Grooming
- Cuckooing/County Line
- Radicalisation

There may be many other forms of abuse or mistreatment that give you concern for a adult's safety, wellbeing and welfare. All concerns should be discussed with your line manager and an Access Designated Safeguarding Lead and referred to other appropriate agencies when necessary

Responding to Abuse

Safeguarding is everyone's responsibility and all staff, volunteers and trustees at Access Community Trust are expected to recognise that they have an individual duty of care to safeguard.

When assessing adults at risk of abuse, it is important to remain alert and responsive to the Mental Capacity of individuals and operate in accordance with the Mental Capacity Act 2005 to protect their rights, best interests and wellbeing

All staff and volunteers are required to take all concerns seriously and must take all necessary actions to protect and safeguard all adults at risk. The assumption must never be

that someone else will take responsibility.

If a member of staff or volunteer has knowledge or suspicion of abuse, neglect or exploitation taking place this information must be reported to their line manager and designated safeguarding lead at the earliest opportunity

If an adult discloses information that may indicate they are experiencing or are at risk of experiencing abuse, exploitation or neglect, action must always be taken and the following approach should be followed:

- Listen – listen carefully to what the adult at risk is saying and take it seriously. Remember they might be worried and scared about the consequences or think that nobody will believe them. They may have told someone before and nothing was done to help. Sometimes they might not know what is happening is abuse.
- Reassure – the adult at risk should be provided with reassurance that they have done the right thing by telling. Reassurance should also be given about their right to be protected and kept safe. Explain to the adult at risk of any actions you are going to take next, reassure them that you are doing this to help protect them and keep them safe.
- Record – all information should be clearly recorded ensuring that it is factual and focused on the voice of the adult. Also record any further actions or conversation you may have undertaken
- Report – act on your duty of care and report and concerns you have following the guidance set out below and in appendix 3

Reporting

In an emergency

- Call 999 and ask for the police

If the concern needs immediate attention - report to

- Suffolk call 0808 800 4005 or

[Suffolk online portal](#)

- Norfolk call 0344 8008020 or

[Norfolk online portal](#)

If further guidance is needed

Where the concern is not immediate and further guidance is needed advice should be sought either internally through the Access Designated Safeguarding Team or externally through the relevant professional consultation lines

- Suffolk MASH - 0345 606 1499
- Norfolk MASH - 0344 800 80 20

Prevent

All concerns regarding an adult at risk of radicalisation must be report

- Suffolk Police on 101 or 0800 789321
- Norfolk Police Prevent Team on 01953 423905 or 01953 423896 or email ChannelPanel@norfolk.gov.uk

Any external referral made must also be reported to your line manager and the Access Designated Safeguarding Team

Access Designated Safeguarding Team

All concerns and referrals must be reported through to [REDACTED] - Trustwide Safeguarding Manager

- Phone:- [REDACTED]
- Email:- safeguarding@accessct.org or [REDACTED]
- Zone Standard:- Through the Incident/Safeguarding Tab

In the Safeguarding Managers absence, all concerns must be addressed to

- [REDACTED] Designated Safeguarding Lead - [REDACTED]
- [REDACTED] CEO - [REDACTED]

Concerns or allegations regarding a member of staff or volunteer

If you have concerns or an allegation has been made about a member of staff or volunteer working with Adults at Risk then you must speak to a manager or someone from the Access designated safeguarding team immediately in line with Access Community Trusts Public Interest Disclosure (Whistleblowing) Policy.

All staff will be encouraged to report any such concerns without any fear of recriminations.

Access recognises that allegations can arise for many different reasons and there may be many factors to consider and assess. We will deal with all concerns regarding staff and volunteers very seriously but will use a fair, supportive and sensitive approach to investigating these matters.

When assessed as necessary allegations and concerns of this nature will be discussed/reported to the relevant agency including the police, local MASH and the DBS Disbarring Service

Recording and Reporting

All concerns and referrals will be recorded and held on a central safeguarding register. They will be regularly reviewed, monitored and audited by the Safeguarding Manager and will be presented to the Board of Trustees annually.

Supplementary Policies (Appendix 1)

The Adults at Risk Policy should be read in conjunction with the following Access policies:-

- Competence & Training
- Conduct & Standards
- DBS Employment Checking Procedure
- Domestic Abuse
- Equality Opportunities & Diversity
- Gifts, Wills & Bequests
- Gross Misconduct
- Health & Safety
- Information Sharing & Confidentiality
- Mental Capacity Act
- Missing Person
- Professional Boundaries
- Public Interest Disclosure
- Safe Recruitment
- Safeguarding Children & Young People

Recognising Abuse (Appendix 2)

Physical Abuse

- including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions

Psychological Abuse

- all forms of emotional abuse including threats or harm or abandonment, deprivations of contact, humiliation, blaming, controlling, intimidation, coercions, harassment, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or Material Abuse

- involves taking control of another individuals money or resources and can include theft, fraud, internet scamming and coercion. It can affect all areas of an adult's financial affairs and arrangements including wills, property, inheritances and other financial transactions and often results in the misuse or misappropriation of property, possessions or benefits.

Sexual Abuse

- including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual act, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting

Neglect & Acts of Omission

- including the support agency or care giver ignoring medical, emotional or physical care needs of an individual that needs support and care. Failure to provide access to appropriate health, care, support and educational services. The withholding of basic needs such as adequate nutrition, shelter, heating and clothing

Self-neglect

- this covers a wide range of behaviours that individuals present with that results in self-neglect of that individuals personal hygiene, health or surroundings and includes hoarding

Domestic Abuse

- including psychological, physical, sexual, financial, emotional abuse; to include Honour Based Violence (HBV), Forced Marriage and Female Genital Mutilation (FGM) and Coercive Control

Modern Slavery

- encompasses slavery, human trafficking, forced labour and domestic servitude. People are bought and sold for sexual exploitation, forced labour, street crime, drug manufacturing and cultivation, grooming and pimping, domestic servitude, forced marriage or even the sale of organs and human sacrifice

Discriminatory Abuse

- including forms of harassment, slurs, isolation & exclusion or similar treatment; because of race, gender, gender identity, age, disability, sexual orientation or religion

Organisational Abuse

- including neglect and poor care practice within an institution or specific care settings such as a hospital or care home 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

Grooming

- when a person builds a false relationship with an adult at risk so they can abuse them and manipulate them into doing things. The abuse is usually sexually and/or financially exploitative but can also include other illegal acts.

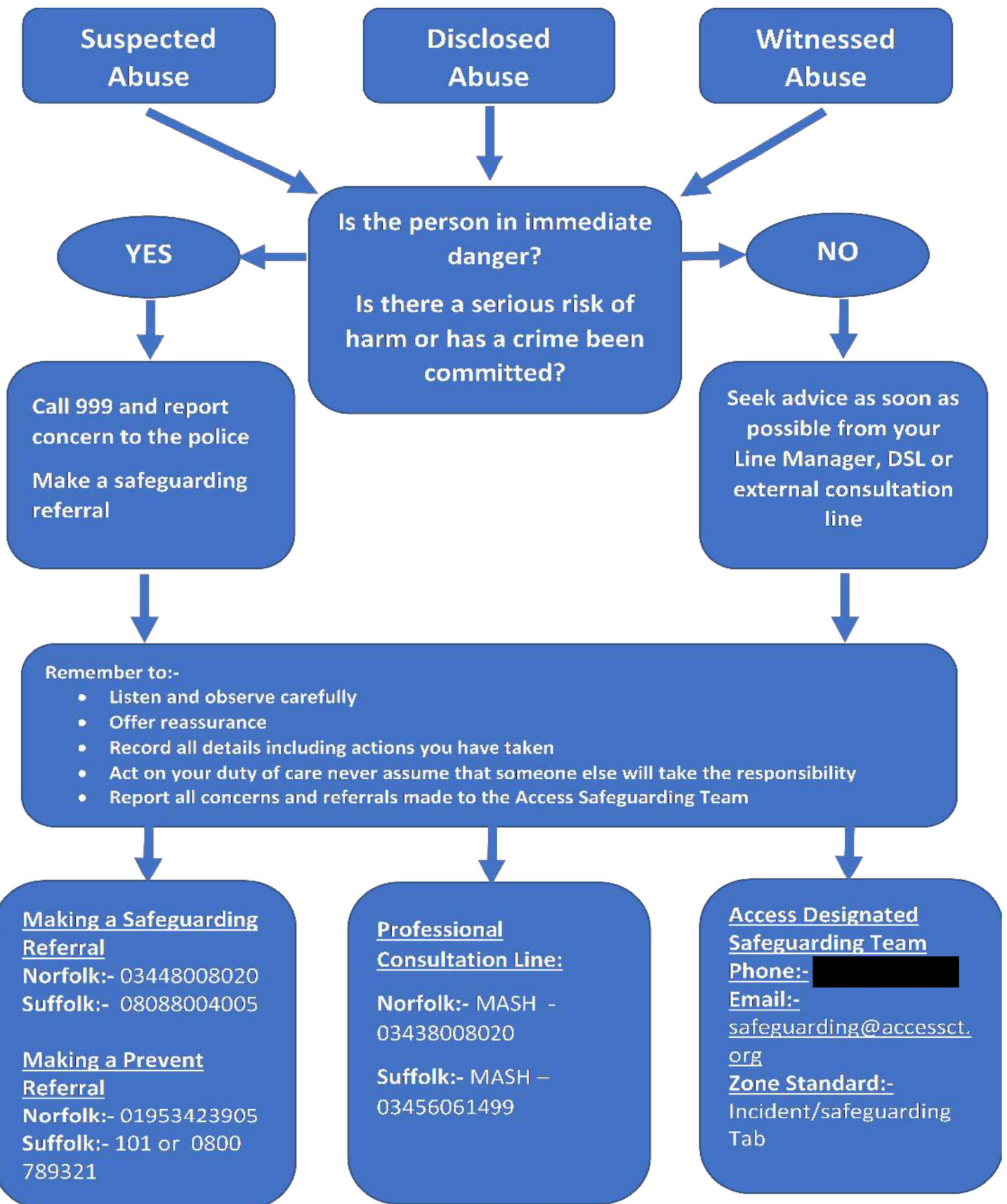
Cuckooing/County Lines

- the practice of taking over the home of a vulnerable person in order to establish a base for storing and dealing drugs and can also include the facilitation of sex work. This practice is typically perpetrated by organised criminal gangs as part of a County Lines operation

Radicalisation

- is the process adults at risk can be converted to support terrorism and extremism. Adults at risk can be exposed to these risks and groomed into holding extremism beliefs either through family, friends or faith leaders or groups and by strangers online. Radicalisation is seen as a form of harm and abuse and is a safeguarding matter. All concerns of radicalisation should be reported to the police

Responding to Abuse - Adults At Risk Flowchart (Appendix 3)



Last Reviewed:
01 Jun 2023 (Version 1)