



Safeguarding Adults Policy and Procedures

This policy and procedures were approved by the Management Committee on 24th April 2023.

Date for review: 2026

1 Introduction

Safeguarding means protecting an adult's right to live in safety, free from abuse or neglect. The Ivers Good Neighbours Scheme (IGNS) is committed to protecting neighbours who make use of the scheme, and its volunteers, from all forms of abuse, including physical, emotional and sexual harm.

Volunteers are not expected to be social workers or have expert knowledge, but there may be an occasion when you visit someone at home and you come away with an uneasy feeling that things are not quite right or safe. In those circumstances this policy may help you decide what to do next. This policy will also raise your awareness of the increasing problem of adult abuse in case you should ever come across it.

2 Aim of Policy

The aim of this policy is to ensure the safety of adults with care and support needs who contact the IGNS, by outlining clear safeguarding procedures and ensuring that all volunteers understand their responsibilities.

3 Who does safeguarding apply to?

Under the Care Act 2014, adult safeguarding duties apply to **any** adult who:

- has care and support needs and
- is experiencing or is at risk of abuse or neglect
- is unable to protect themselves because of their care and support needs

This could include:

- an older person
- a person with a physical disability, a learning disability, a visual or hearing impairment
- someone with mental health needs, including dementia or a personality disorder
- a person with a long-term health need (such as diabetes or lupus)
- someone who misuses alcohol or substances to the extent that it affects their ability to manage day to day living

4 What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons. It may consist of a single act or repeated acts often in a relationship where there is an

expectation of trust, which causes harm to an individual. It may be an act of neglect or a failure to act. Adult abuse can cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Victims may be too afraid, ashamed or embarrassed to raise any complaint. They may regard what is happening as “normal” and be unaware that they are being abused. They may be reluctant to discuss their concerns with other people or be unsure who to trust or approach with their worries. They may be unable to communicate or explain what is happening.

Adult abuse can take a number of forms and the following table outlines 10 types of abuse with examples and possible signs to look out for:

Type of abuse	Examples	Possible signs
<p>Physical Abuse</p> <p>This may involve actual or likely injury, assault and neglect. Inflicted intentionally or through lack of care</p>	<p>Assault – hitting, slapping, pushing, kicking</p> <p>Rough handling / restraint / locked doors</p> <p>Poisoning / misuse of medication / giving medication without consent.</p>	<p>Unexplained injuries or illness</p> <p>Bruising / Finger marks</p> <p>Broken bones</p> <p>Fear of certain people</p> <p>Withdrawal</p>
<p>Emotional / Psychological Abuse</p> <p>This includes acts or behaviours which cause mental distress or anguish.</p> <p>Any action or ill treatment which has an adverse effect on mental wellbeing, causing suffering to the individual</p>	<p>Verbal harassment / ridicule / treating with contempt or as a child / intimidation</p> <p>Withholding pleasurable foods, activities or social contacts</p> <p>Racial abuse</p> <p>Humiliation</p> <p>Threats of harm or abandonment or isolation</p> <p>Preventing a person from expressing an opinion or their wishes</p>	<p>Fear of certain people or places</p> <p>Mood swings</p> <p>Crying or getting upset over ordinary things</p> <p>Increase in difficult behaviour</p>
<p>Sexual Abuse</p> <p>This is the involvement of a person in sexual activities</p>	<p>Rape / sexual assault</p> <p>Unwanted touching or sexual activity which the</p>	<p>Unexplained sexual language or sexualised behaviour</p>

<p>against their will, which they do not understand or have not given consent to</p>	<p>person does not understand or is unable to consent to.</p> <p>Sexual harassment</p> <p>Involvement in pornography / prostitution</p>	<p>Difficulty or pain on using the toilet</p> <p>Unexplained money or presents</p>
<p>Financial Abuse</p> <p>Everyone has the right to the money and property that is rightfully theirs. This abuse is theft or misuse of money or personal possessions which involves a person's resources being used to the advantage of another person</p>	<p>Theft of money or possessions</p> <p>Fraud</p> <p>Exploitation</p> <p>Pressure in connection with wills, inheritance or financial transactions</p> <p>Overcharging e.g. for house repairs</p> <p>Misuse of benefits</p> <p>Stealing financial identity</p>	<p>Unexplained or sudden inability to pay bills</p> <p>Discrepancy between assets and living conditions</p> <p>Reluctance to spend money</p> <p>Loss of possessions</p>
<p>Neglect / acts of omission</p> <p>Everyone has the right to adequate standards of care.</p> <p>Neglect is a failure to provide adequate care or a failure to act in a way to protect a person from harm.</p>	<p>Failure to provide access to health, social care or educational resources</p> <p>Withholding of adequate food, drink, medication or heating</p> <p>Untreated illness or conditions.</p> <p>Inadequate personal hygiene / care.</p> <p>Failure to provide information on sexual and reproductive health</p>	<p>Poor physical condition and hygiene</p> <p>Dirty or wet clothing</p> <p>Weight loss / malnutrition</p> <p>Mental or physical ill health</p> <p>Unusual behaviour</p>

Type of abuse	Examples	Possible signs
<p>Discrimination</p> <p>This includes abuse based on racism, disability, religion, sex and sexuality etc. It includes harassment, slurs or similar treatment. It includes the withholding of culturally appropriate food, clothing, skin and hair care, washing arrangements and religious worship and customs.</p>	<p>Racist harassment or name calling</p> <p>Negativity about other cultures</p> <p>Forcing women to do low status activities</p> <p>Failure to recognise or comply with someone's religion or religious customs</p> <p>Hate crime</p>	<p>Negative self image</p> <p>Self injury/ harm</p> <p>Depression</p> <p>Mood swings</p> <p>Fear of certain people or places</p> <p>Reluctance to engage in activities</p>
<p>Institutional Abuse</p> <p>This can occur in any setting where things are arranged for the benefit of staff rather than the people who use the service. There is a lack of choice and control for users who become institutionalised.</p>	<p>Lack of dignity and privacy – staff entering rooms without knocking</p> <p>Lack of choice over meals and bedtimes – fixed routines</p> <p>No individual care plans</p>	<p>No opportunity for making decisions</p> <p>No personal possessions</p> <p>Poor mental or physical health / self harm</p> <p>Weight loss</p> <p>Withdrawn or unusually subdued</p> <p>Rocking or repetitive movements</p>
<p>Self-neglect / harm</p> <p>This is the inability or unwillingness to perform essential self-care tasks or to recognise unsafe living conditions, leading to risk of injury or ill health.</p>	<p>The person is not looking after him/herself, eating and drinking sufficiently well or keeping warm and does not seem interested in doing so.</p> <p>Failure to take medication / attend medical appointments</p> <p>The physical environment is</p>	<p>Unkempt appearance</p> <p>Pests in the residence – mice, rats, cockroaches etc.</p> <p>Weight loss</p> <p>Ill health</p> <p>Evidence of alcohol or drug abuse such as</p>

	hazardous / unhygienic	empty alcohol bottles etc.
<p>Domestic Abuse</p> <p>This is controlling, coercive, threatening or violent behaviour between those who have been intimate partners or family members that is designed to make a person subordinate, dependent or isolated. It occurs at home.</p>	<p>Violence</p> <p>Threatening behaviour / blackmail</p> <p>Curtailing of freedom to see friends or family</p> <p>Locking family member in the house</p> <p>Female genital mutilation</p> <p>Forced marriage</p>	<p>Partner or family member is seen acting in controlling or overbearing way.</p> <p>Visits to family home may be discouraged</p> <p>The person may refuse to be seen alone</p> <p>Isolation and depression</p>
<p>Modern Slavery</p> <p>This is when a person is treated as property and forced to work against their will and without proper payment.</p>	<p>Human trafficking for forced labour or sex</p> <p>Domestic servitude</p> <p>Buying women for marriage</p> <p>Forced prostitution or gang rape</p> <p>Bonded labour / debt bondage</p>	<p>Workers have little income or freedom</p> <p>Depression and social isolation</p> <p>Self-harm</p> <p>Passports may be confiscated</p> <p>Can be held in captivity</p>

Be aware of Safeguarding issues!

5 Who has responsibility for Safeguarding Adults from abuse?

Everyone has responsibility for safeguarding people from abuse and reporting any concerns. All volunteers have a responsibility to be aware of this policy and to report any suspicions that they might have concerning adult abuse to the designated person (see below) or Social Services.

6 What should I do if I am concerned about someone's safety?

If someone tells you something or you see evidence that makes you think that a person may be unsafe or at risk of abuse, you have the duty to **record** your concerns and **alert** the safeguarding designated person in the Good Neighbour Scheme or Norfolk Social Services (**See below**)

DOs and DON'Ts:

DO:

- Ensure the safety of the person
- Call 999 straight away if there is imminent danger or if a crime is being committed or has clearly been committed

- Remain calm and respectful and **listen** carefully to what is being said
- Acknowledge that the person may be upset and may need appropriate support
- Take concerns seriously
- Reassure the person that they have done the right thing by talking to you.
- Ask the person what they would like to do now (for example do they want to contact a relative or friend for support.)
- As soon as possible make a detailed record of what has been said and done ideally using the person's own words, in **black** ink on an **Incident Report Form** (see Appendix 1)
- Ensure that you have informed everyone who needs to know – the Good Neighbour Scheme Chair or designated safeguarding person initially
- If a volunteer has been told about the allegation of abuse in confidence, they should attempt to gain the consent of the person concerned to make a referral to another agency. However, gaining consent is not essential in order for information to be passed on. Consideration needs to be given to:
 - The scale of the abuse
 - The risk of harm to others
 - The capacity of the adult concerned to understand the issues of abuse and consent

If you or the designated safeguarding person has any doubt about whether or not to report an issue to Social Services then it should be reported. Where there is a legal duty on IGNS to disclose information (for example, where abuse is alleged or suspected), the individual will be informed that disclosure has or will be made.

DON'T:

- Discuss the issue with anyone other than those who need to know.
- Interfere with anything that could be used as evidence.
- Ask detailed or probing questions.
- Ignore the issue and hope it will go away.
- Contact the alleged abuser.
- Get the alleged abuser to contact the victim.
- Investigate the matter yourself in anything other than the basic detail.
- Make promises that you cannot keep or tell the person what might happen.

7 Designated Safeguarding Persons

The IGNS has a designated safeguarding person responsible for all safeguarding matters namely **Graham Young 01753 358101 or email gns@theivers.co.uk and a deputy designated person who will be appointed at the annual AGM.**

Provide a single point of contact for Scheme volunteers on vulnerable adult protection issues;

- Provide internal consultation to volunteers.
- Ensure that good working practice is followed by Scheme volunteers.
- Carry out a risk assessment.

- Contact the adult social services department when necessary

8 Concerns or Complaints about an IGNS volunteer or Committee member

If there is a concern or complaint about an IGNS volunteer or committee member in relation to a safeguarding issue, this should be reported immediately to the designated person using the procedure set out above, and the designated person will refer it to the Social Services Adult Safeguarding Service.

If a more general complaint about a volunteer or committee member is received from a neighbour using the service, which does not clearly allege abuse, this will be dealt with through the IGNS complaints procedure.

9 DBS Checks

All newly recruited volunteers who will work directly with vulnerable adults will be DBS (Disclosure and Barring Service) checked before commencing work.

10 Training in Safeguarding Issues

The Safeguarding policy and procedures will be explained to new volunteers as part of their induction. New volunteers will be asked to sign to say they understand and will abide by the policy and procedures.

11 Legislation

This policy is informed by, and adheres, to Bucks Council Safeguarding Adults Board
More information about working with vulnerable adults can be found at
www.buckinghamshirepartnership.gov.uk/safeguarding-adults-board

NHS and Community Care Act 1990

Mental Health Act 1983

Public Interest Disclosure Act 1998

Care Standards Act 2000

Care Act 2014

Safeguarding Adults Procedure

What is Safeguarding?

Safeguarding means protecting an adult's right to live in safety, free from abuse or neglect.

How is this done?

Everyone has a responsibility to look out for their neighbours and friends and to offer assistance if someone is being harmed or neglected, or if they are no longer able to look after themselves or ensure their own safety.

If you visit someone as a volunteer for the IGNS and you notice or are told something that makes you think that someone is not safe or could be being abused in some way, then you should:

- Tell the person that you are concerned for their wellbeing; reassure them and ask them what they would like you to do. Listen carefully but don't ask probing questions. Stay calm and take careful note of everything.
- Ask the person for their permission to tell someone else.
- If permission **is** given, tell the IGNS chair and discuss your concerns. You can make a referral yourself to the local Safeguarding Adults Team (01296383204) if help from Social Services is **needed and wanted**. A call to this number may be the most effective way to bring urgent assistance.
- Ring the police (**999** for emergencies or **101** for non-emergencies) if a crime is or may have been committed.
- If permission is **not** given to share what you have seen or been told, discuss your worries with the IGNS safeguarding person without naming the person you have visited. A decision will have to be made as to whether the situation is so serious that confidentiality needs to be breached and a safeguarding referral made.
- Write down everything you have seen or been told as soon as possible. A special form (Appendix attached) and black ink should be used. This will be needed by the Safeguarding Team if a referral is made or by the police if a crime is investigated.
- If there is a concern or complaint about an IGNS volunteer or committee member in relation to a safeguarding issue, this should be reported to the designated person, following the procedure above.

Although you may not have come across it, sadly the abuse of adults is increasing and most often occurs in their own homes by people they know and trust. It takes many different forms (see IGNS Safeguarding policy). Sometimes people do not realise that they are being abused or that they are no longer able to look after themselves well enough to remain safe in their own homes.

Adults have the right to refuse help and take risks as long as they are capable of understanding those risks. Difficult judgements are involved in safeguarding adults and the specialist teams are trained and experienced in making these judgements. However, they can only safeguard people who they know about.

If you need more information about adult abuse or safeguarding, ask the **safeguarding person (see above)**.

Appendix 1

Please complete in **black ink**

The Ivers Good Neighbours Scheme Safeguarding Incident Report Form

Name of person at risk:

Address:

Telephone:

Briefly describe what happened (**include times and dates**):

Names and contacts of witnesses:

Name of person completing form:

Date:

Name of Designated Person responsible for investigation:

Date:

Action taken: