
The Four Streets Project

Helping the Homeless in the Chichester area

Registered Charity Number: 1187555

SAFEGUARDING ADULTS POLICY

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INTRODUCTION:

This policy must always be read and considered in conjunction with the latest version of The Four Streets Project ‘Guidance Handbook for Volunteers.’

The Four Streets Project is committed to safeguarding all adults and promoting their welfare, throughout all of the activities it undertakes.

The purpose of this policy is to outline the duty and responsibility of volunteers and trustees working on behalf of the Four Streets Project in relation to the protection of safeguarding adults from abuse.

All adults have the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation.

The key objectives of this policy are:

- To explain the responsibilities the Four Streets Project and its volunteers and trustees have in respect of safeguarding adults.
- To provide volunteers and trustees with an overview of safeguarding adults.
- To provide a clear procedure that will be implemented where a potential or actual safeguarding adult protection issue arises.

Context

For the purpose of the document ‘adult’ means a person aged 18 years or over. Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known.

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The first priority should always be to ensure the safety and protection of adults. To this end it is the responsibility of all volunteers to act on any suspicion or evidence of abuse or neglect and to pass on their concerns to a responsible person/agency.

What is Safeguarding?

“Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect.”

Safeguarding Adults is the process of protecting adults with care and support needs from abuse or neglect. Safeguarding adults means:

- Helping adults at risk who have care and support needs (whether or not the local authority is meeting any of those needs) and are experiencing, or at risk of, abuse or neglect; and:
- As a result of those care and support needs are unable to protect themselves from the risk of, or the experience of abuse or neglect.
- As part of their responsibility to safeguard adults The Four Streets Project will work together with other organisations to reduce risk, and reduce the possibility of abuse and neglect occurring to those who use the services provided by the charity.
- Wherever it is possible to do so the Four Streets Project will have regard to the views, wishes, feelings and beliefs of the person in deciding on any actions.

The Role of Volunteers, Steering Group Members and Trustees

All volunteers, steering group members and trustees working on behalf of the Four Streets Project have a duty to promote the welfare and safety of adults.

Volunteers, steering group members and trustees may receive disclosures of abuse and observe adults who are at risk. This policy will enable volunteer/volunteers to make informed and confident response to specific adult protection issues.

What is Abuse?

Abuse is a violation of an individual’s human and civil rights by any other person or persons.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and it may result in significant harm to, or exploitation of, the person subjected to it.

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Physical Abuse – Causing someone physical harm, for example by hitting, pushing or kicking them, misusing medication, causing someone to be burnt or hurt, controlling what someone eats, restraining someone inappropriately or depriving them of liberty.

Sexual Abuse – This may involve a person being made to take part in sexual activity when they do not, or cannot, agree to this. It includes rape, indecent exposure, inappropriate looking or touching, or sexual activity where the other person is in a position of power or authority.

Financial or Material Abuse – This includes misusing or stealing a person's money or belongings, fraud, postal or internet scams tricking people out of money, or pressuring a person into making decisions about their financial affairs, including decisions involving wills and property.

Neglect and Acts of Omission – This involves not meeting a person's physical, medical or emotional needs, either deliberately, or not providing the person with essential things to meet their needs, such as medication, food, water, shelter and warmth.

Self-Neglect – This involves a person being unable, or unwilling, to care for their own essential needs, including their health or surroundings (for example, their home may be infested by rats or very unclean, or there may be a fire risk due to their obsessive hoarding.)

Psychological or Emotional Abuse – This includes being shouted at, ridiculed or bullied, threatened, humiliated, blamed or controlled by intimidation for fear. It includes harassment, verbal abuse, online or mobile phone bullying and isolation.

Discriminatory Abuse – This includes forms of harassment, ill-treatment, threats of insults because of a person's race, age, culture, gender, gender identity, religion, sexuality, physical or learning disability, or mental-health needs. Discriminatory abuse can also be called 'hate crime.'

Modern Slavery – This includes slavery, a person being forced to work for little or no pay (including in the sex trade), being held against their will, tortured, abused or treated badly by others.

Domestic Abuse – This includes psychological, physical, sexual, financial or emotional abuse by someone who is a family member or is, or has been, in a close relationship with the person being abused. This may be a one-off incident or a pattern of incidents or threats, violence or controlling behaviour.

Organisational Abuse – This includes neglect and providing poor care in a care setting such as a hospital or care home, or in a person's own home. This may be a one-off incident, repeated incidents or on-going ill-treatment. It could be due to neglect or poor care because of the arrangements, processes and practices in an organisation.

If you are concerned about someone you know, try to speak to them, if it is safe to do this:

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- Tell them why you are concerned and ask them what they want you to do about it?
- Always try to get them to agree to getting help.

No-one should have to live with abuse or neglect. It is always wrong, whatever the circumstances. Do not assume that someone else is doing something about the situation.

If you, or the person you are concerned about, are injured, call an ambulance or a doctor.

If you think a crime has been committed, contact the police. Contact West Sussex Adults Services for advice. **You can do this without giving your name.**

Abuse or neglect can be deliberate or unintentional and can happen anywhere!

- At home
- In a care home, hospital or day service
- At work or at school or college
- In a public place or in the community

Abuse can be caused by **anyone** at any time and by:

- A partner, carer, relative, child, neighbour or friend
- Health, social-care or other worker, whether they are paid or a volunteer
- A stranger; or another person with care and support needs

Procedure in the Event of Disclosure

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

This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that an adult has been abused.

Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the individual at risk.

A full record shall be made as soon as possible of the nature of the allegation and other relevant information.

This should include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the adult who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

Responding to an Allegation

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Any suspicion, allegation or incident of abuse must be reported to the designated safeguarding officer, **Donna Ockenden** of The Four Streets Project - on that working day when possible.

The designated safeguarding officer of The Four Streets Project shall telephone and report the matter to the appropriate local Adult Services (Adults Social Care – Care Point 01243 642121)

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional Adult Services (Adults Social Care – Care Point).

Confidentiality

Safeguarding adults raises issues of confidentiality which should be clearly understood by all (see also the Confidentiality Policy). Volunteers, steering group members and trustees have a professional responsibility to share relevant information about safeguarding adults with Adults Social Care.

Clear boundaries of confidentiality will be communicated to all through the Confidentiality Policy.

All personal information regarding safeguarding an adult will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.

If an adult confides in a volunteer and requests that the information is kept secret, it is important that the volunteer tells the adult sensitively that he or she has a responsibility to refer cases of alleged abuse to Adults Social Care. Within that context, the adult should, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained from the adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the adult is priority.

Where a disclosure has been made, the volunteer should let the adult know the position regarding their role and what action they will have to take as a result.

The volunteer should assure the adult that they will keep them informed of any action to be taken and why.

The Role of Key Individual Agencies

- Adult Social Care - If you are raising a concern about an adult with support and care needs please contact Care Point 01243 642121 (open Monday to Friday 9am – 5pm)
- Safeguarding Adults Boards (SABs) have been set up in every local authority. They are a multi-agency partnership helping to prevent the abuse and neglect of adults. The

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Safeguarding Adults Board must lead adult safeguarding across its locality and oversee and co-ordinate the effectiveness of the safeguarding work of its members & partners agencies.

- Emergency Services – Police, Ambulance or GP - The Police play a vital role in safeguarding adults with cases involving alleged criminal acts. It becomes the responsibility of the police to investigate allegations of crime by preserving and gathering evidence. Where a crime is identified, the police will be the lead agency and they will direct investigations in line with legal and other procedural protocols.
- Designated Adult Safeguarding Officer – The role of the designated officer is to deal with all instances involving adult protection that arise within the Four Streets Project. They will respond to all adult safeguarding concerns and enquiries. The designated adult safeguarding officer for the Four Streets Project is **Donna Ockenden** should you have any suspicions or concerns relating to adult safeguarding.
- The role of the designated adult safeguarding officer is to support the steering group, trustee or volunteer involved with the incident and to ensure the correct procedures are followed. The designated adult safeguarding officer should ensure that all volunteers within the Four Streets Project are familiar with the Four Streets Project adult safeguarding procedures and ensure that all volunteers undertake training or updating in this policy, as required.

Training/ updating

Training/ updating will be provided, as appropriate, to ensure that volunteers are aware of these procedures. Specialist training will be provided for the member of The Four Streets Project with adult safeguarding responsibilities.

Complaints Procedure

The Four Streets Project has a complaints procedure available to all volunteers, steering group members and trustees.

Useful Links

- West Sussex Social Care Support or Advice-
<https://www.westsussex.gov.uk/social-care-and-health/social-care-support/adults/>
- West Sussex Adults Safeguarding Board – which has up-to-date information on adult safeguarding, training, leaflets and contacts/signposting contacts.
<http://www.westsussexsab.org.uk>
- If you are worried about an adult call 01243 642121, email socialcare@westsussex.gov.uk or write to Adults' CarePoint, Second Floor, The Grange, County Hall, Chichester, PO19 1RG

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Conclusion:

It is not the responsibility of the Four Streets Project to determine whether abuse is actually taking place, however there is a responsibility to act on any concerns through contact with the appropriate authorities. The Four Streets Project assures all volunteers that it will fully support and protect anyone, who in good faith reports his or her concerns.

