

Safeguarding Adults Policy

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| <i>Owned by:</i> | <i>Helen Burgess</i> |
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Preface

“Through our work as Councillors, staff and contractors, we may come across members of the population who could be adults at risk.

Occasionally we might see something that concerns us, and may worry that an adult at risk is being abused, harmed, neglected or exploited. Where this is the case Waverley expects Councillors, staff and contractors to act responsibly and report their concerns to the relevant part of Surrey County Council.

This is a sensitive area. Waverley Borough Council will always support the decision to make a referral, because we all want to help protect adults at risk and improve their quality of life.

By taking action you could save a life.”

Cllr Carole King

Portfolio holder for Community Safety, Older People and Housing Operations

Abuse is a violation of a person's human and civil rights by another person or persons. The term includes neglect or acts of omission and financial, sexual, physical, psychological, professional and institutional forms of abuse.

Policy Statement

Waverley Borough Council is committed to its responsibilities as a local authority with respect to adult safeguarding, such that:

- the needs and interests of adults at risk are always respected and upheld*
- the human rights of adults at risk are respected and upheld*
- a proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse*
- all decisions and actions are taken in line with the Mental Capacity Act 2005*
- the support, protection and services given to an adult at risk are appropriate to them and do not discriminate against them due to disability, age, gender, sexual orientation, race, religion, culture or lifestyle*
- each adult at risk maintains choice and control; safety; health; quality of life; dignity and respect*

Scope of Policy

This policy covers all activities, areas and services provided by the Council and its agents, contractors or partners, and includes all Council employees, volunteers, agency workers, contractors and partners for and on behalf of the Council who come into contact with adults covered by the policy whilst going about their daily duties. The policy is also considered to be an appropriate reference guide for use by those Councillors whose particular roles may involve them coming into contact with adults at risk.

This policy aims to provide a brief introduction to the law in relation to safeguarding, and offers practical guidance for best practice about safeguarding adults to all employees, services, partner agencies and other professionals working with the Council.

This policy highlights the main themes and issues in adult safeguarding, defines key terms, delineates some of the possible indicators of abuse, and recommends what action to take when dealing with a suspected or actual case of abuse against an adult at risk. It also includes a list of contacts of organisations which can provide help and support to both adults at risk and practitioners.

Please see related 'Safeguarding adults: procedure' document in the annexe for detailed outline of procedures to follow when dealing with safeguarding concerns and disclosures.

This policy complements the Council's Safeguarding Children Policy.

Waverley Borough Council has signed up to the Surrey Safeguarding Adults Board Multi-agency Procedures, Information and Guidance. These Multi Agency Procedures are published by the Board on the web pages at surreycc.gov.uk/protectingadults and are regularly updated as legislation and national guidance is introduced. They cover all aspects of how to respond to concerns in relation to safeguarding adults and how to protect them and can be used in conjunction with this policy document.

1. Introduction

This policy has been produced to meet the Council's duties and obligations with respect to adults at risk. It builds on numerous Government policies that reflect changes in the philosophy and language of adult health and social care.

It is part of this Council's ethos to want to serve everyone in our community so they can live happy, healthy, safe and fulfilled lives. Our Corporate Plan and other policy documents outline how we do this in terms of service provision, improvement and community leadership.

Although we do not have primary responsibility for the role of safeguarding adults, as an organisation we do provide a range of services directly or indirectly for adults. It is through these services that our Councillors, staff, Contractors, partners and volunteers come into contact with adults on a regular basis. For example:

- Council housing
- Housing and Council tax benefit
- Disabled adaptations
- Day Centres, Sheltered housing, Careline and Meals on Wheels
- Tenancy and Estates and Housing Maintenance
- Housing Options and Family Support
- Careline
- Leisure Centres and recreation grounds

Waverley Borough Council has a statutory duty to assist Surrey County Council in making whatever enquiries they think necessary to enable them to decide if and what kind of action should be taken to protect an adult at risk from suspected abuse, neglect or exploitation (including financial and sexual exploitation). Staff from Waverley must work closely with Surrey County Council, who will follow-up on safeguarding concerns and determine the best course of action.

When delivering services in people's homes or at our venues, proper systems must be in place to ensure that everyone is safe, particularly those who are less able to protect themselves. We need to be alert to signs of abuse and neglect and be prepared to raise our concerns with Surrey County council who will follow up on these concerns and determine the best course of action for a particular adult at risk.

All those who come into contact with adults at risk in their every day work, including staff who do not have a specific role in relation to adult safeguarding, have a duty to safeguard adults at risk and promote their welfare and wellbeing. It is vital that every person who has contact with adults at risk should be able to recognise when such adults are, or may be, at risk of harm.

The adoption of a Safeguarding Adults Policy brings with it the requirement to regulate many of our services, including specific recruitment, selection, training and vetting procedures. This policy highlights the need for ongoing training in safeguarding at all levels of the organisation so as to ensure that it is adhered to in a consistent manner.

2. Legislative / Regulatory Context

There is a great deal of legislation which is relevant to different aspects of safeguarding adults, making the area a complex and potentially difficult one. However, the most relevant pieces of government guidance and legislation which relate to safeguarding adults include the following:

National Health Service and Community Care Act (1990)

The Act stipulated that, in cases where an individual is potentially in need of community care services, the relevant local authority is to carry out an assessment of the individual's need for those services, and then decide which of their needs could be provided for by the local authority.

Human Rights Act (1998)

The Act, which came into force in 2000, incorporated the European Convention of Human Rights into UK law. The principle relevant passages consist of articles 2 (the right to life), 3 (prohibition on torture and inhumane or degrading treatment), 5 (the right to liberty) and 8 (the right to respect for private and family life, home and correspondence).

No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (2000)

As a piece of government guidance, this document outlined and illustrated the different types of possible abuse which vulnerable adults might be subjected to. *No Secrets* highlighted the importance of confidentiality in safeguarding adults, whilst recognising that the disclosure of confidential information (information sharing) is necessary in some cases. Key points include: information must be shared on a 'need to know' basis only; confidentiality should not be confused with secrecy; informed consent should be obtained, but if this is not possible and other vulnerable adults are at risk, it might be necessary to override this requirement; assurances of absolute confidentiality should not be given where there are concerns about abuse.

Care Standards Act (2000)

The Act prevented individuals who had abused, neglected or otherwise harmed vulnerable adults in their care (or placed them at risk) from working in the care sector.

Mental Capacity Act (2005)

The Act aimed to empower and protect people who are unable to make a particular decision for themselves at a particular time. The Act also allows individuals to plan ahead, in case they are unable to make important decisions for themselves in the future.

Safeguarding Vulnerable Groups Act (2006)

The Act established the need for individuals wishing to work with children or vulnerable adults to be registered. The Act also established the Vetting and Barring Scheme, which oversaw the creation of two separate but aligned Independent Safeguarding Authority Barred Lists – one, a list of individuals barred from working

with children, and the other a list of individuals barred from working with vulnerable adults. The Act also oversaw the introduction of pre-employment vetting.

Safeguarding Principles (2013)

The Department for Health outlined six principles which should underpin all safeguarding. These principles act as a benchmark against which existing adult safeguarding arrangements can be compared and improved. The six principles are the following:

Empowerment – Presumption of person led decisions and informed consent

Protection – Support and representation for those in greatest need

Prevention – It is better to take action before harm occurs

Proportionality – Proportionate and least intrusive response appropriate to the risk presented

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

Joint pledge on Safeguarding by Local Government, Police, Social Care and Health (2014)

Five leading bodies representing statutory organisations signed a pledge which stipulated that all staff and contractors of agencies involved with adults at risk should have (at a minimum) a basic awareness of and alertness to safeguarding issues, mental capacity, dignity and human rights, as well as knowledge of what to do if they come across cases which concern them.

The statement sets out six key safeguarding areas which each of the five bodies agreed to focus their efforts on, including leadership and commitment, information sharing and training and awareness raising. Each of the five bodies committed themselves to working together to prevent and/or mitigate against the risk of harm and abuse against adults at risk, as well as working together to improve outcomes for adults at risk who have been harmed or abused.

Care Act (2014)

The Act created a legal framework which outlined how key organisations and individuals with safeguarding adults responsibilities must work together. Statutory guidance and regulations to accompany the Act will be published in Autumn 2014. The Care Act also made Safeguarding Adults Boards a statutory requirement from 1st April 2015. These must: include the local authority, the NHS and the police, who should meet regularly to discuss and act upon local safeguarding issues; develop shared plans for safeguarding and work with local people to decide how best to protect adults in vulnerable situations; publish this safeguarding plan and report to the public annually on its progress. Safeguarding Adults Boards must also arrange a Safeguarding Adults Review if an adult at risk dies as a result of abuse or neglect and there are concerns about how one of the members of the Board acted.

The Act requires local authorities to make whatever enquires they think necessary to enable them to decide if and what kind of action should be taken to protect an adult at risk from suspected abuse, neglect or exploitation.

3. Definitions

An adult at risk is a person aged 18 years or over who is or may be in need of services by reason of mental or other disability, age or illness or who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm (including from themselves) or exploitation. In 2011, the term 'adult at risk' replaced the term 'vulnerable adult', following a consultation carried out by the Law Commission - this because 'vulnerable adult' suggested that the cause of the abuse originates with the victim, rather than the perpetrator.

Although guidance does not cover self-neglect, it is important for staff to recognise and record instances of self-neglect, and refer them to Adult Social Care if appropriate.

[Staff should note that parts of the Care Act are currently (as of September 2014) being consulted on, including the definition of an adult at risk. The proposed definition is "an adult who has care and support needs and is, or is at risk or, being abused or neglected and unable to protect themselves against the abuse or neglect or risk of it because of those needs".]

Adult safeguarding is the process of protecting adults with care and support needs from abuse or neglect. This may include empowering and enabling people to protect themselves.

Abuse is a violation of a person's human and civil rights by another person or persons. The term includes neglect or acts of omission and financial, sexual, physical, psychological, professional and institutional forms of abuse. It may be:

- **A single act or repeated acts.** Abuse may take the form of a single act that has abusive consequences for the adult at risk or may comprise a series of acts, large or small, whose cumulative impact adversely affects the individual.
- **Unintentional.** Sometimes the abusive act was wilful on the part of the perpetrator but sometimes it may be unintentional. Causing harm may be unintentional but nevertheless harm was caused and therefore abuse has taken place, requiring a response under the safeguarding adults procedures. The nature of the response is likely to depend on whether the act was intentional or not.
- **An act of neglect or a failure to act.** Abuse may be caused as a result of a person with caring responsibilities acting in a way that is harmful to a dependent person. Failure to act so as to provide the level of care a reasonable person would be expected to provide, which results in harm to an adult at risk, is also abuse and requires a response under the safeguarding procedures.
- **Multiple acts.** An adult may experience several types of abuse simultaneously. Although the different forms of abuse are presented below as though they are discreet categories, there is often a lot of overlap between them.

Domestic Abuse is 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.

This can encompass, but is not limited to, the following types of abuse: psychological, physical, sexual, financial, institutional.

Mental Capacity is the ability of a person to: understand the implications of their situation and the risk to themselves; take action themselves to prevent abuse; participate to the fullest extent possible in decision making about interventions involving them, be they life-changing events or everyday matters. A person's mental capacity to act can be assessed by anyone caring for or supporting a person who may lack capacity, using the two-stage test. The Mental Capacity Act (2005, outlined above), outlines several key principles:

- Assumption of capacity

All adults, even those felt to be lacking mental capacity, have the right to make their own decisions and must be assumed to have capacity to make decisions about their own safety unless it is proved (on a balance of probabilities) otherwise.

- Support to make decisions

Adults at risk must receive all appropriate help and support to make decisions before anyone concludes that they cannot make their own decisions.

- Right to make unwise decisions

Adults at risk have the right to make decisions that others might regard as being unwise or eccentric and a person cannot be treated as lacking capacity for these reasons.

- Best interests

Decisions made on behalf of a person who lacks mental capacity must be done in their best interests and should be the least restrictive of their basic rights and freedoms.

- Least restrictive option

Someone making a decision or acting on behalf of a person who lacks capacity must consider whether it is possible to act in a way that would interfere less with the person's rights and freedoms of action.

MAPPAs (Multi Agency Public Protection Arrangements) are put in place to ensure the successful management of violent and sexual offenders.

MARAC (Multi-Agency Risk Assessment Conference) is a regular local meeting where information about high risk domestic abuse victims (those at risk of murder or serious harm) is shared between local agencies.

MASH (Multi Agency Safeguarding Hub), based at Guildford Police Station, provides a shared space for members of the Police, Children's Services, Adult Services, the Mental Health Team and Victim Support to communicate and coordinate their actions. The Hub receives notices of adults at risk and children coming to the attention of Police. It facilitates multi agency information sharing and action and ensures that coordinated approaches to risk assessments and cases are carried out.

Safeguarding Support Group is a Waverley-only monitoring group, which oversees the safeguarding@waverley.gov.uk email address and monitors safeguarding processes throughout the Council. As of October 2014, the Safeguarding Support

Group is comprised of Kelvin Mills (x3432), Katie Webb (x3340) and Julie Shaw (x3245).

The Surrey Safeguarding Adults Board is comprised of senior representatives from statutory agencies including the County Council, Borough and District councils, the Police, Surrey Fire and Rescue Service, NHS organisations and independent care providers and voluntary and community organisations representing adults at risk and their carers. The Board meets on a regular basis to share information, discuss safeguarding policy and discuss relevant cases.

4. Roles and Responsibilities

Safeguarding is everyone's responsibility: any member of staff may come into contact with adults at risk through their work across the Borough of Waverley. This means that all activities, areas and services provided by the Council, its employees, volunteers, agency workers, partners or contractors, have a responsibility to be alert to adult safeguarding.

Managers have a responsibility to support their staff in deciding what action to take after suspected abuse against an adult at risk has taken place.

Staff have a duty to contact the Police or medical services in cases of emergency, when a crime has been committed or an individual's life is at risk.

Staff have a duty to notify the Adult Social Care Team at Surrey County Council if they suspect or know that abuse, harm or neglect has occurred towards an adult at risk, and must do so as soon as possible, in order to minimise the possible danger towards the adult at risk. If the case meets the Adult Social Care threshold, they will take on formal responsibility for the case. If the case does not meet the Adult Social Care threshold, Waverley has a monitoring responsibility: staff must keep accumulating and documenting evidence about the adult at risk and their situation, as part of an ongoing assessment of whether an alert needs to be raised. Additionally, there may be actions which Waverley can take to help protect the adult at risk.

Staff must ensure that all records they keep relating to safeguarding issues include the recording of decisions taken with regards to an adult at risk and the reasoning behind these decisions. From April 2015, there will be a statutory duty for staff to share information with the Safeguarding Adults Board if asked to do so. After having dealt with a safeguarding issue, staff must fill out the Report It form on Backstage and send it to safeguarding@waverley.gov.uk, so that the Safeguarding Support Group can monitor ongoing safeguarding cases and ensure that staff are undertaking the correct procedures.

5. Process for Identifying an Adult at Risk

An adult at risk is a person aged 18 years or over who is or may be in need of services by reason of mental or other disability, age or illness or who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

An adult at risk may, therefore, be an individual who:

- is elderly, with poor health, a physical disability or cognitive impairment
- has a learning disability
- has a physical disability and/or a sensory impairment
- has mental health needs including dementia or a personality disorder
- has a long-term illness/condition
- misuses substances or alcohol
- is a carer, providing unpaid care to a family member or friend
- is unable to demonstrate the capacity to make a decision as defined by the Mental Capacity Act and is in need of care and support

5.1 Identifying Abuse

Signs of abuse can often be difficult to detect. People with communication difficulties can be particularly at risk because they may not be able to alert others. Sometimes people may not even be aware that they are being abused, and this is especially likely if they have a cognitive impairment. Abusers may try to prevent access to the person they abuse. It is vital that people who come into contact with people with care and support needs are able to identify abuse and recognise possible indicators.

People may be subjected to a number of different types of abuse, including physical, financial, sexual, psychological, discriminatory, institutional, professional, or may include acts of neglect. The list of possible indicators and examples of behaviour can be found in **Annexe 1**, but the list is not exhaustive.

Staff must keep in mind that instances of antisocial behaviour, harassment, bullying and hate crime may feed into safeguarding concerns. Recording instances of the latter in full and dealing with them adequately when they arise will help to prevent cases and safeguarding concerns developing

5.2 When a Concern Emerges About an Adult at Risk

The following section is intended to be read alongside the procedures to follow when a disclosure has been made about an adult at risk or you suspect that abuse has occurred towards an adult at risk. The procedures can be found outlined in full in **Annexe 2**.

When receiving a disclosure about the adult at risk or after witnessing an event which makes you suspect the adult at risk is being abused, you will need to make a quick evaluation of the situation and decide whether the situation is an emergency.

5.3 In Cases of Emergency

If a crime has been or is about to be committed, or an individual's life is in immediate danger, please call the police and/or medical services on 999. Wherever possible, establish with the adult at risk the action they wish you to take. Do not question the alleged victim any more than you need to in order to clarify what possible abuse has taken place.

If you suspect the injury is non-accidental, alert the ambulance staff so that appropriate measures are taken to preserve possible forensic evidence.

Record full details of the original disclosure and the action taken and preserve all evidence.

Once the emergency services have been contacted, ensure that you inform Adult Social Care and Children's Social Care (if a child was located at the scene of the suspected abuse, was in the household when the suspected abuse was occurring or is under the care of any of the individuals involved). Staff should also fill out the Report It form on Backstage, to keep the Waverley Safeguarding Support Group informed of safeguarding cases. Staff should note that the Report It form is not a referral form – the form is a monitoring tool which is used by the Safeguarding Support Group at Waverley.

5.4 In Cases of Non-Emergency

If the case is not an emergency, check with the adult at risk whether other agencies are aware of them. Clarify the situation, but do not conduct an investigation: Adult Social Care are responsible for this.

Provide the adult at risk with information about the safeguarding process and how it could help to make them safer. Obtain the views of the adult at risk about what has happened and what they want done about it. Do not promise confidentiality – in some cases, as outlined below, you may need to inform other agencies about the situation, even if you have not been able to obtain the adult at risk's consent to do so.

If the adult at risk refuses to consent to the information being shared, this can be over-ridden if:

- the case is very high risk
- there is coercion involved
- there are other individuals at risk (including other adults at risk or children)
- the alleged abuser is an adult at risk
- the victim lacks the mental capacity to act: if the adult at risk does not have the capacity to make decisions for themselves, any actions taken or decisions made on their behalf must be made in their best interests
- a serious crime has been committed
- staff are implicated

If you are unsure about how to handle the case, call the Waverley Locality Team (01483 518990), visit them on the ground floor and ask for the Duty Team, or call the Adult Social Care Helpline (0300 200 1005) to discuss the case, without necessarily naming the adult at risk.

If children are involved, or located at the scene of suspected abuse, inform Children's Social Care (0300 200 1006).

Ensure that you keep detailed and accurate records of the situation, disclosure and any actions taken as a consequence. These records may be needed at a later stage and could prove to be crucial in protecting an adult at risk from harm.

5.5 Making a Referral

Within 4 hours of an incident being noted or a disclosure being made, discuss it with your line manager. Your line manager will decide whether the case needs to be referred to Adult Social Care. **If you or your manager needs advice about whether to refer a case to the Adult Social Care Team, you may call the Waverley Locality Team (01483 518990), visit them on the ground floor and ask for the Duty Team, or call the Adult Social Care Helpline (0300 200 1005) to discuss the case, without necessarily naming the adult at risk.**

If you decide with your manager that the case needs to be referred to Adult Social Care, call 0300 200 1005. If the case meets their threshold, they will take on formal responsibility for the case. Adult Social Care must inform the person making the referral of their decision in writing (by email). All staff at Waverley must ensure that they follow up on all cases referred to the Adult Social Care Team in order to log what has happened to it.

If the case does not meet Adult Social Care's threshold, keep accumulating and documenting evidence about the adult at risk, as part of an ongoing assessment of whether an alert needs to be raised. Adult Social Care must inform the person making the referral of their decision in writing (by email) – all staff at Waverley must ensure that they follow up on all cases referred to the Adult Social Care Team in order to log what has happened to it. Refer the adult at risk to relevant support organisations (see below).

Line managers must also consider the action they need to take in relation to the person alleged to have caused harm. It is always worth considering liaison with the Police regarding the management of any risks. If the person alleged to have caused harm might also be considered an adult at risk, the alerting manager needs to arrange for a professional in Adult Social Care or another involved agency to ensure that any immediate needs they have in relation to their health and safety are met, and that they understand the need for legal representation and the possibility that they may need to provide forensic evidence.

It is important to note that if the adult being abused is not an adult at risk, this is not a safeguarding issue. The individual in question must go to the Police or the Guildford and Waverley Domestic Abuse Outreach Service on 020 7593 0470. **Although abuse does not automatically render an adult vulnerable, in the case of domestic violence, it definitely can. If in doubt, contact the Adult Social Care Waverley Locality Team on 01483 518990 or Adult Social Care Helpline on 0300 200 1005.**

5.6 Allegations Against Staff

Adults at risk are particularly vulnerable to the actions of employees who wilfully or otherwise disregard legislative guidance or regulations, local Safeguarding Board

decisions or Borough Council guidance and policy. Each individual has a responsibility for raising concerns about unacceptable practice or behaviour, including when a colleague is the source of concern. For more information, please refer to the Council's Whistleblowing policy.

Staff should voice their concerns, suspicions or uneasiness as soon as they feel they can. The earlier a concern is expressed, the easier and sooner action can be taken. Staff should approach their immediate manager, Head of Service or Service Director. If the concern is about an immediate manager or a Head of Service, contact Surrey County Council's Social Services.

If an allegation against a Council employee is made (whether the alleged abuse or neglect occurred within their job responsibilities or outside of their work for Waverley), a thorough investigation will be implemented in accordance with the Council's Disciplinary and Dismissal Procedures. Any investigation under this procedure will not be confused with separate statutory investigations by Social Services or the Police.

6. Recording and Monitoring

All staff must ensure that any records kept about clients are up-to-date, comprehensive and include notes relating to safeguarding concerns. Accurate records about safeguarding concerns relating **both** to tenants and the general public in Waverley must be kept. Keeping accurate records will protect staff and will help to prevent abuse against adults at risk. Should the case develop into a serious safeguarding concern, a wealth of evidence and notes will be available about the adult at risk and their situation. Good record keeping can allow the building of a wider picture, identify patterns of behaviour and can prevent abuse from occurring.

Staff must also take note of and be alert to the fact that instances of antisocial behaviour and hate crime can feed into safeguarding concerns.

Staff must ensure that all records they keep relating to safeguarding issues include the recording of decisions taken with regards to an adult at risk and the reasoning behind these decisions.

Clear and accurate records must be kept whenever a complaint or allegation of abuse is made. Detailed factual records must be kept, including the date, time and circumstances in which conversations were held.

It is recommended that all case files be retained for a minimum of 30 years from the last contact with the individual, or 10 years from their death.

The Safeguarding Report It form, found on Backstage, must be completed once a safeguarding concern has been raised and sent to safeguarding@waverley.gov.uk. It is important to always use this form as this enables senior management and Waverley's Safeguarding Support Group to: ensure the correct action and procedures have been taken when the initial concern is raised; monitor the progress of the case and ensure services or

individuals within the Council are completing any actions, if required; monitor all safeguarding concerns and report on any trends.

6.1 Sharing Information

Waverley has signed up to share information in accordance with the Surrey Multi-Agency Information Sharing Protocol (MAISP). This is the overarching agreement which underpins information sharing between agencies in Surrey. The protocol and Waverley's Information Governance officer should be consulted where there is any concern as to whether or how to share information.

7. Recruitment

All employers must be alert to the possibility that any person may pose a risk of harm to an adult at risk. Employers of staff or volunteers who have access to adults at risk must guard against the potential abuse, through a rigorous selection process, DBS checks, supervision, training and ongoing awareness of staff behaviour.

Waverley has specific recruitment procedures in place to ensure that adults at risk are protected from potential harm. These include:

- Risk assessments of all posts
- Relevant job descriptions and person specifications being issued with an application form
- All staff/volunteers completing an application form
- Qualifications and details of competence being requested and checked
- References being requested and followed up
- All staff undergoing an enhanced DBS check
- Waverley's annual appraisal system and review procedure ensuring that posts and their responsibilities are regularly tracked

8. Partner Organisations and Contractors

Waverley Borough Council requires that all its partner organisations and contractors who work with adults at risk have appropriate safeguarding policies and procedures in place which complement this document.

Officers responsible for negotiating and monitoring contracts are required to ensure that all contractors and partner organisations:

- have relevant policies and procedures in place
- have robust recruitment procedures in place
- train their staff appropriately
- have adequate and appropriate reporting procedures in place
- ensure safeguarding children policy requirements are never contravened

9. Training and Support

Every new member of staff at Waverley is given a brief introduction to safeguarding adults and children during their induction. Further, more comprehensive

safeguarding training is available to all staff and can be organised through the officer in charge of training in Employee Services.

The aim of the training is to make staff aware of:

- Their responsibility to act when concerns about an adult at risk arise
- The respective roles and responsibilities of the different professionals
- Thresholds for intervention from Waverley and intervention from Surrey County Council
- Ways to identify adults at risk
- Ways to recognise risks and situations where abuse might be occurring
- The appropriate way to accurately record facts, including concerns about abuse and neglect and actions taken as a result
- Appropriate inter-agency working

10. Support Groups and Organisations

Action on Elder Abuse (AEA)

Confidential helpline which works to protect and prevent the abuse of older adults at risk.

elderabuse.org.uk
0808 808 8141

Ann Craft Trust

Works with staff from the statutory, independent and voluntary sectors in the interests of people with learning disabilities who may be at risk of abuse.

http://www.anncrafttrust.org/
0115 951 5400

Broken Rainbow

Provides support for lesbian, gay, bisexual and transgender people experiencing domestic violence.

broken-rainbow.org.uk
0300 999 5428

South West Surrey Chapter 1

Charity specialising in providing support and accommodation for vulnerable people.

chapter1.org.uk
0207 593 0470

Languageline Interpreting Service

Provides interpreters.

languageline.co.uk
0800 169 2879

Mankind

Advice for men who are victims of domestic abuse or violence. Can assist access to male refuges.

mankind.org.uk
01823 334 244

MIND

Charity providing advice and support to empower anyone experiencing a mental health problem.

mind.org.uk

0300 123 3393

PASA (Practitioner's Alliance for Safeguarding Adults)

Organisation which seeks to generate positive outcomes in working with adults at risk by empowering and informing practitioners.

pasauk.org.uk

07917 892 350

Respect

Helpline offering information and advice to people who are abusive to their partners and want help to stop.

respect.uk.net

0808 802 4040

Respond

Organisation working to lessen the affect of abuse and trauma on people with learning disabilities.

respond.org.uk

0808 808 0700

SANELINE

Helpline for anyone coping with mental illness.

sane.org.uk

020 7375 1002

Sexual Assault Referral Centre (Surrey)

Provides discreet and safe support for victims of rape and sexual assault.

solacesarc.org.uk

0845 519 6168

South West Surrey Domestic Abuse Outreach Service

Provides advice and support for victims of domestic abuse.

01483 577392

Voice UK

Provides support to people with learning disabilities who have been abused.

voiceuk.org.uk

0808 802 8686

Women's Aid

Charity working to end domestic violence against women and children.

http://www.womensaid.org.uk/

800 0 247

11. Useful Contacts

Surrey County Council: Adult Services (Safeguarding alerting): 0300 200 1005
contactcentre@surreycc.gov.uk

Surrey County Council: Children's Services (Safeguarding alerting):

Surrey County Council Emergency Duty Team (out of hours): 01483 517898
edt.ssd@surreycc.gov.uk

Author and feedback

Helen Burgess, Graduate Trainee (x3338)
Louise Norie, Corporate Policy Manager (x3464)

The Council welcomes comments and feedback on its policies and procedures.
Please contact Helen Burgess or Louise Norie if you have any comments.

Related Information

Other Related Council Policies/Information

[Safeguarding Adults: Procedures](#)

Other Documents:

[Adult Safeguarding Resource](#) – Social Care Institute for Excellence (SCIE)

[Adult Safeguarding for Housing Staff](#) – SCIE

[Safeguarding Adults at risk of harm: A legal guide for practitioners](#) - SCIE

[Statement of government policy on adult safeguarding](#) – Department of Health

Annexe 1: Types of Abuse and Possible Indicators

| Type of abuse | Possible indicators of this abuse occurring |
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| <p>Types of Physical Abuse Hitting, slapping, punching, kicking, hair-pulling, biting, pushing Rough handling Scalding and burning Physical punishments Inappropriate or unlawful use of restraint Making someone purposefully uncomfortable (e.g. opening a window and removing blankets) Involuntary isolation or confinement Misuse of medication (e.g. over-sedation) Forcible feeding or withholding food Restricting movement (e.g. tying someone to a chair)</p> | <p>No explanation for injuries or inconsistency with the account of what happened Injuries are inconsistent with the person's lifestyle Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps Frequent injuries Unexplained falls Subdued or changed behaviour in the presence of a carer Signs of malnutrition Failure to seek medical treatment or frequent changes of GP</p> |
| <p>Types of Sexual abuse Any sexual activity that the person lacks the capacity to consent to Inappropriate touch anywhere Sexual penetration or attempted penetration Inappropriate looking, innuendo or sexual harassment Rape, attempted rape or sexual assault Sexual photography or forced use of pornography or witnessing of sexual acts Indecent exposure</p> | <p>Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck Torn, stained or bloody underclothing Bleeding, pain or itching in the genital area Unusual difficulty in walking or sitting Infections or sexually transmitted diseases Pregnancy in a woman who is unable to consent to sexual intercourse The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude Incontinence not related to any medical diagnosis Self-harming Poor concentration, withdrawal, sleep disturbance Excessive fear/apprehension of, or withdrawal from, relationships Fear of receiving help with personal care Reluctance to be alone with a known individual</p> |
| <p>Types of Psychological or emotional abuse Enforced social isolation – preventing someone accessing services, educational and social opportunities and</p> | <p>An air of silence when a certain person is present Withdrawal or change in the psychological state of the person</p> |

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| <p>seeing friends Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance Preventing someone from meeting their religious and cultural needs Preventing the expression of choice and opinion Failure to respect privacy Preventing stimulation, meaningful occupation or activities Intimidation, harassment, use of threats, humiliation, bullying, swearing or verbal abuse Addressing a person in a patronising or infantilising way</p> | <p>Insomnia Low self-esteem Uncooperative and aggressive behaviour A change of appetite, weight loss/gain Signs of distress: tearfulness, anger Apparent false claims by a paid or unpaid carer to attract unnecessary treatment</p> |
| <p>Types of Financial or material abuse Theft of money or possessions Fraud Preventing a person from accessing their own money or assets Employees taking a loan from a person using the service Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions Arranging less care than is needed to save money to maximise inheritance Denying assistance to manage/monitor financial affairs Denying assistance to access benefits Misuse of personal allowance in a care home Someone moving into a person's home and living rent free without agreed financial arrangements False representation, using another person's bank account, cards or documents Exploitation of a person's money or assets, e.g. unauthorised use of a car Misuse of a power of attorney, deputy, appointeeship or other legal authority</p> | <p>Missing personal possessions 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 Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so 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 adult at risk'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 A lack of clear financial accounts held by a care home or service Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house</p> |

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| <p>Types of Neglect and Acts of Omission</p> <p>Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care</p> <p>Failure to provide care in the way the person wants</p> <p>Failure to administer medication as prescribed</p> <p>Refusal of access to visitors</p> <p>Not taking account of individuals' cultural, religious or ethnic needs</p> <p>Not taking account of educational, social and recreational needs</p> <p>Ignoring or isolating the person</p> <p>Failure to allow choice and preventing people from making their own decisions</p> <p>Failure to allow use of glasses, hearing aids, dentures, etc</p> <p>Failure to ensure appropriate privacy and dignity</p> | <p>Poor environment – dirty or unhygienic</p> <p>Poor physical condition and/or personal hygiene</p> <p>Pressure sores or ulcers</p> <p>Malnutrition or unexplained weight loss</p> <p>Untreated injuries and medical problems</p> <p>Inconsistent or reluctant contact with medical and social care organisations</p> <p>Accumulation of untaken medication</p> <p>Uncharacteristic failure to engage in social interaction</p> <p>Inappropriate or inadequate clothing</p> |
| <p>Types of Discriminatory Abuse</p> <p>Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as '<u>protected characteristics</u>' under the <u>Equality Act 2010</u>)</p> <p>Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic</p> <p>Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader</p> <p>Harassment or deliberate exclusion on the grounds of a protected characteristic</p> <p>Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic</p> <p>Substandard service provision relating to a protected characteristic</p> | <p>The person appears withdrawn and isolated</p> <p>Expressions of anger, frustration, fear or anxiety</p> <p>The support on offer does not take account of the person's individual needs in terms of a protected characteristic</p> |
| <p>Types of Institutional Abuse</p> <p>Discouraging visits or the involvement of relatives or friends</p> <p>Run-down or overcrowded establishment</p> <p>Authoritarian management or rigid regimes</p> | <p>Lack of flexibility and choice for adults using the service</p> <p>Inadequate staffing levels</p> <p>People being hungry or dehydrated</p> <p>Poor standards of care</p> |

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| <p>Lack of leadership and supervision Insufficient staff or high turnover resulting in poor quality care Abusive and disrespectful attitudes towards people using the service Inappropriate use of restraints Lack of respect for dignity and privacy Failure to manage residents with abusive behaviour Not providing adequate food and drink, or assistance with eating Not offering choice or promoting independence Misuse of medication Failure to provide care with dentures, spectacles or hearing aids Not taking account of individuals' cultural, religious or ethnic needs Failure to respond to abuse appropriately Interference with personal correspondence or communication Failure to respond to complaints</p> | <p>Lack of personal clothing and possessions and communal use of personal items Lack of adequate procedures Poor record-keeping and missing documents Absence of visitors Few social, recreational and educational activities Public discussion of personal matters or unnecessary exposure during bathing or using the toilet Absence of individual care plans Lack of management overview and support</p> |
| <p>Types of professional abuse Lack of individualised care Inappropriate use of rules, custom and practice No flexibility Misuse of medical procedures</p> | <p>Dirty clothing or bed linen Lack of personal possessions or clothing Deprived environment or lack of stimulation Punitive responses to challenging behaviours Denying adults at risk access to professional support and services</p> |

Annexe 2: Safeguarding Adults Procedures

