



SAFEGUARDING ADULTS

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1. What is safeguarding?

Safeguarding means protecting a person's health, wellbeing and human rights; enabling them to live free from harm, abuse and neglect.

It is an integral part of providing high-quality care. Safeguarding children, young people and adults is a collective responsibility of all, no qualification is needed to raise a concern.

Those most in need of protection include:

- Children and young people
- Adults at risk, such as those receiving care in their own home, people with physical, sensory and mental impairments, and those with learning disabilities.

2. Who is the policy for?

This policy applies to all colleagues, volunteers and people who access Good Shepherd Services (services/ contractors/ finance team/credit card holders/ drivers etc.)



3. Our Commitment

We follow the six core principles set out by The Care Act that underpin the safeguarding of adults. (As stated in 4 Definitions)

Culture

We want to create and embed a culture of openness, trust, and transparency in which the clear values and expected behaviour are set out.

All adults, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.


We all have a shared responsibility to ensure the safety and well-being of all adults and will act appropriately and report concerns no matter who raised the concern and who the concern is about.

All allegations will be taken seriously and responded to quickly in line with Good Shepherd Concerns, Complaints, Compliments and Suggestions procedure.

We will seek to ensure that our services are inclusive and make reasonable adjustments for any ability, disability or impairment, we commit to continuous development, monitoring and review.

The rights, dignity and worth of all adults will always be respected.

We recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, in particular those adults with care and support needs.



Recruitment

We operate an established recruitment and selection procedure for positions where there is significant contact with people at risk.

These include, where appropriate, a disclosure check and/or a check of Independent Safeguarding Authority registration.

Good Shepherd services will take all reasonable steps to ensure that in its recruitment and selection of staff it will pay due regard to ensuring that:

- There is a clear job description and person specification outlining key skills and abilities required
- There is an open recruitment process
- There is an application form that covers past work
- There is a declaration form requesting information on previous convictions and investigations, if any
- There is an interview process suitable to the role and task
- DBS checks will be carried out on all relevant roles
- Written references are sought (and followed up by verification)
- There is reference to regulated positions
- A safeguarding induction is conducted by the safeguarding team
- Reviewing policies and safeguarding e-learning forms part of the new starter checklist.

Managers commitment

We expect managers have a responsibility to:

1. Ensure that their service is in line with the current local and funding authority policy & procedure guidelines.
2. Ensure the Good Shepherd safeguarding Identify, Respond, Record process is followed and all concerns or allegations are recorded on our online system and safeguarding team (within 24 hours of receiving the concern – immediately where practicable).

Safeguarding team commitment

Foundation/ Formation – board and senior leaders acknowledge being accountable for the effective implementation of safeguarding policies and procedures

Developing - delegation of safeguarding responsibilities is clear and staff are held accountable

Embedding - Responsibility for establishing and implementing safeguarding arrangements is understood and accepted by the safeguarding team.

Continually improving - Reviews and evaluation demonstrates that everyone in the organisation is taking responsibility for safeguarding and committed to training and learning sessions.

Levels of accountability - Are reviewed and modified, if appropriate, at all levels of Safeguarding delivery.

Commit to develop - A learning culture around safeguarding.

Colleagues' commitment

Be familiar and understand safeguarding policies and procedures.

Actively observe and identify signs of abuse, neglect or harm.

Promptly record and report any concerns or suspicions to the safeguarding team or CEO.

Work in collaboration with colleagues, authorities and external agencies to ensure appropriate action is taken.

Advocate for the rights and well-being of adults at risk within their rights.

Commit to regular training and participate in learning sessions with the safeguarding team when required.

Psychological Informed Environment Approach

As an organisation we are committed to a Psychologically Informed Environment (PIE). We want people that access the Good Shepherd to feel supported in line with our values, specifically in a way that is hospitable, compassionate, that they are respected, there is trust, we operate with integrity, and that they are involved and engaged with the service.

The people that make up the Good Shepherd are our most important asset. We want our team to feel supported, skilled, involved, and to feel that their work is valued.

Our role as an organisation is to encourage and facilitate change, our mission is to end homelessness, support recovery, and create pathways out of poverty.

(Continued in Good Shepherd Services PIE Policy Statement)



4. Definitions

Adult at Risk

We recognise that at any point in an adult's life we may experience situations that make us vulnerable. This policy is for any adult that may at any point experience a vulnerability and we will do our best to recognise peoples' struggles and offer support and help.

Six core principles set out in The Care Act A Guide to Prevention in Safeguarding - Ann Craft Trust

Empowerment

People are supported and encouraged to make their own decisions and informed consent. "I am asked what I want as the outcomes from the safeguarding process, and this directly informs what happens."

Prevention


It is better to take action before harm occurs. "I receive clear and simple information about what abuse is. I know how to recognise the signs, and I know what I can do to seek help."

Proportionality

The least intrusive response appropriate to the risk presented. "I am sure that the professionals will work in my interest, and they will only get involved as much as is necessary."

Protection

Support and representation for those in greatest need. "I get help and support to report abuse and neglect. I get help so that I can take part in the safeguarding process to the extent to which I want."



Partnership

Services offer local solutions through working closely with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse. “I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

Accountability

Accountability and transparency in delivering safeguarding. “I understand the role of everyone involved in my life and so do they.”

What is a low-level concern?

A low-level concern is any concern that an adult has acted in a way that:

- is inconsistent with the staff code of ethics, including inappropriate conduct outside of work
- doesn't meet the threshold of harm or is not considered serious enough for the organisation to refer to the local authority

Low-level concerns are part of a spectrum of behaviour. This includes:

- inadvertent or thoughtless behaviour
- behaviour that might be considered inappropriate depending on the circumstances
- behaviour which is intended to enable abuse.

Examples of such behaviour could include:

- being over friendly with service users
- having favorites
- adults taking photographs of children or adults at risk on unauthorised devices
- engaging with service users on a one-to-one basis in an unauthorised secluded area or behind a closed door
- using inappropriate sexualised, intimidating, or offensive language
- creating a 'friendship' that blurs professional boundaries.

Abuse

For more information on types of abuse and harm [Safeguarding Resources Guides - ACT anncrafttrust.org](https://www.actanncrafttrust.org)

Abuse and neglect take many forms. Abuse can lead to a violation of someone's human and civil rights by another person or persons. Abuse can be physical, financial, verbal, or psychological. It can be the result of an act or a failure to act. It can happen when an adult at risk is persuaded into a financial or sexual exchange they have not consented to or can't consent to.

Abuse can occur in any relationship and may result in significant harm or exploitation. Some types of abuse are illegal, and in these cases adults who lack capacity are protected by law the same as everyone else. Abuse is a misuse of power and control that one person has over another. Where someone is dependent on another, there is the possibility of abuse or neglect unless enough safeguards are put in place.

Abuse can fall into the following categories:

Physical: This includes assault, hitting, slapping, pushing, giving the wrong (or no) medication, restraining someone, or only letting them do certain things at certain times.

Domestic: This includes psychological, physical, sexual, financial, or emotional abuse. It also covers so-called 'honour' based violence.

Sexual: This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, taking sexual photographs, making someone look at pornography or watch sexual acts, sexual assault, or sexual acts the adult didn't consent to or was pressured into consenting.

Psychological: This includes emotional abuse, threats of harm or abandonment, depriving someone of contact with someone else, humiliation, blaming, controlling, intimidation, putting pressure on someone to do something, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.

Financial or material: This includes theft, fraud, internet scamming, putting pressure on someone about their financial arrangements (including wills, property, inheritance, or financial transactions) or the misuse or stealing of property, possessions or benefits.

Modern slavery: This covers slavery (including domestic slavery), human trafficking and forced labour. Traffickers and slave masters use whatever they can to pressurise, deceive and force individuals into a life of abuse and inhumane treatment.

Discriminatory: This includes types of harassment or insults because of someone's race, gender or gender identity, age, disability, sexual orientation, or religion.

Organisational: This includes neglect and poor care in an institution or care setting such as a hospital or care home, or if an organisation provides care in someone's home. The abuse can be a one-off incident or repeated, on-going ill treatment. The abuse can be through neglect or poor professional practice, which might be because of structure, policies, processes, and practices within an organisation.

Neglect and acts of omission: This includes ignoring medical, emotional, or physical care needs, failure to provide access to appropriate health, care and support or educational services, or not giving someone what they need to help them live, such as medication, enough nutrition and heating.

Self-neglect: This covers a wide range of behaviour which shows that someone isn't caring for their own personal hygiene, health or surroundings. It includes behaviour such as hoarding.

Abuse can take many forms. It might not fit comfortably into any of these categories, or it might fit into more than one.

Abuse can be carried out by one adult at risk towards another. This is still abuse and should be dealt with. The adult at risk who abuses may also be neglecting him/herself which could also be reason for a safeguarding referral.

Who might be an abuser?

Adults at risk can be abused by a wide range of people – anyone, in fact, who has contact with them.

This includes family members, professional staff, paid care workers, other adults at risk, volunteers, other service users, neighbours, friends and associates, people who deliberately take advantage of vulnerable people, strangers and people who see an opportunity to abuse.

5. Legislations

The Human Rights Act 1998

Gives specific rights to every person living in the UK, including the right to life and freedom from torture or degrading treatment.

The Care Act 2014


Makes it the duty of local authorities to make enquiries if a person is being abused or neglected. or is at risk of abuse or neglect in their area. They must also set up multi-agency safeguarding adult review boards to review cases when people die as a result of neglect or abuse and where it is suspected that agencies could have done more to safeguard them.

Mental Capacity Act - MCA 2005

Aims to protect and empower individuals who are unable to make choices for themselves.

Equality Act 2010

Protects people from discrimination and disadvantage due to their race, religion, sexual preference or any other protected characteristic.



The Data Protection Act 2018

Regulates how organisations use personal data, providing protection against people's data being placed in the wrong hands which could make them more vulnerable to abuse. All agencies should provide training for all staff and volunteers who work with adults at risk to ensure that the policies, procedures and professional practices in place locally are in line with their responsibilities in the adult protection process.




Mental Capacity

It is not the staff, consultants, or volunteers role to decide about whether any adult at risk may lack mental capacity in relation to the concern in question, but it is useful to have an understanding of the notion of capacity explained below.

The starting assumption must always be that a person has the capacity to decide, unless it can be established that they lack capacity. The term 'lack of capacity' means a person who lacks ability to make a decision or take a particular action for themselves at the time when the decision or action needs to be taken. This reflects the fact that some people may be unable to make some decision for themselves but will have capacity to make other decisions.

For example, they may be able to make small decisions about everyday matters such as what to wear or what to eat but lack capacity to make more complex decision about financial matters. This reflects that a person who lacks capacity to decide at a certain time may be able to make that decision later – this may be due to illness or accident. Decisions about mental capacity are made by medical professionals. People also have the right to make unwise decisions! The important thing is that they understand the implications. If they understand the implications, consider how risks might be minimised.



Important – if you believe an adult is at risk and there is the possibility of children being involved then we would need to refer immediately to our family friendly policy. For example:

- a woman we are working with discloses domestic abuse. We should support her and signpost her to appropriate agencies. If we believe there are children at home, then we also have a duty of care to those children even if they haven't witnessed abuse. Being exposed to domestic abuse in childhood is child abuse.

They may:

- hear the abuse from another room
- see someone they care about being injured and/or distressed
- find damage to their home environment like broken furniture
- be hurt from being caught up in or trying to stop the abuse
- may not get the care and support they need from their parents or carers as a result of the abuse

If you believed this to be the case you would follow safeguarding procedures and speak to a designated safeguarding lead which may result in multi-agency referral into social services even if the adult, we consider at risk asks us not to.

We have a responsibility and duty of care to children.

6. How to support our service users

Supporting adult clients with safeguarding recording involves documenting any concerns, incidents, or actions taken to ensure their safety and well-being. This is to be logged on our online platform and typically includes:

Recording Details: Documenting the date, time, location, and nature of the safeguarding concern or incident.

Client Information: Recording relevant details about the adult client involved, such as their name, age, contact information, and any other pertinent information.

Description of Concern: Clearly detailing the nature of the safeguarding concern or incident, including any observable behaviours, statements, or injuries.

Actions Taken: Documenting any immediate actions taken to address the concern, such as contacting authorities, providing support services, or implementing safety measures.

Follow-Up: Recording any follow-up actions, including ongoing support provided to the client, referrals to other agencies or services, and any additional monitoring or assessments.

Confidentiality: Ensuring that all recorded information is handled confidentially and in accordance with relevant data protection laws and organizational policies.

Review and Evaluation: Regularly reviewing safeguarding records to assess effectiveness, identify trends or patterns, and make any necessary adjustments to safeguarding practices.

By maintaining accurate and thorough safeguarding records, Good Shepherd Services can ensure that adult clients receive appropriate support and protection.

Reference to the above can be found in the safeguarding one page 'Identify – Inform – Record'



Self-Referral

When colleagues and volunteers identify their own poor practice or practice which could be questioned as to their integrity, they have a duty to self-refer themselves to their manager, HR, or the Safeguarding Team. For positive engagement with vulnerable groups, professional boundaries must always be maintained, to ensure these professional standards are upheld. It is important that colleagues and volunteers self-refer when vulnerable groups are forming an over familiar attachment with them.

In addition, and in accordance with the Policy for the Management of Criminal Records, colleagues and volunteers are required, regardless of their role, to notify HR of anything that affects, or might affect, their suitability to work at the charity, including any reprimands, warnings, cautions, convictions, enquiries/investigations by a statutory agency. This also extends to those working with children and/ or adults at risk having children in their charge taken into care proceedings. At this stage the Safeguarding Team with HR will risk assess what steps need to be taken including a completion of a new criminal records check, investigating, and engaging with statutory services as examples.

Speak up, speak out!

Speak up, speak out is the reporting of unethical or illegal behaviour within the organisation and to protect individuals who make such reports from retaliation. This applies to all employees, contractors, and stakeholders at Good Shepherd Services.

Reporting Mechanism: Employees are encouraged to report any suspected unethical or illegal behaviour to their immediate line manager, HR department, or anonymously through a designated reporting channel.

Confidentiality: Reports of unethical or illegal behaviour will be kept confidential to the extent possible, with information disclosed only to those who need to investigate and resolve the issue.

Non-Retaliation: Retaliation against individuals who report suspected unethical or illegal behaviour is strictly prohibited. Any acts of retaliation will be subject to disciplinary action, up to and including termination of employment.

Investigation and Resolution: All reports of unethical or illegal behaviour will be promptly investigated by the appropriate department or personnel. Action will be taken to address and resolve the issue in accordance with applicable laws and regulations.

Protection: Individuals who make good-faith reports of unethical or illegal behaviour will be protected from adverse employment actions, harassment, or discrimination as a result of their report.

Compliance: All employees, contractors, and stakeholders are expected to comply with this policy. Failure to comply may result in disciplinary action, up to and including termination of employment or contractual obligations.

Safeguarding Team

Lee Smith, Designated Safeguarding Lead

07984542416

Chris Cole, Deputy Designated Safeguarding Lead

07399027633

Dawn Walls, Safeguarding Officer

07957162481

Tina Lane, Safeguarding Officer


07514492740

Lucie Tait Harris, Queens Building Community Shop

07956 805054

Main office contact

01902 399955



7. External safeguarding contacts

Wolverhampton Safeguarding

If you are concerned about an adult (including yourself)

www.wolverhamptonsafeguarding.org.uk/safeguarding-adults

Wolverhampton City Council

Housing Outreach Team provides floating support for women who are or have been experiencing domestic violence in order to help people to maintain their tenancies. Phone: 01902 551023 Fax: 01902 554905

housing.outreach@wolverhampton.gov.uk

Ann Craft Trust

www.anncrafttrust.org

CEOP

www.ceop.police.uk/ceop-reporting

Samaritans

www.samaritans.org/how-we-can-help-you

The Haven Wolverhampton

24hr referral line: 08000 194 400

Training on domestic violence: 01902 572128 Fax: 01902 572144

info@havenrefuge.org.uk www.havenrefuge.org.uk

Safeguarding Jericho Society

Supported accommodation for women (age 16+) and their dependent children affected by domestic violence and homelessness.

24-hour referral line: 01902 421732 Fax: 01902 428778

jerichowolv@btconnect.com

Advocacy – One Voice

An organisation run by disabled people offering help, advice and support to other disabled people as well as offering information, training, consultation and partnership working to other organisations on issues to do with disabled citizens' lives.

Phone: (01902) 810016



www.gsmwolverhampton.org.uk