

SAFEGUARDING ADULTS AT RISK POLICY STATEMENT AND PROCEDURES

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1. Introduction

The Archway Foundation provides a pathway of support services to adults (aged 18 years and over) who may be struggling with the pain of loneliness and its associated impact. Our charitable activities include working with people at vulnerable points in their life and who may be seen as particularly at risk of abuse, but it must be remembered that anyone at any time may be at risk of abuse of some kind. The purpose of this policy is to protect adults at risk and provide stakeholders and the public with the overarching principles that guide our approach in doing so.

This policy and related procedures are to make sure that The Archway Foundation has all the right things in place to protect and safeguard adults. It sets out the roles and responsibilities of The Archway Foundation in working together in promoting the adult's welfare and safeguarding them from abuse and neglect.

Although The Archway Foundation does not work directly with children, the procedures outlined in this policy will be applied in the case of a child or children who comes to the attention of the Archway Foundation as being at risk of harm or abuse. The Archway Foundation recognises the responsibility of everyone who comes into contact with children and families to safeguard and promote the welfare of children.

Employees, trustees and volunteers should be made aware of how this document can be accessed. The policy and procedures are applicable to anyone working on our behalf, including the Chief Executive Officer, trustees, employees and volunteers of The Archway Foundation. Failure to comply with the policy and related procedures will be addressed without delay and may ultimately result in dismissal / exclusion from the organisation.

2. How to Respond Appropriately to Abuse or Concerns

It is not always easy to recognise abuse or harm. Therefore, it is important to act if you suspect abuse – don't wait until you are absolutely sure. This doesn't mean that you are jumping to conclusions or that you are making judgements about the situation. It simply means there is a safeguarding concern. You may suspect abuse because:

**ACT
IF YOU
SUSPECT**

- You have a general concern about someone's well-being
- You hear or see something which could be abusive
- Someone tells you that something has happened or is happening to them, or to an adult at risk, which could be abusive.

3. How to Report Any Safeguarding Concerns

It is important that all adults at risk are protected from abuse. All complaints, allegations or suspicions must be taken seriously.

If you are an Archway Friend (beneficiary) or member of the public, make your concerns known to a staff member or volunteer who will alert a senior member of the charity.

For volunteers and staff of the charity, immediately make your concerns known to your supervisor. If you feel unable to do so, speak to a Trustee. The Trustees are mindful of their reporting obligations to the Charity Commission in respect of Serious Incident Reporting and are aware of Government Guidance on handling safeguarding allegations.

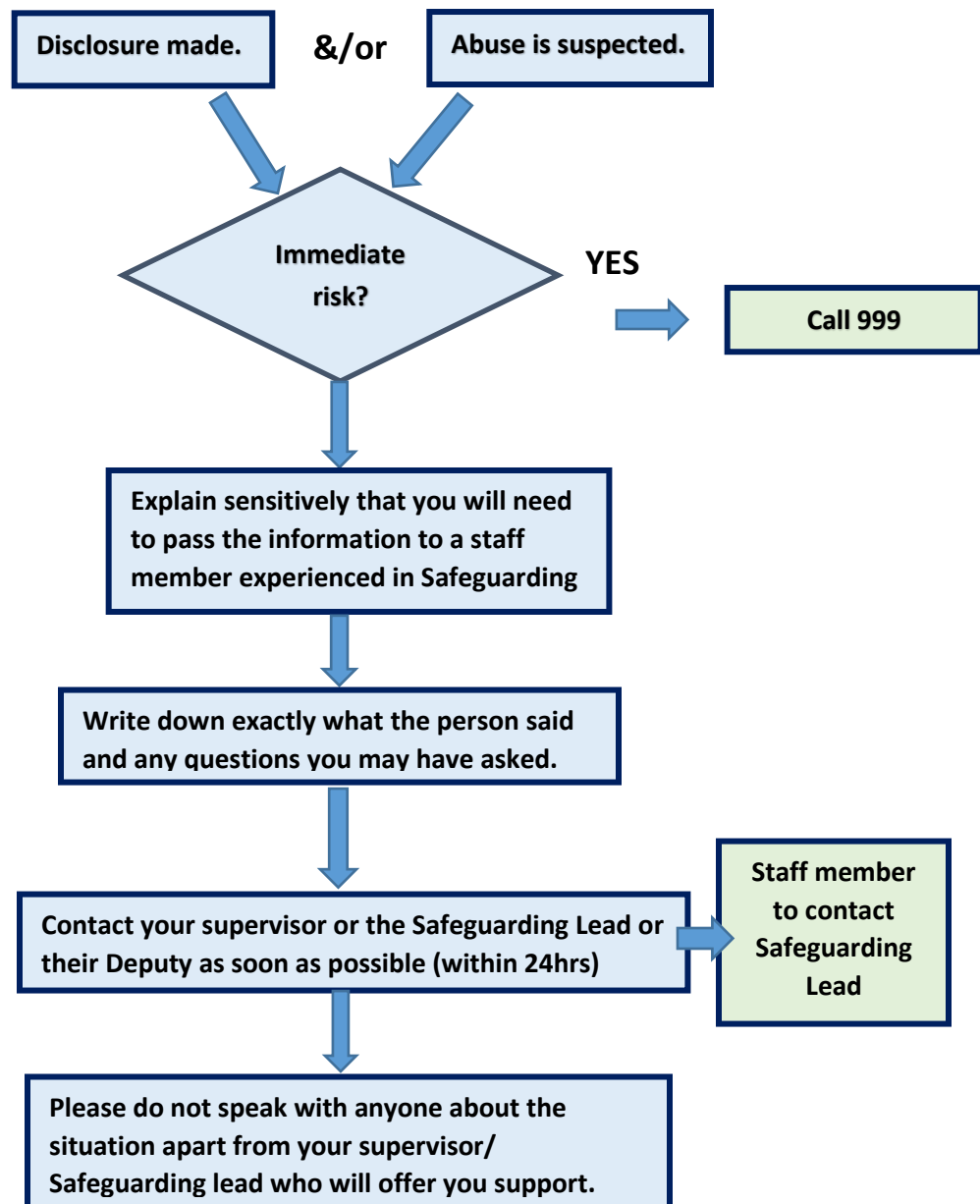
If a crime is in progress, or an individual in immediate danger, call the police, as you would in any other circumstances and let your supervisor/ Safeguarding lead know.

Early sharing of information is the key to providing an effective response where there are emerging concerns. **To ensure effective safeguarding arrangements no one should assume that someone else will do it.**

Please see relevant flowchart for staff and volunteers (next page). This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that an adult at risk has been abused.

Process for Volunteer handling a Safeguarding disclosure

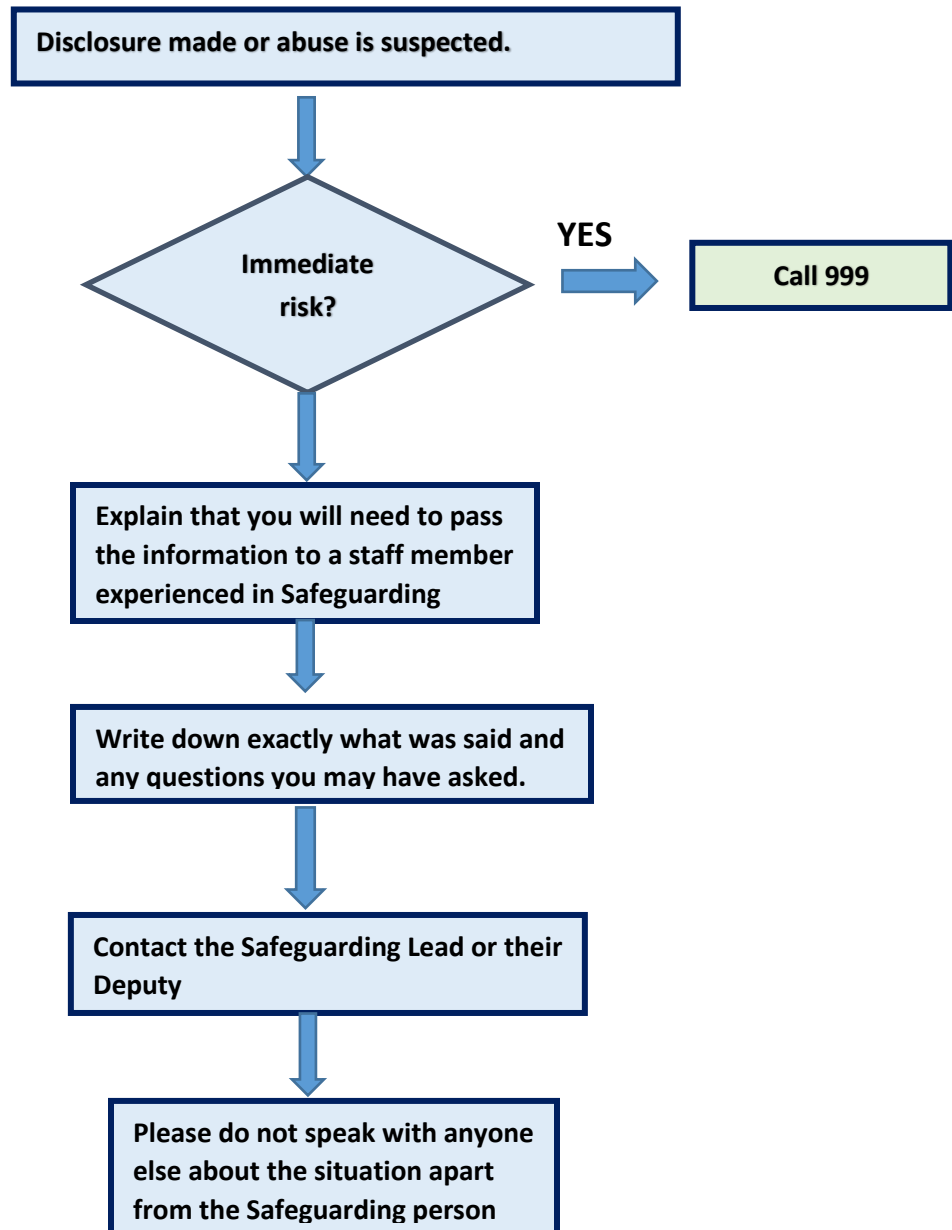
Volunteer



Name of Safeguarding Person	Role	Phone
Angelo Fernandes	Safeguarding Lead	07703186041
Louise Longson	Deputy Safeguarding Lead	07718769105
Ros Alstead	Safeguarding Trustee	07585551101

Process for Staff handling a Safeguarding disclosure

Staff



Name of Safeguarding Person	Role	Phone
Angelo Fernandes	Safeguarding Lead	07703186041
Louise Longson	Deputy Safeguarding Lead	07718769105
Ros Alstead	Safeguarding Trustee	07585551101

4. Types of Abuse

Staff, trustees and volunteers are well-placed to identify abuse and anything the adult may say or do things that lets us know something is wrong. It may come in the form of a disclosure, complaint, or an expression of concern. Everyone within the organisation should understand what to do, and where to go to get help, support and advice.

The table below gives simple definitions for the main types of abuse and some of the behaviours that each type of abuse might include. Please note that the list is not exhaustive.

Type of Abuse	Definition	Behaviours may include but are not limited to...
PHYSICAL	To inflict pain, physical injury, or suffering	<ul style="list-style-type: none"> • Hitting, slapping, and beating • Shaking, pinching, and pushing • Kicking, burning and hair pulling • Squeezing, suffocating, poisoning, and using inappropriate restraint • Giving inappropriate medication
SEXUAL	Direct or indirect involvement in sexual activity or relationships which a person does not want or has not consented to.	<ul style="list-style-type: none"> • Rape, sexual assault, or sexual acts to which the person has not consented, could not consent, or was pressurised into consenting. • Indecent assault, incest, being forced to touch another person in a sexual manner without consent • Making sexual remarks, suggestions, and teasing • Indecent exposure, being forced to watch pornographic material or sexual acts • Enforced or coerced nakedness or inappropriate photography of a person in sexually explicit ways • Being spied on while a person is undertaking personal care activities
EMOTIONAL & PSYCHOLOGICAL	The use of threats, fear or power gained by another adult's position, to invalidate the person's independent wishes. This is behaviour that has a harmful effect on the person's emotional	<ul style="list-style-type: none"> • Threatening, coercing, mocking, or controlling behaviour • Bullying, intimidation, harassment, or humiliation • Lack of privacy, self-expression or choice, denial of dignity, deprivation of social contact or deliberate isolation

	health and development and can be any form of mental cruelty that results in mental distress.	
NEGLECT	A person's well-being is impaired, and their care needs are not being met. Neglect can be deliberate but can also be as a result of not understanding someone's needs.	<ul style="list-style-type: none"> • Failing to provide access to appropriate health or social care • Ignoring medical or physical care needs, including not giving someone proper food or assistance with eating and drinking • Failing to intervene in behaviour which is dangerous to the adult (particularly when the person lacks the mental capacity to assess the risk to themselves or others) • Failing to provide a warm, safe, comfortable environment • Deliberately withholding aids such as walking sticks or hearing aids • Denying social, religious, or cultural contacts or contact with family • Leaving alone or unsupervised
FINANCIAL	This is the use of a person's property, assets, income, funds or any other resources without their informed consent or authorisation. It includes theft, fraud, exploitation and the misuse or misappropriation of property, possessions, or benefits.	<ul style="list-style-type: none"> • Theft, fraud or embezzlement of monies, benefits, or goods • Exploitation or profiteering • Applying pressure in connection with wills, property or inheritance, or financial transactions • The abuse of influence, power, or friendship to persuade a person to make gifts or change their will • Being charged excessive amounts for services (such as minor building works on a property)
SPIRITUAL	The inappropriate use of religious belief or practice; coercion and control of one individual by another in a spiritual context; the abuse of trust by someone in a position	<ul style="list-style-type: none"> • Forcing religious ideas or practices onto people, particularly those who may be vulnerable to such practices • Extreme pastoral interference in personal matters-reducing individual choice and responsibility • The misuse of religious teaching or power to control behaviour and pressure to conform

	of authority (e.g. religious leader)	<ul style="list-style-type: none"> • The requirement of obedience to the abuser or the suggestion that the abuser has a 'divine' position • The denial of the right of faith or opportunity to pursue spiritual development
DISCRIMINATORY	The inappropriate treatment of a person because of their age, gender, race, religion, cultural background, sexuality, or disability.	<ul style="list-style-type: none"> • Abusive behaviour based on a person's age, race, gender, sexuality, or disability. • Bullying, harassment, threats, slurs or similar treatment • Withholding services without proper justification, or lack of disabled access to services and activities
INSTITUTIONAL/ ORGANISATIONAL	The mistreatment or neglect of an adult at risk by a regime, or individuals within settings and services, that adults at risk live in or use. Such abuse violates the person's dignity, resulting in lack of respect for their human rights. It can occur through repeated acts of poor care and neglect, or poor professional practice or ill-treatment.	<ul style="list-style-type: none"> • The inability of an institution to safeguard people from emotional, physical, sexual harm or neglect • Having fixed rules and routines by which people are controlled • People being prevented from doing things that are their rights • Not having access to personal possessions or personal allowance
DOMESTIC ABUSE (also domestic violence, spousal abuse, partner violence or battering)	A pattern of behaviour which involves violence or other abuse by one person against another in a domestic setting, such as in marriage or cohabitation.	<p>Commonly, people do not always recognise they are in an abusive relationship. Signs can include any of those listed in the physical, sexual & financial abuse categories.</p> <p>Abusive partners will often do one or more of the following:</p> <ul style="list-style-type: none"> • Try to keep their partner from seeing friends or family • Prevent or limit their partner's personal development • Constantly check up on or follow their partner • Make unjust accusations of flirting or having affairs

		<ul style="list-style-type: none"> • Constantly belittle or humiliate their partner or regularly criticise or insult them in front of other people • Coerce their partner into doing something they don't really want to do, including sexually • Those suffering domestic abuse may change their behaviour because they are afraid of what their partner might do or say • Have had their possessions deliberately destroyed by the abuser • Have been threatened with harm or threats of harm to their children • Have been kept short of money by their partner, sometimes rendering them unable to buy food and other necessary items for themselves and their children
MODERN SLAVERY	<p>This covers slavery (including domestic slavery), human trafficking and forced labour. Traffickers and slave masters use whatever they can to pressurise, deceive and force individuals into a life of abuse and inhumane treatment.</p>	<ul style="list-style-type: none"> • Showing signs of physical or psychological abuse, look malnourished or unkempt, or appear withdrawn • May rarely be allowed to travel on their own, seem under the control or influence of others, rarely interact, or appear unfamiliar with their neighbourhood or where they work • May be living in dirty, cramped or overcrowded accommodation, and/or living and working at the same address • May have no identification documents, have few personal possessions, and always wear the same clothes day in day out. What clothes they do wear may not be suitable for their work • May avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family
FORCED MARRIAGE	<p>Forced marriage happens across all cultures. It is when someone is pressured into an arranged marriage or forced to marry someone they haven't freely chosen.</p>	<ul style="list-style-type: none"> • Someone having a brother or sister who has been forced to marry • Parents talking about marriage • Hearing talk of weddings or parties • Talk of family members coming to live with the family, or family trips overseas • Wedding photos, clothes, gifts, Mehdi henna

	It can also happen if someone lacks the mental capacity to make their own choices.	<ul style="list-style-type: none"> • Unreasonable restrictions being placed on someone at home • How much the person’s family deals with professionals who might help with organising a wedding or a visa before a trip overseas.
MATE CRIME	Is when people are befriended by others in the community who then go on to exploit and take advantage of them.	<ul style="list-style-type: none"> • The person at risk often paying for or lending money to their new “friend” • Controlling behaviours with attempts to disguise as being caring and protective • Any of the behaviours seen in other categories of abuse
CYBER ABUSE (also known as Cyber Bullying or Cyber Stalking)	The use of information technology (email, Mobile phones, websites, social media, instant messaging, chat rooms etc.) to repeatedly harass or harm other people in a deliberate manner.	<ul style="list-style-type: none"> • Threats to post images or messages against the person’s expressed wishes • Repeated communications in spite of being asked to stop making contact • Abusive language and derogatory comments about the person and / or his/ her family
HISTORIC ABUSE	The term used to describe disclosures of abuse that were perpetrated in the past. Many people who have experienced abuse don’t tell anyone what happened until years later, with around one third of people abused in childhood waiting until adulthood before they share their experience.	<ul style="list-style-type: none"> • Any of the behaviours as listed in other abuse categories
SELF HARM/SELF NEGLECT	Intentional damage or harm to a person’s own body. It is used as a way of coping or of expressing overwhelming emotional distress.	It may involve (but is not restricted to) self-inflicted cuts, bruises and/or burns. The person may feel ashamed of their actions and may try to hide these injuries or invent false reasons for their presence. An adult at risk may also be neglecting themselves which can result in harm to themselves (nutritional deficiency/ not taking prescribed medication etc).

HUMAN TRAFFICKING	When people are bought and sold for financial gain and/ or abuse. This can happen to men, women & children in their own country and across international borders.	Traffickers will trick, coerce, lure or force vulnerable individuals into forced labour, sexual exploitation, street crime, domestic servitude or even the sale of organs or human sacrifice.
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Radicalisation to Terrorism:

The Government through its PREVENT programme has highlighted how some adults may be vulnerable to exploitation and radicalisation and involvement in terrorism. Signs and indicators of radicalisation may include:

- Being in contact with extremist recruiters.
- Articulating support for violent extremist causes or leaders.
- Accessing violent extremist websites, especially those with a social networking element.
- Possessing violent extremist literature.
- Using extremist narratives to explain personal disadvantage.
- Justifying the use of violence to solve societal issues.
- Joining extremist organisations.
- Significant changes to appearance and/or behaviour.

REMEMBER!

Abuse does not have to fit neatly into any one category.

Often, more than one type of abuse may be taking place.

5. What is Safeguarding and Why Does it Matter?

We all have the same rights and expectations to independence, respect, choice, fulfilment of our ambitions, being heard, included, and to have privacy and confidentiality. Safeguarding is a term we use to describe how we protect adults and children from abuse or neglect. It is an important shared priority of many public services, and a key responsibility of local authorities and we all have a part to play in ensuring everyone in Archway is adequately protected and safe. The Care Act 2014 requires that each Local Authority:

- Must make enquiries, or ensure others do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect.
- When a report is made to them an enquiry should establish whether any action needs to be taken to stop abuse or neglect, and if so, by whom.
- Set up a Safeguarding Adults Board
- Arrange, where appropriate, for an independent advocate to represent and support an adult who is the subject of a safeguarding enquiry or Safeguarding Adult Review where the adult has 'substantial difficulty' in being involved in the process and where there is no other appropriate adult to help them
- Cooperate with each of its relevant partners in order to protect adults experiencing or at risk of abuse or neglect.

An adult at risk is any person who is aged 18 years or over who may need community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation.

Where someone is over 18 but still receiving children's services and a safeguarding issue is raised, the matter should be dealt with as a matter of course by the adult safeguarding team.

The aims of safeguarding adults are:

- To prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- To safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives 'Making Safeguarding Personal'

- To promote an outcomes approach in safeguarding that works for people resulting in the best experience possible
- To raise public awareness so that professionals, other staff and communities as a whole play their part in preventing, identifying and responding to abuse and neglect.

Key Principles of Adult Safeguarding:

In the safeguarding of adults, The Archway Foundation is guided by the six key principles set out in The Care Act 2014 and Making Safeguarding Personal. The Archway Foundation aims to demonstrate and promote these six principles in its work:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
- **Prevention** – It is better to act before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability** – Accountability and transparency in delivering safeguarding.

6. Trustee Safeguarding Responsibilities

Trustees are aware of and will comply with the Charity Commission guidance on safeguarding and protecting people and also the 10 actions trustee boards need to take to ensure good safeguarding governance.

A lead trustee/committee will be given responsibility for the oversight of all aspects of safety, including whistleblowing and H&SW. This will include:

- Creating a culture of respect, in which everyone feel safe and able to speak up.
- An annual review of safety, with recommendations to the Board.
- Receiving regular reports, to ensure this and related policies are being applied consistently.
- Providing oversight of any lapses in safeguarding.
- And ensuring that any issues are properly investigated and dealt with quickly, fairly and sensitively, and any reporting to the Police/statutory authorities is carried out.
- Leading the organisation in way that makes everyone feels safe and able to speak up.
- Ensuring safeguarding risk assessments are carried out and appropriate action taken to minimise these risks, as part of our risk management processes.
- Ensuring that all relevant checks are carried out in recruiting staff and volunteers.

- Planning programmes/activities to take into account potential safeguarding risks, to ensure these are adequately mitigated.
- Ensuring that all appointments that require DBS clearance and safeguarding training are identified, including the level of DBS and any training required.
- Ensuring that a central register is maintained and subject to regular monitoring to ensure that DBS clearances and training are kept up to date.
- Ensuring that safeguarding requirements (eg DBS) and responsibilities are reflected in job descriptions, appraisal objectives and personal development plans, as appropriate.
- Listening and engaging, beneficiaries, staff, volunteers and others and involving them as appropriate.
- Responding to any concerns sensitively and acting quickly to address these.
- Ensuring that personal data is stored and managed in a safe way that is compliant with data protection regulations, including valid consent to use any imagery or video.
- Making staff, volunteers and others aware of:
 - Our safeguarding procedures and their specific safeguarding responsibilities on induction, with regular updates/reminders, as necessary.
 - The signs of potential abuse and how to report these.

Trustees will review and where necessary update the Safeguarding Policy annually (or sooner if new legislation or statutory guidance is introduced)

7. Safeguarding and Fund-raising

We will ensure that:

- We comply with the Code of Fundraising Practice, including fundraising that involves children.
- Staff and volunteers are made aware of the Institute of Fundraising guidance on keeping fundraising safe and the NCVO Guidance on vulnerable people and fundraising.
- Our fundraising material is accessible, clear and ethical, including not placing any undue pressure on individuals to donate.
- We do not either solicit nor accept donations from anyone whom we know or think may not be competent to make their own decisions.
- We are sensitive to any particular need that a donor may have.

8. On-line Safeguarding

We will identify and manage online risks by ensuring:

- Volunteers, staff and trustees understand how to keep themselves safe online.
- The services we use and/or provide are safe and in line with all our code of conduct, Social Media Policy, Whistleblowing Policy and Dignity at Work Policy.

- We protect people's personal data and follow GDPR legislation.
- Staff and volunteers are made aware of The Archway Foundation's social media policy and procedures and the code of conduct for behaviour towards the adults we support.
- We have permission to display any images on our website or social media accounts, including consent from an individual, parent, etc.
- We clearly explain how users can report online concerns. Concerns may be reported using this policy, or direct to a social media provider using their reporting process. If you are unsure, you can contact one of these organisations, who will help you.

9. Safe Recruitment and Selection

The Archway Foundation

- is committed to safe employment and safe recruitment practices, that reduce the risk of harm to adults with care and support needs from people unsuitable to work with them.
- has policies and procedures that cover the recruitment of all Trustees, employees and volunteers (Staff Recruitment Policy, Trustee Recruitment Policy, Volunteer Recruitment Policy)
- Employees and volunteers are made aware this policy and are given training and guidance at a level appropriate to their role and responsibilities. (See section 10 on Training and Awareness)

10. Training and Awareness

The Archway Foundation will ensure an appropriate level of safeguarding training is available to its Trustees, Employees, Volunteers and any relevant persons linked to the organisation who requires it.

For all employees who are working or volunteering with adults at risk this requires them as a minimum to have awareness training that enables them to:

- Understand what safeguarding is and their role in Safeguarding Adults.
- Recognise an adult potential in need of safeguarding and act accordingly.
- Understand how to report a safeguarding Alert.
- Understand dignity and respect when working with individuals.
- Have knowledge of the Safeguarding Adults Policy.

11. Links to Other Policies

This policy should be read in conjunction with other policies of The Archway Foundation, paying particular attention to:

- Equality, Diversity & Inclusion Policy
- Dignity at Work Policy
- Whistleblowing Policy
- Data Protection /GDPR Policy
- Staff Recruitment Policy
- Trustee Recruitment /Replacement Policy
- Volunteer Recruitment Policy
- Confidentiality and Information Sharing Policy

12. Important Contacts:

Designated Senior Lead for Safeguarding

Name: Angelo Fernandes

Email address: angelo@archwayfoundation.org.uk

Telephone number: 07703186041

Deputy Senior Lead for Safeguarding

Name: Louise Longson

Email address: louise@archwayfoundation.org.uk

Telephone number: 07718769105

Designated Trustee for Safeguarding

Name: Ros Alstead

Telephone number: 07585551101

Out of usual working hours

Contact the Adult Social Care Emergency Duty Team (EDT) for out of hours urgent emergencies: **0800 833 408**.

Or visit Oxfordshire Adult Safeguarding website

<https://www.oxfordshire.gov.uk/residents/social-and-health-care/reporting-concern>

The roles and responsibilities of the named persons are:

- To ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing or has experienced abuse or neglect.
- To ensure that concerns are acted on, clearly recorded and referred to an adult social care team/ GP or Oxfordshire Adult safeguarding Board where necessary.
- To reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is often at the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- To ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- If appropriate, staff or volunteers will be given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998. They will be dealt with in a fair and equitable manner, and they will be kept informed of any action that has been taken and its outcome.

13. What happens once I have raised a concern with a safeguarding lead?

Archway takes all concerns regarding risk and safety very seriously. In the case where a member of staff or volunteer reports a concern, **we will always investigate further**. All concerns about potential safeguarding issues are **internally escalated** to Archway's Safeguarding Team (Safeguarding Lead, Deputy Safeguarding Lead and Safeguarding Trustee).

It is important to note that not all concerns about risk and safety fit the Oxfordshire Safeguarding Adults Board) criteria for safeguarding. We follow the guidance given on the OSAB Threshold of Needs Matrix, which outlines when an issue meets the S42 statutory criteria for a referral to OSAB.

The Matrix can be found at: <https://www.osab.co.uk/wp-content/uploads/2021/06/OSAB-Threshold-of-Needs-Matrix-January-2021-MASTER.pdf>

Where the issue does not meet the statutory criteria but there is still deemed to be a risk, we refer to the various Safeguarding Protocols (e.g. Self-neglect, Hoarding) and follow a Multi-Agency Risk Management Process (MARM), which involves setting up a meeting and discussing actions with other organisations involved, or who will potentially become involved, with the individual (e.g. a GP, a support worker, a Tenancy Manager etc.). This is also reported to OSAB.

Details of the Protocols are here: <https://www.osab.co.uk/resources-and-publications/protocols-used-in-oxfordshire/>

Internal discussions are held regarding subsequent actions, and **these are recorded** against the individual's profile on our secure database. **A member of Archway's Safeguarding Team will make contact with the individual involved** to discuss the situation and explain our safeguarding duty and procedure.

We try to act with the individual's consent at all times, but where this is not forthcoming, we may take action without it under our Duty of Care. We let the individual know what is happening at all times.

After an internal discussion has agreed to report a concern on either of the above routes, we **have an initial consultation by telephone with OSAB, which is recorded on the individual's profile.** This may be a "no-names" consultation, or one where we have consent from the individual to give their details. **OSAB will then advise us on next steps,** which might be:

Make a formal referral.

Begin a MARM process.

In cases where the issue is deemed neither a Safeguarding concern nor needing MARM, the situation will be **internally monitored.** If the situation escalates or continues, we consult with OSAB again.

OSAB will then decide to follow-up or not to follow-up the concern as a statutory matter.

If the MARM process is to be followed, we will work on putting together a Multi-Agency Meeting. This will then agree actions and follow-up work by each agency involved.

If the issue is taken by OSAB as an S42 case where statutory action needs to be taken, we will support the Friend and communicate with OSAB during the process. However, we are not always informed of the result of the Safeguarding Process, as it is OSAB who is responsible for making any decision. We do our utmost to find out the resolution of the matter. **At all times, we record every step of the Safeguarding process.**

Please be assured that throughout Safeguarding processes, **we keep the individual and their safety foremost.** Transparent and timely communication is always made. **We will do our best to keep the person who raised the concern informed as to progress,** but there may be times when, due to confidentiality, we are unable to disclose full details.

15. Policy Statement

The Policy Statement and Procedures have been drawn up to enable The Archway Foundation to:

- Promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- Ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- Stop that abuse occurring.

In order to implement the policy, The Archway Foundation will

- Promote the freedom and dignity of the person who has experienced or is experiencing abuse.
- Promote the rights of all people to live free from abuse and coercion
- Ensure the safety and well-being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing.
- Manage services in a way which promotes safety and prevents abuse.
- Recruit staff and volunteers safely, ensuring all necessary checks are made.
- Provide effective management for staff and volunteers through supervision, support and training.
- Ensure that all senior managers, trustees, staff, volunteers are familiar with this policy and procedures
- Work with other agencies where necessary in line with this policy
- Act within its confidentiality policy and usually gain permission from service users before sharing information about them with another agency
- Pass information to an adult social services department where necessary
- Inform service users that, where a person is in danger, or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- Endeavour to keep up to date with national developments relating to preventing abuse and ensuring the welfare of adults
- Ensure that the Safeguarding Lead understands their responsibility to refer incidents of adult abuse to the relevant statutory agencies (police/adult safeguarding board)

Legal Framework

This guidance reflects the principles contained within the Human Rights Act 1998, the Public Interest Disclosure Act 1998, The Mental Capacity Act 2005, The Equality Act 2010 and The Care Act 2014.

The Human Rights Act 1998 gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR).

The Public Interest Disclosure Act 1998 (PIDA) created a framework for whistle blowing across the private, public and voluntary sectors. The Act provides almost every individual in the workplace with protection from victimisation where they raise genuine concerns about malpractice in accordance with the Act's provisions.

The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they should go about this.

The Equality Act 2010, legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations

The Care Act 2014 was introduced to improve people's independence and wellbeing. It makes clear that local authorities must provide or arrange services that help prevent people developing needs for care and support or delay people deteriorating such that they would need ongoing care and support.

Policy Review

This policy will be reviewed annually, or sooner if there are changes in legislation or statutory guidance.