ELIZABETH HOUSE

Highbury Vale Blackstock Trust

Safeguarding Adults Policy

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Introduction

The Highbury Vale Blackstock Trust manages a multi-purpose community centre in the heart of Highbury providing services and activities to the local community and hosting groups and organisations providing their own activities to local residents, including adults who may find it difficult to protect themselves from abuse, neglect or exploitation. This may be because of their mental health, physical disability, age or illness. Safeguarding adults is the work we do to help those adults to keep them safe from abuse and neglect.

This adult safeguarding policy is to make sure that Highbury Vale Blackstock Trust has all the right things in place to protect and safeguard adults.

The Highbury Vale Blackstock Trust will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

This policy outlines the steps the Highbury Vale Blackstock Trust will make to safeguard an adult with care and support needs if they are deemed to be at risk or at risk. This policy sets out the roles and responsibilities of the Highbury Vale Blackstock Trust in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect.

The Highbury Vale Blackstock Trust will ensure that decisions made will allow adults to make their own choices and include them in any decision making. The Highbury Vale Blackstock Trust will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within the Highbury Vale Blackstock Trust to understand their role and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of the Highbury Vale Blackstock Trust to:

- have an overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
- London Safeguarding Adults policy and procedures
- Islington Safeguarding Adults Board's local procedures and appendices

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect. https://www.equalityhumanrights.com/en/human-rights/human-rights-act

Copies of this policy should be available within the Highbury Vale Blackstock Trust and the Highbury Vale Blackstock Trust will not tolerate the abuse of adults in the organisation and staff and volunteers should be made aware of how this policy can be accessed.

What is Safeguarding adults?

'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'

Care and Support Statutory Guidance, Department of Health, updated February 2017

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

The Highbury Vale Blackstock Trust adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

The Highbury Vale Blackstock Trust will not tolerate the abuse of adults in staff and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. The Highbury Vale Blackstock Trust should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. The Highbury Vale Blackstock Trust should be transparent and accountable in delivering safeguarding actions.

What is Making Safeguarding Personal (MSP)?

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

The Highbury Vale Blackstock Trust will not tolerate the abuse of adults The Highbury Vale Blackstock Trust will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and life styles, the same process may not work for all.

Who do adult safeguarding duties apply to?

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

Who do I go to if I am concerned?

The named responsible persons for safeguarding duties for the Highbury Vale Blackstock Trust are Nathalie Renaud, director@elizabeth-house.org.uk, 020 7690 1300 and Iqbal Ali, iqbal@elizabeth-house.org.uk, 020 7690 1300.

All staff and volunteers should contact Nathalie Renaud (Director) or Iqbal Ali (Deputy Centre Manager) for any concerns/queries they have in regards to safeguarding adults. A log of the concern must be kept.

Nathalie Renaud (Director) Iqbal Ali (Deputy Centre Manager) will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

Nathalie Renaud (Director) Iqbal Ali (Deputy Centre Manager) will also ensure that the safeguarding adult policies and procedures are in place and up to date. They will ensure a safe environment is promoted for staff and volunteers and adults accessing the services.

Nathalie Renaud (Director) Iqbal Ali (Deputy Centre Manager) will ensure they are up to date with their safeguarding adults training.

The Named Members of the Trustees/Committee for Safeguarding are Jonathan Gore and Ned Glasier.

What should I do if I am concerned?

Staff and volunteers at the Highbury Vale Blackstock Trust who have any adult safeguarding concerns should:

1. Respond
   - Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services

- Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation
- Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

2. Report
   - Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see above)

3. Record
   - Complete an incident form (templates kept in the Director's Office and Reception) and record information clearly. The Designated Safeguarding Lead should be informed immediately and be given a copy of the incident form to be kept in a secured location.
   - As far as possible, records should be written contemporaneously, dated and signed.
   - Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised personal for accessing confidential information including the sharing of passwords.

4. Refer

In making a decision whether to refer or not, the designated safeguarding lead should take into account:

(1) the adult's wishes and preferred outcome
(2) whether the adult has mental capacity to make an informed decision about their own and others' safety
(3) the safety or wellbeing of children or other adults with care and support needs
(4) whether there is a person in a position of trust involved
(5) whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed and/or
- Islington's Adult Social Care Team for possible safeguarding enquiry (tel. 020 7527 2299, option 1)
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- service commissioning teams
- family/relatives as appropriate (seek advice from adult social services)

The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

As soon as Adult Social Services becomes involved, a 4-stage safeguarding adults process is followed. For more information about this 4-stage safeguarding adults process, refer to the London Safeguarding Adults Procedures.

What are your roles and responsibilities?

All staff, management, trustees and volunteers at the Highbury Vale Blackstock Trust are expected to report any concerns to the named person for safeguarding. If the allegation is against one of the Highbury Vale Blackstock Trust's members, volunteers, trustees or directors, seek advice from the Highbury Vale Blackstock Trust's safeguarding leads Nathalie Renaud and Iqbal Ali. If the allegation is against the safeguarding lead, seek advice from Islington's Adult Social Care First Point of Contact Team 020 7527 2299.

The designated safeguarding adults lead should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the Data Protection Act. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. The named organisation should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

Complaints procedure

The Highbury Vale Blackstock Trust is registered with the Charities Commission and therefore all staff and volunteers have a legal Duty of Candour to give a full and honest explanation to people about when things go wrong.

If a staff or volunteer or any other member of the organisation is unhappy with the Highbury Vale Blackstock Trust decision about the safeguarding concern, please refer to the organisation's complaints policy.

The Highbury Vale Blackstock Trust is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation. Please refer to the organisation's whistleblowing policy.

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

Why is it important to take action?

It is may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

Confidentiality and information sharing

The Highbury Vale Blackstock Trust expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, the Highbury Vale Blackstock Trust does not share information if not required.

It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp

The Highbury Vale Blackstock Trust is signed up to the Islington Safeguarding Adults Board information sharing agreement.

Recruitment and selection

The Highbury Vale Blackstock Trust is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with care and support needs to people unsuitable to work with them. Refer to the council's guidance on Safer Recruitment.

Training, awareness raising and supervision?

The Highbury Vale Blackstock Trust ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who

should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of the Highbury Vale Blackstock Trust and commitment to safeguarding adults.

It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.

Voluntary organisations (including volunteers) who support adults with care and support needs can access the basic awareness safeguarding adults training provided by Islington Council. Free on-line training is also available. See: https://www.islington.gov.uk/social-care-health/im-a-professional/professional-and-carers-training

Similarly, staff and volunteers may encounter concerns about the safety and wellbeing of children. For more information about children's safeguarding, refer to the Highbury Vale Blackstock Trust Children's safeguarding policy.

Prevent

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see: https://www.gov.uk/government/publications/prevent-duty-guidance

Policy Changes Tracking

Review date	Next review date
April 2026	April 2027

Useful contacts

Safeguarding adults leads: Nathalie Renaud, Director, 020 7690 1300 Iqbal Ali, Deputy Centre Manager, 020 7690 1300.	If your concern relates to an adult at risk of harm or abuse, please contact our Access & Advice Service (first point of contact for adult social services) on 020 7527 2299 or email access.service@islington.gov.uk Emergency Duty team (after 5pm and weekends): 020 7226 0992

Useful links

Islington Adult Social Care Safeguarding Concern Form

Safeguarding Adults Board | Islington Council - https://www.islington.gov.uk/social-care-and-health/abuse/safeguarding-adults-board

Care act- http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted

London Safeguarding adults policy and procedures- http://londonadass.org.uk/wp-content/uploads/2015/02/LONDON-MULTI-AGENCY-ADULT-SAFEGUARDING-POLICY-AND-PROCEDURES.pdf

Islington council local appendices to London Safeguarding adults policy and procedures- https://www.islington.gov.uk//~/media/sharepoint-lists/public-records/adultcareservices/information/guidance/20152016/20160321islingtonappendixtolondonsafeguardingadultspolicyfeb2016

Safer recruitment- http://www.islingtonscb.org.uk/SiteCollectionDocuments/Safer%20recruitment%20-%20safeguarding%20children%20and%20adults%205%20August%2013.pdf

Carer and support statutory guidance- https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf

Prevent- https://www.gov.uk/government/publications/prevent-duty-guidance

Information sharing-

https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp

Appendix 1

What are the types of abuse?

Abuse Types: Care Act 2014

- Physical abuse - including hitting, slapping, pushing, misuse of medication, inappropriate restraint.
- Sexual abuse - including rape and sexual assault or sexual acts the adult has not / cannot consent to.
- Psychological or emotional abuse - including threats of harm or abandonment, harassment, verbal abuse, isolation.
- Financial or material abuse - including theft, fraud, exploitation, misuse or misappropriation of property or wills.
- Neglect and acts of omission - including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs.
- Discriminatory abuse - including discrimination on grounds of race, gender and gender identity, disability, sexual orientation, religion and other forms of harassment, slurs or similar treatment.
- Organisational - including neglect and poor practice by an organisation.
- Domestic abuse - including psychological, physical, sexual, financial or emotional abuse between adults who are or have been intimate partners or family members.
- Modern slavery - includes very little or no pay, excessively long and/or unusual working hours, poor physical health, not in control of own money, no financial records or ID documents.
- Self-neglect - wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened, or frightened of physical contact.

- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

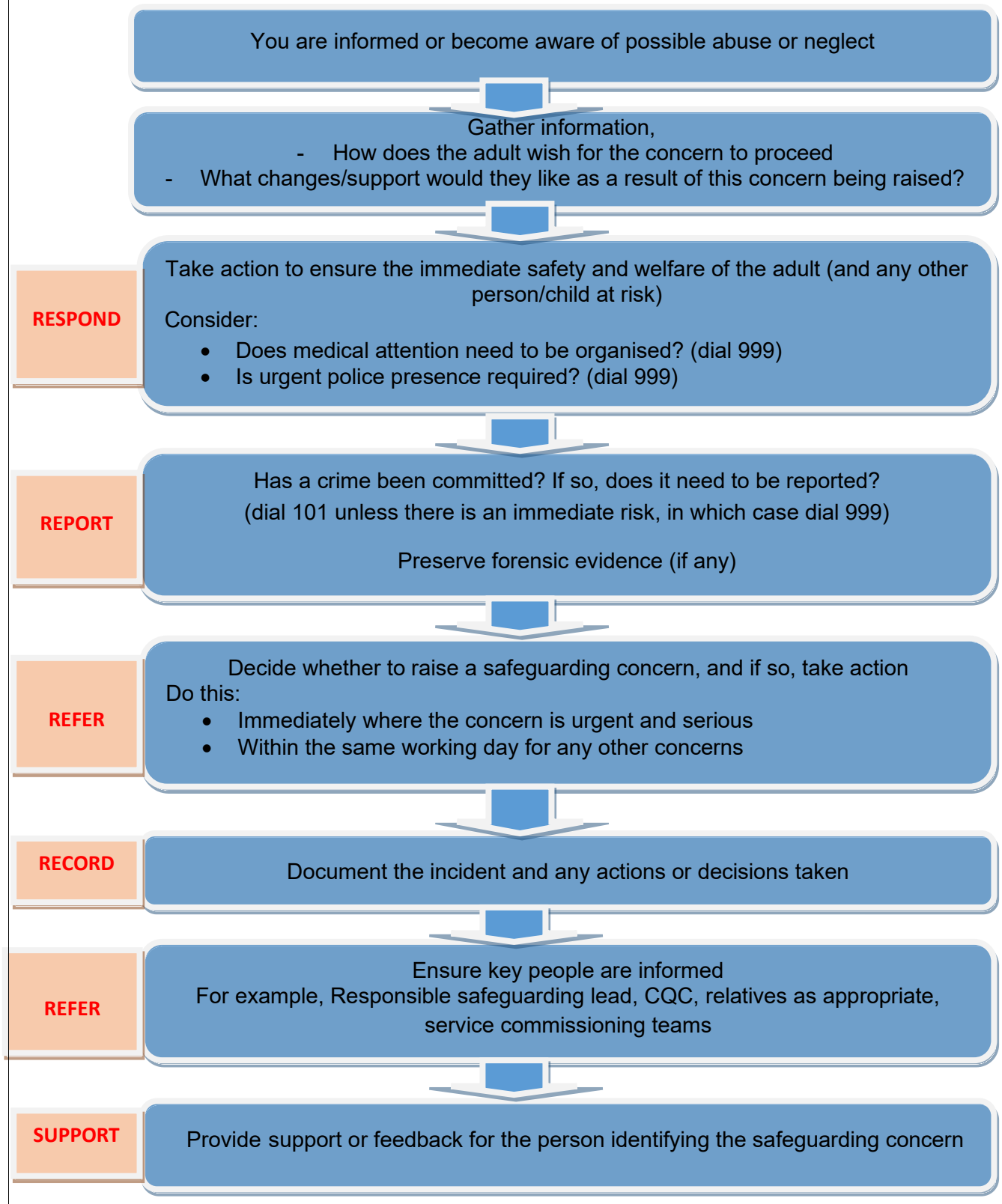
You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers

Flowchart: Raising an adult safeguarding concern



With thanks and acknowledgements to West and North Yorkshire and York regional Multi-Agency Policy and Procedures from which this flowchart has been adopted.
http://www.wakefield.gov.uk/Documents/health-care-advice/adult-services/safeguarding/safeguarding-adults-from-abuse/summary-guide-policy-procedures.pdf

PRIVATE AND CONFIDENTIAL
TO BE STORED AND DISPOSED OF SECURELY

WiSER Project Referral Form

All women referred must be aged 16+ and affected by VAWG

Date			**Referral taken by**		
Referred by	**Name**		**Surname**		
Agency			**Tel**		
Email					
PERSONAL DETAILS OF WOMAN REFERRED					
Name			**D.O.B.**		
Tel No	**(home)** **Safe to contact Yes ☐ No ☐** **Safe to leave Voicemail Yes ☐ No ☐**		**(mobile)** **Safe to call Yes ☐ No ☐** **Safe to text Yes ☐ No ☐** **Safe to leave Voicemail Yes ☐ No ☐**		
Email					
Address	**Postcode:** **Borough:**				
Ethnicity		**Language(s) spoken**			
		Interpreter required?	**Yes ☐ No ☐**		
CURRENT SITUATION					
Nature of (VAWG)					

	Please tick if applicable
Domestic violence	
Sexual violence/Rape	
FGM	
Crimes committed in the name of so called honour	
Forced marriage	
Affected by or at risk of prostitution	
Stalking	
Trafficking	

Relationship to perpetrator(s)	
Is perpetrator woman's carer?	

CHILDREN						
Name	**Ethnicity**	**Gender**	**Date of birth**		**Living with mother Y/N**	
1.						
2.						
3.						
4.						
5.						

Is the referred woman pregnant?	**Yes ☐ No ☐**
Estimated date of delivery	

Eligibility criteria for project. At least four of these must apply:	
Homeless	**Yes ☐ No ☐**
Substance misuse	**Yes ☐ No ☐**
Mental health needs	**Yes ☐ No ☐**
Physical health needs	**Yes ☐ No ☐**
Insecure immigration status	**Yes ☐ No ☐**
Affected by or at risk of prostitution	**Yes ☐ No ☐**
History of offending behaviour	**Yes ☐ No ☐**
History of children being removed from her care and/or at risk of further removals	**Yes ☐ No ☐**
Other agency support	
Is woman receiving support from any other agencies?	**Yes ☐ No ☐**
If yes, please provide details	
Has the woman had support from agencies in the past?	**Yes ☐ No ☐**
If yes, please provide details	
Has there been Police involvement in this case?	**Yes ☐ No ☐**

Has this woman's case been heard at MARAC or has it been referred to MARAC?	**Yes ☐ No ☐**
Referral outcome	
Referral accepted? (please specify refusal reason if answer is No)	**Yes ☐ No ☐**

Have you obtained consent from the woman being referred for this referral to be made? Yes ☐ No ☐

Please email completed Referral Form to wiser@solacewomensaid.org