

SAFEGUARDING ADULTS POLICY AND PROCEDURES

Definitions

6.1 Who does this policy protect?

This policy is designed to protect any adult who is eligible to attend Hamwattan Centre. This includes older people, people with learning difficulties, people with physical and sensory impairments, people experiencing mental distress and carers.

When we use the term “service users” in this policy, we mean someone using the service of Hamwattan. They could be a Hamwattan service user OR a carer.

6.2 What is abuse?

“Abuse is a violation of an individual’s human and civil rights by any other person or persons”
No Secrets: Department of Health 2000

Abuse includes

- Physical abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Neglect and acts of omission
- Discriminatory abuse (including racist, sexist, disability, homophobic or ageist abuse)

Abuse may be carried out deliberately (on purpose) or unknowingly (not on purpose). People who behave abusively (perpetrators) come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people using the same service as the person experiencing abuse.

6.3 Safeguarding Policy Statement

This policy and procedure have been drawn up in order to enable Hamwattan Centre to:

- Work in a way that can prevent abuse
- Support service user who is experiencing abuse
- And work with the service user to stop that abuse occurring

Hamwattan acknowledges that there could be a high level of abuse carried out towards people who use our services. For example, research has shown that disabled adults are more likely to be abused than the rest of the adult population.

Hamwattan believes that everyone has the right to live their life free from abuse.

Hamwattan will work:

- To promote the rights of all people to live free from abuse
- To promote the freedom and dignity of any person who has or is experiencing abuse
- To ensure the safety and well being of all vulnerable people.
- To manage services in a way which promotes safety and prevents abuse.

Hamwattan:

- Will ensure that all management committee members, staff and volunteers are familiar with this policy by keeping them up to date with reviews.
- Will ensure that all service users know that this policy exists and have access to a copy of this policy on demand.
- Will inform service users that where a person is in danger, an adult is at risk or a serious crime has been committed, then information may be passed to another agency without their consent.
- Will pass information to a Safeguarding Enquiry Co-ordinator when a person who does not have the capacity to consent to a safeguarding adult protection enquiry may be experiencing abuse.
- To contact a Safeguarding Enquiry Co-ordinator, ring 0113 2243511 during office hours or out of office hours call Contact Centre 0113 2224401 and ask to make a Safeguarding Referral.
- The lead people in Hamwattan Centre for safeguarding Adults are the Sessional Workers and Project Manager. They should be contacted for support and advice on implementing this policy and procedure. If it is not possible or appropriate to contact the Sessional Workers, contact the Chair of the Executive Committee or any officer.
- Safeguarding officer: Zainab Aslam

In the first instance where possible, all staff and service users must discuss any safeguarding issues or concerns with Hamwattan's Sessional Workers, or the Chair of the Executive committee/identified Executive member prior to contacting any outside agencies.

Safeguarding Procedures

1. Preventing abuse

- 1.1 All management committee members, staff including freelance and sessional staff, volunteers and service users are expected to treat each other with respect. Violent, abusive and discriminatory behaviour will not be tolerated. The following policies should be used to deal with any unacceptable behaviour:
Equal Opportunities Policy
Complaints Procedure
Grievance Procedure
Disciplinary Procedure
- 1.2 All staff working for Hamwattan will supply 2 references before starting work.
- 1.3 Staff, including sessional staff such as personal assistants, will also agree to a Standard disclosure being carried out through the Criminal Record Bureau. Hamwattan may use a Registered Umbrella Body under the Police Act 1997 for obtaining the disclosure. When the national register relating to adult protection is established, Hamwattan will also expect new staff to give permission for a check to be made through this agency.
- 1.4 All management committee members will agree to a Standard Disclosure being carried out. This is in addition to any checking requirements for Trustees by the Charity Commission.
- 1.5 Hamwattan recognises that, in a user-led project, there is often a difficult distinction to be made between “volunteers” and “service users”. Where a service user or volunteer is taking on a role whereby, they will have unsupervised contact with other service users, they will be expected to agree to checks in 1.3.
- 1.6 Service users will be made aware of relevant policies and procedures (e.g. the policy, equal opportunities, complaint policy) and have access to relevant training and skill development (assertiveness, equal opportunities) in order that they can increase their skills and knowledge to prevent abuse.
- 1.7 Induction and training for Management Committee members and staff will include relevant policy and procedure so that people are aware of their responsibilities to prevent abuse.
- 1.8 Service users, staff, volunteers and management committee members will have access to information about independent helplines and advocacy providers that can support people experiencing abuse. A basic information sheet of useful numbers will be available from Hamwattan.
- 1.9 All members of staff, management committees and volunteers should be aware of the important role that confidentiality of personal information plays in the prevention of abuse. In, contact details for service users should not be given to any other person (another service user, a relative, a professional) without the permission of the service user.

In order to reduce the risk for abuse of false allegation of abuse, staff will fully comply with all relevant policies and procedure including risk assessment, when visiting service users, whenever possible.

Other staff/ service user safety procedures should be followed, such as carrying a mobile phone and reporting back to the office by phone if the staff member is ending their working day after a home visit.

All staff working with service users will be required to carry out Safeguarding training, which will be renewed every 3 years. As of January 2023, this is complete and up to date. Next training due in January 2026.

2. Responding to people who have experienced or are experiencing abuse

- 2.1 Staff should “Alert” to Safeguarding leads or Hamwattan Chair immediately, of all situations of abuse or alleged abuse. This is the case if the abuse occurred whilst the service user was using Hamwattan. This is also the case if the service user discloses abuse that has occurred outside of the Hamwattan’s work. The service user should be told that this will be discussed with Hamwattan Safeguarding leads or Chair.
- 2.2 Staff or the manager could seek advice by ringing the Safeguarding Advice Line during working hours or if the person is in immediate danger a referral to Contact Leeds could be made during the office hours and out of office hour EDT (Emergency Duty Team) should be contacted. In all circumstances the staff should contact their immediate line manager or Chair to inform them of the situation.
- 2.3 Where you are a witness to abuse, or abuse has taken place, the priorities will be:
 - Ensuring appropriate emergency health services are gained if necessary
 - Calling the police if a crime has been committed
 - Maintaining the safety of yourself, service users and other staff or volunteers
 - Preserving any evidence, if necessary
 - Informing Hamwattan Chair as soon as possible about what has happened
 - Making a written record of what happened, giving date, place, time, Parties involved
- 2.4 Anyone communicating that they have or are experiencing abuse will also be given the opportunity to “tell” about the experience if they wish to do so.

This will include creating the time, private physical space and access to appropriate communication aids (e.g. picture board, sign language interpreter and other interpreter). Hamwattan staff are not qualified counsellors, and the aim of any meeting should be to listen and take seriously any disclosure of abuse and to assist the service user to access appropriate support service.

Staff should not investigate an incident of abuse until the Safeguarding strategy has been agreed. For further information please visit www.leedssafeguardingadults.org.uk.

- 2.5 People should be given an opportunity to disclose any information but at no point should service user be questioned further. Otherwise, this may jeopardise future action such as disciplinary hearings or a criminal investigation.
- 2.6 Staff and Executive Committee member should not do anything that will alert the alleged perpetrator to an investigation unless it is necessary for the immediate protection of an adult covered by these procedures.
- 2.7 If a member of staff, Chair/nominated Executive Committee member or volunteer suspects that someone is experiencing abuse but is not communicating that abuse is taking place, they should discuss their concerns with Hamwattan Chair/nominated Executive Committee member. If appropriate, Hamwattan Chair/nominated Executive Committee member will consult the Safeguarding Enquiry Co-ordinator and decide who is the best person to ask the service user about the concerns that have been raised.
- 2.8 Any person disclosing abuse will be given information about other services that can:
 - Enable them to decide what to do about the experiences they have had.
 - Enable them to recover from their experiences
 - Enable them to seek justice in relation to their experience
 - Enable the Multi Agency Adult Protection Procedures to be used, if the person is currently experiencing abuse.
- 2.9 All members of staff, volunteers and involved Executive members should be aware of the utmost need for confidentiality in relation to someone who is experiencing abuse. There is a high risk of the abuse becoming more intense once the service user starts to challenge the abuse.
- 2.10 All member of staff and involved executive members should be aware that the person who is acting abusively might also target people who they think “are interfering” for the abuse and sometimes violence. This could include members of staff who are taking action to stop the abuse. Care should be taken to protect everyone’s safety; fro example ensuring that there is more than one person in the office if an alleged perpetrator is due to visit.

2.11 Where either:

The person experiencing abuse has capacity to decide what they want to happen and they have asked you to help them start the Adult Protection Procedures.

Or

The person does not have capacity to decide what they want to happen in response to the abuse that they are experiencing.

Or

There is a risk to other service users from the same perpetrator

Or

The abuse is being carried out by a person working or volunteering for an organisation

Then Hamwattan staff/Chair/nominated Executive Committee member will make a Safeguarding Referral to a Safeguarding Enquiry Co-ordinate.

3. Management Responsibilities

3.1 Hamwattan executive committee will ensure that Hamwattan has done what it can to safeguard the immediate safety and wellbeing of anyone experiencing abuse (see Section 2)

3.2 Hamwattan will offer support to the Safeguarding Co-ordinator, for example by offering a place where the service user experiencing abuse can be interviewed, co-operating with Safeguarding Enquiries etc.

3.3 Hamwattan Manager will inform a Safeguarding Enquiry Co-ordinator of any concerns of abuse or disclosure that have been made about or by a service user who lacks capacity to consent to enquiry (see 2.8)

3.4 Where abuse has occurred within services provided by Hamwattan, Chair/nominated Executive Committee member will inform a Safeguarding Enquiry Co-ordinator and discuss with them the extent to which Hamwattan Chair/nominated Executive Committee member will take part in the Adult Protection procedure. For example, Hamwattan Chair/nominated Executive Committee member may carry out an internal investigation that is co-ordinated with other investigations (e.g. by the police). Where appropriate, Hamwattan Chair/nominated Executive Committee member will discuss with staff the part that they can play, for example in supporting service users.

3.5 Where a member of staff, a volunteer or management committee member is alleged to have been behaving abusively. In this situation, The Chair of Executive Committee will liaise with the Adult Protection Enquiry Co-ordinator to ensure that Hamwattan's Disciplinary Procedures are co-ordinated with any other enquiries taking place as part of Adult Protection Procedures.

3.6 Where a service user is alleged to have abused another service user. In this situation, Hamwattan Chair/nominated Executive Committee member will try to ensure that the needs of both service users are met. The needs of the person alleged to be experiencing the abuse will be paramount. Where the service offered needs to change (so, for example they are not in contact with each other) the first option should be to change the service provision to the alleged perpetrator. If under other policies, such as the Equal Opportunities Policy, the policy requires that the service is withdrawn from the alleged perpetrator, this would override the requirement that the needs of both service users should be met.

3.7 Any action taken by Hamwattan should be co-ordinated with any other aspects of an Adult protection Enquiry, if one is taking place.

3.8 Hamwattan will ensure that appropriate support and supervision is given to staff or volunteers who are working directly with a person who has or is experiencing abuse, or with service users who behave abusively.

3.9 Hamwattan will ensure that all staff, volunteers and Executive Committee members receive information and training to enable them to recognise adult abuse and to operate this procedure.

3.10 Hamwattan will keep a confidential record of Adult protection concerns raised and actions taken.

3.11 Hamwattan will review the safeguarding policy and procedures annually.

To contact a Safeguarding Enquiry Co-ordinator, ring 0113 2243511 during office hours or out of office hours call Contact Centre 0113 2224401 and ask to make a Safeguarding Referral.

Useful Information

Safeguarding leaflets are available as downloads from this website or by e-mail. Please e-mail safeguarding.adults@leeds.gov.uk if hard copies are required. Hard copies are also available at Hamwattan Centre.

The 'Safeguarding Adults from Abuse or Mistreatment' Leaflet

This leaflet is available from the above site. This leaflet explains what adult abuse is and tells you where to go in Leeds for advice and support.

The 'Keeping Yourself Safe from Abuse' leaflet'. This leaflet is also available from the above site.

An information leaflet for adults who have a learning disability in Leeds.

The Multi-Agency Policy, Procedures and Practice Guidelines

An information leaflet for staff/volunteers who work with vulnerable adults in Leeds is also available from the above website.

Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards

[MCA communication pack - December 2009](#)

[DoLS communication pack - December 2009](#)

Policy last reviewed: January 2023. Next review due January 2024.

Updated policies and procedures are shared with the team via email and hard copies are available for all on site.