



SAFEGUARDING ADULTS POLICY AND PROCEDURE V 1.5

POLICY STATEMENT

- 1) Brent Pensioners Forum (BPF). BPF recognises that a significant number of older people are potentially at risk of abuse and neglect. Abuse and neglect can take place in a person's own home, in the home of a carer, family member or friend, in a place where day care is provided and within any form of institution e.g. hospitals, residential care or nursing home.
- 2) BPF also recognises that abuse and neglect can be perpetrated by staff, volunteers, other users of services, relatives, friends and neighbours.
- 3) BPF acknowledges that the reasons for abuse and neglect occurring are not fully understood and vary with each incident, often dependent on risk factors. They can include poor quality long-term relationships, poor coping strategies, mental health issues, isolation, dependency and co-dependency as well as inadequate staff development, support and supervision.
- 4) BPF will neither condone nor tolerate any form of abuse or neglect and believes that all people should be able and, where necessary, enabled to live in an environment which is safe from abuse and neglect.
- 5) In all situations, BPF believes that everyone is entitled to:
 - privacy
 - be treated with dignity and respect
 - lead an independent life and to be enabled to do so
 - choose how they live their lives
 - the protection of the law
 - have their human and civil rights upheld regardless of ethnic origin, gender, sexuality, impairment or disability, age, religious or cultural background.
- 6) Where abuse or neglect is suspected, BPF will aim to respond to the situation in a way which is caring, effective, enabling, influencing and innovative. In such situations, BPF will require its staff and volunteers to act, at all times, in accordance with the Mental Capacity Act 2005 and the Care Act 2014 and will provide appropriate development opportunities to ensure this occurs.
- 7) It is not appropriate for BPF to take the lead role in any Safeguarding Enquiry under Section 42 of the Care Act 2014, but will refer this to the appropriate local authority as detailed in 'Protecting adults at risk.'

- 8) BPF recognises that good safeguarding adult practice is predicated on good staff and volunteer recruitment and retention practice; we are therefore committed to good practice in these areas, including staff and volunteer recruitment, induction, development, support and supervision.
- 9) BPF will monitor the implementation of this policy and procedure on a quarterly basis through its Audit and Risk Committee.

POLICY

- 1) This Policy and Procedure is written to enable the staff and volunteers of BPF to act appropriately whenever possible or actual abuse or neglect comes to their attention.
- 2) All staff and volunteers who act in accordance with this Policy and Procedure will be supported by . Failure to do so may result in the implementation of BPF's Disciplinary Procedures and individuals ceasing to be staff or volunteers, temporarily or permanently.
- 3) BPF recognises that adults at risk, as defined in the above, can be either the victim or the perpetrator of abuse.
- 4) BPF recognises that, through its day-to-day activities, its staff and volunteers may be in a position to be key in the identification, recognition, investigation and therapeutic response to abuse and neglect of adults at risk.
- 5) BPF recognises that it has a responsibility, in partnership with the statutory agencies, to ensure that its staff and volunteers are appropriately trained and supported to implement this Policy and Procedure, and will provide all its staff and volunteers with copies of it.
- 6) BPF recognises that adults have the right to make choices and retain control over their lives under the Human Rights Act 1998, the Mental Capacity Act 2005 and the Care Act 2014. This can include the making of 'unwise decisions' and of placing themselves at risk of harm and neglect.
- 7) BPF will support the alleged victims and the alleged perpetrators of any abuse as well as any staff member or volunteer who becomes aware of the abuse in so far as this does not compromise any Safeguarding Enquiry or investigation into the allegation or place other adults at risk.
- 8) While BPF will make every effort to respect the confidentiality of any information that is disclosed under this Policy and Procedure, this cannot be guaranteed. Information will be recorded and stored securely in accordance with the Data Protection Act 2018 and General Data Protection Regulation 2018 but confidentiality is not absolute and information may have to be shared, on a 'need-to-know' basis only, to prevent:
 - Danger to a person's life
 - Danger to a person's health

- Danger to others
- Danger to the community

or to prevent or to facilitate the investigation of a serious crime

- 9) This Policy, Procedure and Appendices will be reviewed every 3 years from their date of adoption.
- 10) Where necessary, BPF will conduct a DBS check on prospective employees where it is a designated role under the Protection of Freedoms Act 2012.

PROCEDURE

- 1) All staff and volunteers of BPF who become aware of possible or actual abuse or neglect will ensure that the safety of the adult at risk is secured as a first priority. This may require contacting the Emergency Services.
- 2) Guidance on how to respond to a disclosure of possible or actual abuse is contained in Appendix 4
- 3) Any member of staff or volunteer of BPF who become aware of possible or actual abuse will, as soon as possible, record the details of the abuse using SAP1. This is attached in Appendix 2
- 4) They will immediately advise their line manager or their deputy. If they are unavailable or are suspected of being implicated in the abuse then the Chair shall be informed. If the Chair is unavailable or suspected of being implicated in the abuse then they will advise the Vice Chair of the Management Committee. The person to whom the report was made will make a decision on whether or not to refer the possible or actual abuse to the local authority and/or the Police and will follow the procedure as below. Contact details are in Appendix 3.
- 5) The relevant manager, having been advised of the possible or actual abuse, will satisfy themselves that the adult at risk is safe, and that the alleged perpetrator, if known, does not pose a threat to any other adult at risk.
- 6) The relevant manager will decide whether or not to refer the possible or actual abuse to the local authority and/or the Police. When a crime may have been committed, the Police must be contacted as soon as possible. If the decision is to not refer, the reasons for this must be recorded on form SAP1
- 7) As far as possible, the adult at risk's wishes will be respected as to whether or not to refer any concerns to the local authority as a Safeguarding Enquiry under Section 42 of the Care Act 2014. However, it may be necessary to override these in the best interests of other adults at risk.
- 8) The contact details for the London local authorities can be found online by searching for the relevant London Borough and "safeguarding". In an emergency the Police are to be contacted on 999. Where there is suspicion that a crime has been committed, the non-emergency Police contact number is 101.

- 9) The relevant manager or equivalent then completes the second part of SAP1.
- 10) Completed SAP1s will be held in a designated file for a minimum of 2 years from the date of the last completed SAP1 on the adult at risk.
- 11) All incidents where a SAP1 form has been completed, will be advised to the Trustees of BPF. Confidentiality is adhered at all times and therefore the contents of the form will not be provided to any third parties, unless in line with paragraph 2.8 above.
- 12) Trustees will review all SAP1 incidents and will determine whether there are lessons that can be learned both in the way we responded and the way they were recorded. Feedback from trustees will be provided to the SMT, who will also keep the safeguarding procedures under review to ensure that they remain appropriate. Every safeguarding incident will be considered separately to determine whether, in future, any further action or steps need to be taken in such cases.
- 13) The Chair and Management Committee will determine whether an incident reported on SAP 1 should also be reported to the Charity Commission as a “Serious Incident”, following the guidance and definitions provided by the Charity Commission. If they determine that it is, the serious incident must be reported following the procedure and timetable contained within the “Reporting Serious Incidents” policy.
- 14) In situations where the alleged abuser is a member of staff or a volunteer, the relevant manager or equivalent will decide on what action BPF will take to protect other adults at risk, the member of staff or volunteer themselves and BPF. This may include the member of staff or volunteer being suspended from their position while the allegation is investigated.
- 15) See Appendix 5 for a Flow Diagram of the above.

Appendix 1 Key Definitions:

1. Adult at risk:

is any person, who is over 18 years of age and who has need for care and support, is experiencing, or is at risk of abuse or neglect, and as a result of those needs is unable to protect himself or herself against the abuse or neglect or risk of it.

2. Abuse:

is the “violation of a person’s human and civil rights by any other person(s). It may be a single or repeated act(s), physical verbal, psychological, sexual, institutional, discriminatory or financial, an act of neglect or failure to act”

3. Types of abuse:

- a) Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

- b) Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.
- c) Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- d) Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- e) Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- f) Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- g) Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- h) Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- i) Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
- j) Self-neglect – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

Appendix 2

Confidential
SAFEGUARDING ADULT DISCLOSURE/SUSPICION
RECORDING PROFORMA (SAP1)

Adult at Risk			
Surname:		Forename:	
Gender:	Ethnicity:	Date of Birth:	Marital Status:
Home address:			
Post Code:			
Disclosure/Suspicion Date and Time:		Location of Disclosure/Suspicion:	
Who Received Disclosure/Had Suspicion:			
Type of Alleged Abuse:		Location of Alleged Abuse:	
Description of Alleged Abuse:			
Name:			
Signature:		Post:	Date:

Line Manager informed:		
Name:	Post:	Date & Time:
Line Manager's decision:		
	No further action:	Referral on:
	Yes/No	Yes/No

Date		
Action Date:		
Reason for Decision:		
Date Record to be Destroyed:		
Line Manager's Signature:	Date:	Time:

Information contained in this document should only be used for the purposes of implementing and monitoring BPF Safeguarding Adults Policy and Procedures and service monitoring. The information must not be copied, transmitted or in any way divulged without the permission of BPF.

Appendix 3

In the event of becoming aware of actual or suspected abuse or neglect, any member of staff or volunteer should contact their line manager to report their concerns or for advice and support; If they are unavailable or are suspected of being implicated in the abuse then the Chair shall be informed.

Contact details

Appendix 4

If someone discloses abuse to you:

Do:

- Stay calm and try not to show shock or disbelief
- Listen carefully to what they are saying
- Be sympathetic (I'm sorry that this has happened to you')
- Be aware of the possibility that medical evidence might be needed
- Tell the person that:

They did the right thing to tell you
You are treating the information seriously. It was not their fault
You are going to inform the appropriate person
You will take steps to protect and support them

- Record and report the disclosure in line with the Procedure

Do Not:

- Press the person for more details; this will be done at a later date
- Stop someone who is freely recalling significant events (Don't say 'hold on, we'll come back to that later'; they may not tell you or anybody else again)
- Do not promise to keep secrets; you cannot keep this kind of information to yourself
- Make promises you cannot keep (Such as 'This will never happen to you again')
- Contact the alleged abuser
- Be judgemental
- Pass on the information other than to those with a legitimate 'need-to-know' under this Policy and Procedure

In your record of the disclosure:

You should aim to:

- Note what people actually said, using their own words and phrases
- Describe the circumstances in which the disclosure came about
- Note the setting and anyone else who was there at the time of the abuse or the disclosure
- Separate factual information from your own and others opinions
- Use pen or biro with black ink so that the report can be photocopied if needed

And be aware that your report may be required later as part of a legal action or disciplinary procedure

Appendix 5

