Safeguarding Adults Policy

Sussex Prisoners' Families

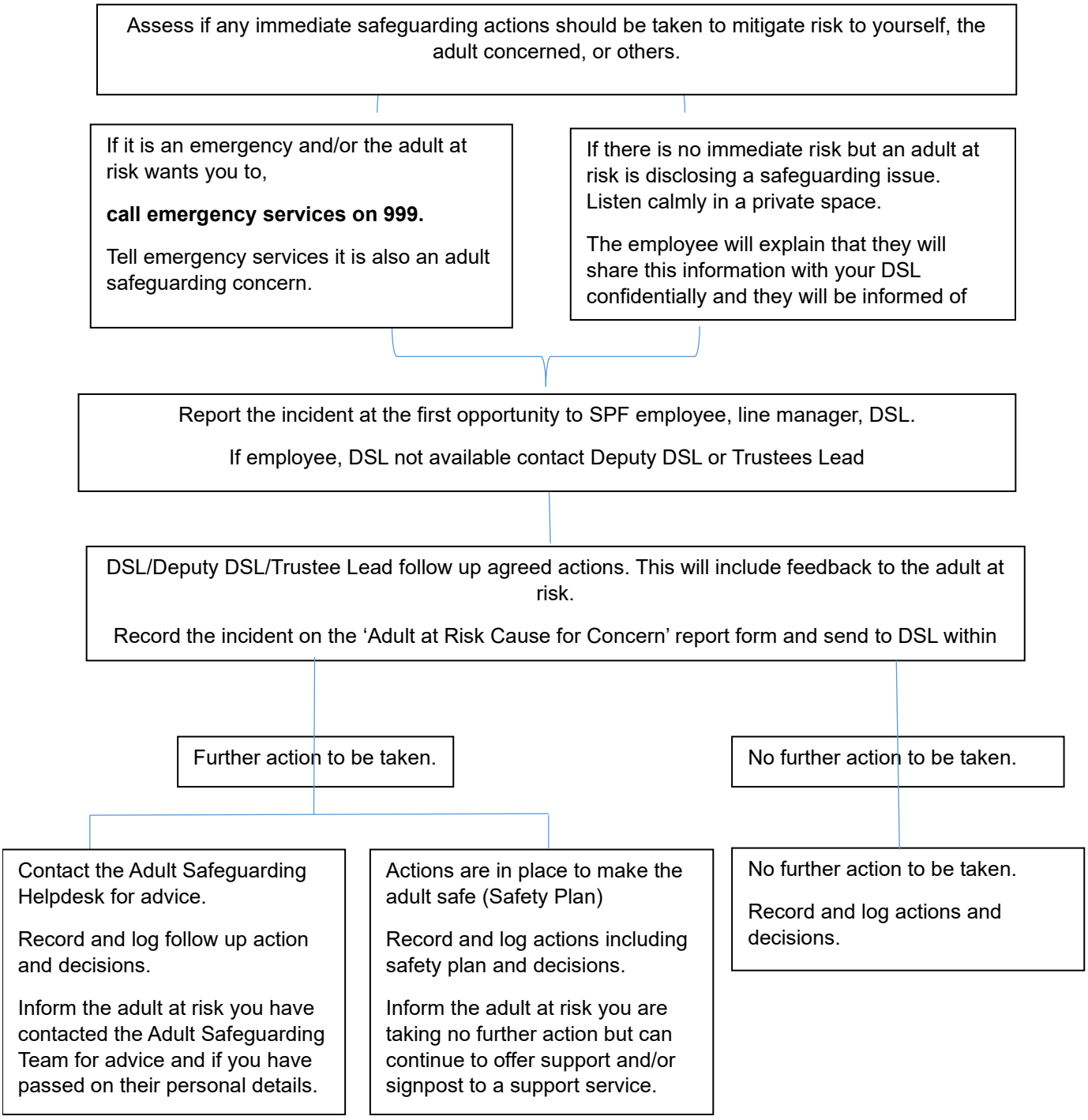
Safeguarding Adults at Risk

Contents

1. **Process Map** 2
2. **Introduction** 3
3. **Definitions** 4
4. **Status of the Policy** 5
5. **Application** 5
6. **Safeguarding principles** 6
7. **Who might abuse?** 7
8. **Types of abuse** 7
9. **Recognising abuse *and/or neglect*** 8
10. **Staff Training and Supervision** 9
11. **Confidentiality** 9
12. **SPF procedures for sharing confidential information** 10
13. **Provisions in place to guard against abuse within SPF** 10
14. **Safeguarding concerns for which action must be taken** 11
15. **Action to be taken when the disclosure of abuse is in an emergency (see APPENDIX A)** 11
16. **Action to be taken following the above in clause 13 for an emergency and/or when disclosure of abuse is not an emergency** 12
17. **Helping organisations that can support adult at risk**: 12
18. **Creating a report of safeguarding concerns** 15
19. **Responding to an abused person** 15
20. **Following up further concerns.** 16
21. **Current legislation that informs this policy** 16
22. **Complaints procedure** 16
23. **Monitoring and review of the Policy** 16

1. Process Map

If you are concerned about an adult at risk



2. Introduction

Sussex Prisoners' Families (SPF) reaches into the communities, courts and prisons of Sussex to connect families to practical advice, emotional support and to each other. This policy will benefit our organisation. Our Safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- Is experiencing, or is at risk of, abuse or neglect; and;
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

As detailed by the definitions and guidance of Ann Craft trust SPF will not tolerate the abuse or neglect of adults in any of its forms and is committed to safeguarding adults

This policy outlines the steps SPF will make to safeguard an adult if they are deemed to be at risk, or at risk. This policy sets out the roles and responsibilities of SPF in working together with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect, including self-neglect, self-harm and suicide (See Suicide Prevention Policy).

SPF will ensure that decisions made will allow adults to make their own choices and include them in any decision making, unless it is required to call emergency services. SPF will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within SPF 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 SPF to:

- Have an overview of adult safeguarding.
- Be clear about their responsibility to safeguard adults.
- Ensure the necessary actions are taken where an adult is deemed to be at risk.
- Take every action to promote the wellbeing of the adult at risk. The 'wellbeing principle' will be at the heart of our approach to supporting all adults.
- Adults will be involved and empowered to create their own solutions (unless a crime has been or going to be committed).

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
- Sussex Safeguarding Adults Policy and Procedures, which represent the standards for good practice in adult safeguarding in Sussex and have been endorsed by Brighton & Hove, East Sussex and West Sussex Safeguarding Adults Boards.
- The Ann Craft Trust guidance and definitions

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 are available to anyone. SPF 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?

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 or neglect. 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.

SPF is committed to providing a safe environment for those who use our services (“beneficiaries”) and our Volunteers (“Individuals giving time without material or financial reward to help SPF achieve its aims"), so that they will feel secure and able to concentrate on the support process. We recognise that this is a sensitive and complicated issue and any member of staff, volunteer or beneficiary who is exposed to abuse will receive the full support and help of SPF in accordance with the terms of this policy.

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. (Exceptions from this approach is where a crime is taking place or is due to be committed, or on balance the needs/risk of the adult or child is sufficient to override personal decision making on their safeguarding situation).

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

This policy aims to explain what adult abuse is and how we can recognise it; demonstrate how SPF will safeguard against adult abuse; and provide procedures to guide management of concerns or allegations in relation to abuse.

3. Definitions

2.1 Adults at risk replaces the previously used term ‘vulnerable adult’ as set out in the government’s ‘no secrets’ guidance in 2010. The Care Act 2014 provides a definition and framework for 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)

‘No Secrets’ (2000) provides the following definition ….. “Abuse is a violation of an individual’s human and civil rights by any other person or persons”. Adding that the Principle of Safeguarding being, “It is every person’s right to live a life free from abuse and neglect and fear. Safeguarding adults at risk is everyone’s business and responsibility”

The aims of adult safeguarding are to:

- Stop abuse or neglect wherever possible;
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- Safeguard adults in a way that supports them in making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- Address what has caused the abuse or neglect

Safeguarding Duties: The Care Act 2014 introduced statutory safeguarding duties. The safeguarding duties apply to an adult who:

(a) Has needs for care and support (whether or not the authority is meeting any of those needs),

(b) Is experiencing, or is at risk of, abuse or neglect, and

(c) As a result of those needs is unable to protect himself or herself/they against the abuse or neglect or the risk of it.

2.2 Abuse & Neglect are forms of maltreatment of an individual. These terms refer to a violation of an individual's human and civil rights by any other person(s) and include serious physical and sexual assaults as well as cases where the standard of care does not adequately support the individual's health or development. Abuse to adults at risk may consist of a single act or repeated acts and may be an act of neglect, or omission, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not consented or cannot consent. Adults at risk may be abused or neglected through the infliction of harm, or through the failure to act to prevent harm.

Abuse can occur in any relationship or in an institution or community setting, within all social groups regardless of religion, culture, social class or financial position. Adults at risk may be abused by those known to them or, more rarely, by a stranger. They may be abused by adults, children, peers, paid or voluntary workers, health or social care workers, resulting in the harm to or exploitation of the individual. Often people do not realise they are abusing and sometimes the stress of caring can cause a carer to act out of character.

- Abuse is often (but not always) a crime.
- Abuse can be perpetrated by anyone, anywhere.
- There is often more than one type of abuse in any situation.
- Abuse is not always intentional – it can often be a result of ignorance.
- We all have a duty to report any concerns or suspicions that a vulnerable adult may have been or may be being abused.

2.3 Care and support is described in the 2014 Care Act as:

The mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent including older people, people with a disability or long-term illness, people with mental health problems, and carers. Care and support includes assessment of people's needs, provision of services and the allocation of funds to enable a person to purchase their own care and support. It could include care home, home care, personal assistants, day services, or the provision of aids and adaptations.

2.4 Capacity refers to an individual's ability to make a decision or take a particular action for themselves at a particular time, even if they are able to make other decisions. For example, they may be able to make small decisions about everyday matters such as what to wear, or what a healthy diet would be, but they lack capacity to make more complex decisions about financial matters. Capacity may be affected by things such as; medication, substances and some untreated mental health issues. Where an adult is found to lack capacity to make a decision then any action taken, or any decision made for, or on their behalf, must be made in their best interests.

4. Status of the Policy

3.1. This Policy has been approved by SPF. It sets out the requirements and procedures for safeguarding and the legal conditions that must be satisfied by SPF and all staff and volunteers.

3.2. The Board of Trustees of SPF are responsible for ensuring compliance with this policy. Any questions or concerns about the operation of this Policy, or if you consider that this policy has not been followed, you should raise the matter in the first instance with the line manager and/or Designated Safeguarding Lead (DSL) or Deputy. Contact details are at the end of this policy.

5. Application

4.1 SPF recognises that safeguarding is everyone's responsibility and that anybody can become the victim of abuse *or neglect*, therefore it aims to provide a safe environment for all.

However, the safeguarding duties of SPF apply to adults at risk as described in clause 2 of this policy or where a child might be involved. The Care Act states that in order to be eligible for a safeguarding enquiry under section 42 of the Act, the person must have needs as described above.

4.3 Where you have concerns regarding Abuse or neglect against an adult who does not require

4.2 Where an adult is not known to fit the description in Clause 2, but the staff or volunteer has reasonable cause for concern that the person has needs which put them at risk the DSL should contact the Local Authority Adult Safeguarding helpdesk for advice. Contact details can be found on the Local Authority website.

6. Safeguarding principles

SPF upholds the 2014 Care Act values to make safeguarding personal, meaning it should be person-led and outcome-focused. It requires that the person is engaged in a conversation about how best to respond to their safeguarding situation in a way that involves them and gives choice and control as well as improving quality of life, wellbeing and safety. We aim to empower our beneficiaries and provide them with the information they need to make decisions into how to be safe from abuse and reduce risks.

'Making safeguarding personal', means it should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

In doing this we recognise that adults may make decisions that might be perceived as risky or unwise.

Therefore, adults must be assumed to have capacity to make their own decisions and be given all practicable help before anyone treats them as not being able to make their own decisions. Where an adult is found to lack capacity to make a decision then any action taken, or any decision made for, or on their behalf, must be made in their best interests.

Only Police and Social Services have a legal power to protect. We, at SPF, do not investigate. We have a legal duty to assist and provide information.

We need to understand and always work in line with the Mental Capacity Act 2005 (MCA). And seek support and guidance when we have concerns regarding an adult's capacity.

Under the Mental Capacity Act 2005 people must be assumed to have capacity to make their own decisions and be given all practicable help to do so before anyone treats them as not being able to make their own decisions. For adults, this means that they have the capacity to choose how they live and make decisions about their safety, even if we do not agree with certain decisions.

These following six principles inform the ways in which SPF work with all adults including those at risk.

- **Empowerment:** People being supported and encouraged to make their own decisions and give informed consent. It may sound like this, "I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."
- **Prevention:** It is better to take action before harm occurs. It may sound like this, "I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."
- **Proportionality:** The least intrusive response appropriate to the risk presented. It may sound like this, "I am sure that the professionals will work in my interest, I see them and they will only get involved as much as needed."
- **Protection:** Support and representation for those in greatest need. It may sound like this, "I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."
- **Partnership:** Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. It may sound like this, "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. It may sound like this, "I understand the role of everyone involved in my life and so do they."

7. Who might abuse?

People may be abused by a wide range of people including themselves, relatives and family members, professional staff, paid care workers, volunteers, other service users, community leaders, neighbours, friends and associates, people who deliberately exploit vulnerable people, and strangers.

8. Types of abuse

Abuse can take many forms, and incidents of abuse may be one-off or multiple, and affect one person or more. Abuse may also be very subtle and therefore we draw your attention to the following types of abuse which you may come across. Professionals and others should look beyond single incidents or individuals to identify patterns of harm. This list is not exhaustive, and we therefore encourage Staff and Volunteers to be alert and take the initiative to spot these forms of abuse as well as other forms that might occur:

1. **Physical abuse:** including hitting, slapping, scratching, pushing, rough handling, kicking, misuse of medication, and restraint without justifiable reasons, inappropriate sanctions including deprivation of food, warmth, clothing and health care needs.

2. **Sexual abuse:** including rape, indecent exposure, sexual harassment, inappropriate looking or touching, unwanted sexual text messages, 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 and sexual coercion,

3. **Emotional or Psychological abuse:** including threats of harm or abandonment, deprivation of contact, humiliation, ridicule, blaming, controlling, intimidation, coercion, unwanted communication, stalking, harassment, inappropriate messaging; with kisses attached, verbal abuse and cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks. Deliberate denial of religious or cultural needs and failure to provide access to appropriate skills and educational development.

4. **Domestic violence**: including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence. And can affect those it is not aimed at within the home.

5. **Financial or material abuse**: including misuse or theft of money, fraud, extortion of material assets or inappropriate requests for money, pressure in connection with wills, property or inheritance of financial transactions, or the misuse or misappropriation of property, possessions or benefits.

6. **Neglect and acts of omission:** including ignoring medical or physical care needs, failure to provide access to appropriate health, social care and support or educational services or equipment for functional independence, the withholding of the necessities of life, such as medication, adequate nutrition, heating and lighting. Failure to give privacy and dignity.

7. **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.

8. **Discriminatory abuse:** including forms of harassment, slurs or similar treatment; because of race, colour, language, gender and gender identity, age, disability, sexual orientation or religion. Hate crime

9. **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.

10. **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.

11. **Use of Social Media in an abusive way:** abuse can also occur through social media, and this is often harder to detect. It is important to remember that the type of abuse that can occur through social media

does not always include emotional and psychological abuse and can include sexual and financial abuse. Social media includes (but is not limited to): networking sites such as Facebook, Threads, SnapChat, TikTok, Twitter and LinkedIn, email, text messages, Zoom, Teams and instant messaging services.

9. Recognising abuse *and/or neglect*

Factors described below are frequently found in cases of abuse and/or neglect. Their presence is not proof abuse has occurred but must be regarded as indicators of possible significant harm. Such indications justify the need for careful assessment and discussion with the DSL and may require consultation with and/or referral to the local authority adult safeguarding helpdesk. **It is not the responsibility of those working for or volunteering with SPF to decide that abuse to an adult at risk is occurring, but it is their responsibility to act on any concerns.**

Indications that adults at risk may be experiencing abuse or neglect to include the following:

1. The adult at risk appears frightened of the parent/s/peers/adults.

2. The adult at risk may display unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries.

3. The adult at risk may have an injury for which the explanation seems inconsistent.

4. The adult at risk may demonstrate inexplicable changes in behaviour.

5. The adult at risk may demonstrate inappropriate sexual awareness.

6. The adult at risk may engage in sexually explicit behaviour.

7. The adult at risk may display an unusual distrust of adults, particularly those with whom a close relationship would normally be expected.

8. The adult at risk may experience difficulty in making friends.

9. The adult at risk may be prevented from socialising with other adults/young people.

10. The adult at risk may display variations in eating patterns including overeating or loss of appetite.

11. The adult at risk may experience inexplicable weight loss.

12. The adult at risk may appear increasingly dirty or unkempt.

13. Distress or domestic violence hand signal is displayed to you:

10. Staff Training and Supervision

All staff and volunteers will be provided with copies of this framework as part of their induction.

All staff and volunteers will be offered training in line with this and the child framework.

All staff, volunteers and board members to undergo adult and child safeguarding training annually.

Volunteers, sessional workers and trustees (outside the chair) are required to access and complete the Child Protection E-Learning course and once completed return certificate to Designated Safety Lead (DSL) . Volunteers and session workers carry out the basic safeguarding course here: https://westsussexcpd.learningpool.com/login/index.php

The Chair, all outreach workers & managers will take on advanced adult and child safeguarding training accessed through several providers including Brighton Housing Trust and Impact Initiatives. All staff do mandatory training in safeguarding children, adults, understanding trauma (every year) and trauma informed work practice (regular basis).

The DSL and Deputy DSL attend adult and child safeguarding lead training every 2 years, also trauma informed practice and update the safeguarding policy ~~every 6 months~~.

11. Confidentiality

Protection of adults at risk raises issues of confidentiality that must be clearly understood. The following guidelines should be adopted when concerns around adult protection arise to ensure that the referral procedure complies with the Data Protection Act (1998) and the Freedom of Information Act (2000), although not at the risk of safeguarding adults at risk. Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of adults at risk with other professionals, particularly investigative agencies and adult social care services.

All personal information regarding an adult at risk will be kept confidential. All written records to be kept in a secure area for a specific time as identified in the SPF data protection policy. Records will only record details required in the Adult at Risk Cause for Concern Report Form, Appendix B of this policy.

If an adult confides in a member of staff or volunteer and requests that the information is kept secret, it is important that the adult is told sensitively that the member of staff or volunteer has a responsibility to refer

cases of alleged abuse or neglect to the appropriate agencies. Within that context, the adult must, 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 the Local Adult Safeguarding helpdesk. However, in some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the adults at risk is the priority.

The member of staff or volunteer involved must assure the adult that they will always be informed of any action to be taken and why. The adult's involvement in the process of sharing information must be fully considered and their wishes and feelings taken into account.

Issues surrounding abuse/neglect or potential abuse/neglect are highly sensitive and to be treated as confidential. We will respect the person's right to confidentiality and refrain from disclosing any information about the case to anyone who does not 'need to know.'

Disclosure of information includes verbal discussions as well as disclosure of personal or confidential information relating to the situation over email or social media sites, such as Facebook or Twitter.

Failure to maintain and respect confidentiality and or the terms of this policy may result in notice to cease working as a volunteer and lead to disciplinary action for staff.

12. SPF procedures for sharing confidential information

To access SPF's Adult Safeguarding Procedure, please click on the following link: -
Procedure for Adult Safeguarding.docx

1. Seek advice if in any doubt. (Without disclosing the identity of the person where possible) consult with your manager or DSL or if not available the local council Safeguarding Adults Helpdesk.

2. Be transparent. The Data Protection Act (DPA) is not a barrier to sharing information but to ensure that personal information is shared appropriately; except in circumstances where by doing so it places the person at significant risk of harm.

3. Consider the public interest. Base all decisions to share information on the safety and wellbeing of that person or others that may be affected by their actions.

4. Share with consent where appropriate. Where possible, respond to the wishes of those who do not consent to share confidential information. You may still share information without consent, if you consider this is in the interest of the person at risk or the public.

5. Record your decision and reasons to share or not share information.

6. Ensure all information shared is accurate, up-to-date, and necessary and share it with only those who need to have it.

13. Provisions in place to guard against abuse within SPF

Abuse or neglect can take place anywhere and we are particularly mindful of the fact that, in dealing with some adults, the opportunity for abuse may arise. We shall implement the following:

1. SPF will follow a Safer Recruitment process that requires two references and interviews all potential staff and volunteers carefully to try to ensure that appropriate people are recruited.

2. SPF will carry out Enhanced Disclosure and Barring Service (DBS) checks on staff and volunteers who will be working with 'adults at risk' where the beneficiary lacks capacity under the 2005 Mental Health Act or if they are undertaking a 'regulated activity'; https://www.gov.uk/government/publications/new-disclosure-and-barring-services

3. Engagement of beneficiaries will only take place in pre-approved public venues in accordance with our Venue & Lone Worker Policy.

4. Staff and volunteers are trained in the implementation of this policy.

5. The Board, staff and volunteers will undergo mandatory Safeguarding training, updated every year.

6. The trustees and managers will inform all new staff and volunteers about this Safeguarding Policy upon enrolment, so that they feel confident about what they can do if they have any anxieties about their relationship with beneficiaries, staff and volunteers.

7. This information along with the contact details for the DSL, Deputy and Chair of Board will be provided to all new staff and volunteers. They will be assured that their concerns will be taken seriously; informed about how we will manage any investigation into alleged abuse; how they will be involved in determining the outcome of this and who may be informed about the situation. If any issue relates to the DSL or Deputy DSL, concerns should be taken to the Chair of the Board of Trustees.

8. Should there ever be concerns about abuse, or suspected abuse, taking place between a member of staff or a volunteer and a beneficiary, the contact will immediately be stopped and the DSL informed who will then take action in accordance with this policy. If the issue relates DSL or Deputy DSL, concerns should be taken to the Chair of the Board of Trustees.

14. Safeguarding concerns for which action must be taken

1. Should anyone within SPF reasonably suspect or become aware of an adult who meets the safeguarding criteria as described in clause 2 of this policy is, or is at risk of, abuse or neglect, the DSL must be informed. If the issue relates DSL or Deputy DSL, concerns should be taken to the Chair of the Board of Trustees.

2. As SPF staff and volunteers will make themselves familiar with the Safeguarding procedures for each setting they operate in (e.g. Prison, Court, School etc) and refer any safeguarding concerns to the DSL for that setting alongside the SPF DSL for action and follow up.

3. Should anyone within SPF reasonably suspect or become aware of an adult being the perpetrator of abuse, the DSL must be informed and they will contact the Local Authority Adult Safeguarding Team for advice on making a disclosure.

3. We recognise that frequent one-to-one meetings between a beneficiary or other professional and a volunteer may also give rise to a volunteer being abused. If anyone becomes aware of an abusive relationship developing between a volunteer and a beneficiary or other professional, the DSL must be informed immediately.

4. If anyone becomes aware of abuse between another volunteer and a beneficiary, whether previous, current or potential, the DSL must be informed.

15. Action to be taken when the disclosure of abuse is in an emergency (see APPENDIX A)

There are some cases that require an urgent response. If you suspect a serious criminal act has taken place, telephone 999. Tell them if you think it might be adult abuse or neglect.

If the individual is injured seek immediate medical treatment. Tell the ambulance personnel or A&E staff that this is a potential adult safeguarding

1. Ensure that the person is safe, is as comfortable as possible, and if necessary, has access to treatment and/or emergency services as is appropriate before taking any other action.

2. If you suspect that a crime has taken place against an adult inform the police as soon as possible. If abuse is recent be careful not to contaminate or remove any possible forensic evidence, e.g. don't tidy up or give the person a wash, or food or drink until after a medical examination. Reassure the adult that they will not be forced to press charges and that no action will be taken by the authorities that they are not in agreement with.

3. Continue to follow the procedure for abuse when not an emergency as below.

16. Action to be taken following the above in clause 13 for an emergency and/or when disclosure of abuse is not an emergency

Any member of staff or volunteer who becomes aware that an adult is or is at risk of, being abused or has safeguarding needs should raise the matter immediately with their supervisor /or with the designated safeguarding lead.

1. In discussion with the adult at risk, endeavour to ensure they are safe and supported before proceeding with any other action and inform the adult of the action we propose to take. Reassure the person that they have done the right thing to tell you and explain that you will need to inform the DSL who will help them decide what happens next. Do this as soon as possible, contacting the local authority safeguarding adult helpdesk immediately if the DSL is not available.

2. Seek the agreement of the adult at risk for any referral. Assess the capacity of the person at risk at the point at which a decision is needed and do this with the DSL immediately. Should a person's mental capacity to make an informed choice about their safety or evaluate their own personal risk of abuse be unclear or suspended, you and/or the DSL must contact the Local Authority Adult Safeguarding helpdesk for advice.

3. If the person has capacity, you will apply the 6 safeguarding principles that underpin this policy (see clause 5) and you will need to have a conversation with the person concerned to determine which of the following approaches is most appropriate. Ensure that they are kept informed about what will happen next, so they can be reassured about what to expect.

4. Inform the adult if SPF are planning to seek advice from or report concerns to an external agency. If a person requests involving the police, you should follow their lead and help them to do this immediately.

5. Try to obtain permission to contact the Local Authority Adult Safeguarding Helpdesk for advice, reassuring them the 2014 Care Act requires that no action will be taken without their being involved and being allowed to determine the outcomes. Also, that if they wish it MAY be possible to do this without using names. The Local Authority Helpdesk advice should always be acted upon.

6. If the adult at risk does not wish a particular incident, or disclosure to be further investigated, or reported to the police, but the DSL still has cause for concern, the Local Authority Adult Safeguarding helpdesk may still be contacted under the confidentiality statement of this policy to obtain advice. It may be possible to do this without using names. The Local Authority Helpdesk advice should always be acted upon, including if names are given whether to tell the victim that this advice had been sought.

7. Record details of what has happened on the Adult at Risk Cause for Concern Report Form. This form can be found within Appendix B of this document.

Early sharing of information is the key to providing an effective response where there are emerging concerns to ensure effective safeguarding arrangements no member staff or volunteer should assume that someone else will pass on information which they think may be critical to the safety and well-being of the adult.

In most situations there will not be an immediate threat and the decision about protecting the person with safeguarding needs will be taken in consultation with themselves and/or Social Services.

17. Helping organisations that can support adult at risk:

- MHRRS

Textphone (For deaf and hard of hearing users): 18002 0300 5000 101

Tel: 0300 304 0078
Available: Mon-Fri 8am-10pm Weekends and bank holidays 10am-10pm

- Speak Out Advocacy for adults with learning Difficulties: Home - Speak Out Brighton & Hove (bhspeakout.org.uk) includes different communities of identity or interest support services locally.
- Actions against elder abuse helpline: 080 8808 8141 Hourglass (wearehourglass.org)

How to report suspected abuse or neglect of an adult at risk:

https://sussexsafeguardingadults.procedures.org.uk/

West Sussex

Phone: 01243 642121

0330 222 7007 – to report an urgent safeguarding concern.

Email: socialcare@westsussex.gov.uk

Please always report a concern to West Sussex via their online referral form in the first instance, at:

https://www.westsussex.gov.uk/social-care-and-health/social-care-support/adults/raise-a-concern-about-an-adult/

Typetalk: 018001 01243 642121

East Sussex

Phone: 0345 60 80 191

Email: HSCC@eastsussex.gov.uk

Typetalk: 18001 0345 60 80 191

Mobile SMS text: 07797 878111

https://www.eastsussex.gov.uk/social-care/worried/report

Brighton and Hove

Phone: 01273 29 55 55

Email: hascsafeguardinghub@brighton-hove.gov.uk.

Fill in a safeguarding concern form online at: https://www.brighton-hove.gov.uk/adult-social-care/report-safeguarding-concern

Typetalk: 01273 296205

You can find out more information from your local Safeguarding Adults Board website:

www.westsussexsab.org.uk

www.eastsussexsab.org.uk

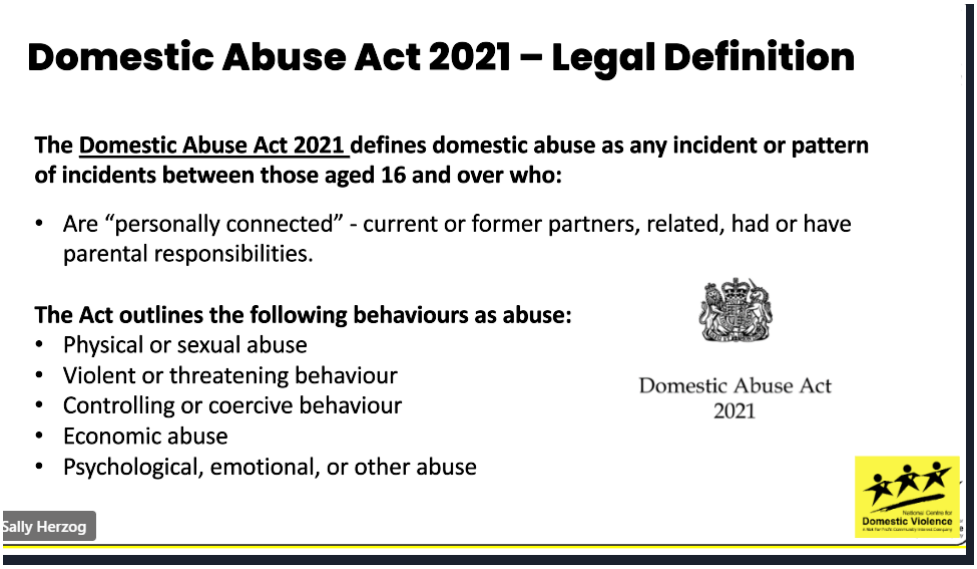
bhsab.org.uk

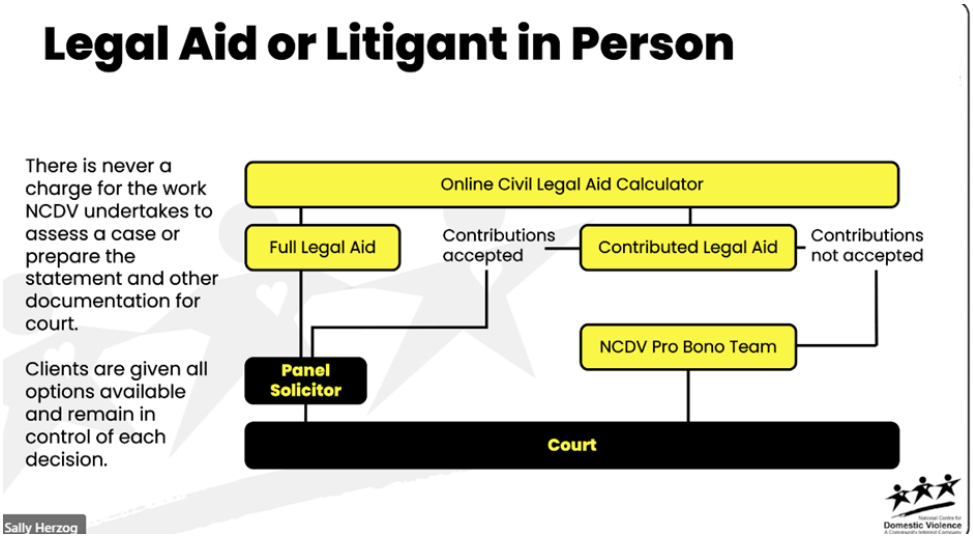
For HMP Lewes contact: Safer Custody Team, 01273 785392 or email at SaferCustodyLewes@hmps.gsi.gov.uk

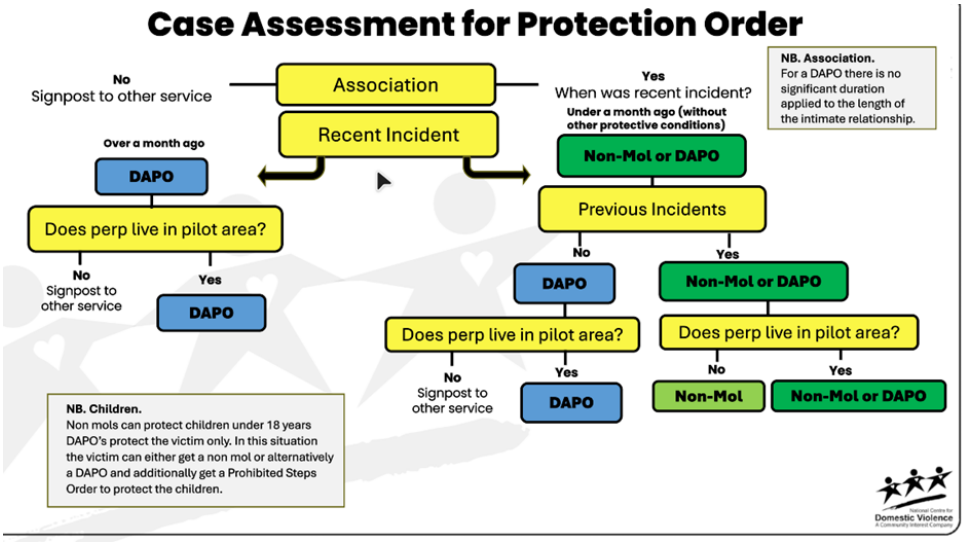
For HMP Ford contact: Safer Custody Team, 01903 663000

For Her Majesty Courts and Tribunal Service in the Sussex criminal courts contact security

NCDV help to Safeguard those affected by DV, regardless of their financial circumstances







18. Creating a report of safeguarding concerns

Contact and speak to a DSL:

Designated Safeguarding Leads and officers:

Catherine Arnold (CEO DSL). 07572896081 or cat@sussexprisonersfamilies.org.uk

Sarah Verlander (Outreach Services Manager - Deputy DSL) 07795 388341 or sarah@sussexprisonersfamilies.org.uk

Clem Manning, (Court and Prisons Services manager, DSO) 07436 685736 or clem@sussexprisonersfamilies.org.uk

Anna Stephenson-Knight (Outreach Services Manager, DSO) 07471 822253 or anna@sussexprisonersfamilies.org.uk

Ruth Simmonds (Trustee Safeguarding Lead), 07811 349884 or ruth@sussexprisonersfamilies.org.uk

1. Where anyone has cause for a safeguarding concern, they should make confidential notes and as soon as possible, and at least within 24 hours record them using the Adult at Risk cause for concern Report form, Appendix B of this policy***, saved separately as a Word and PDF for ease of print and use.***

2. Report factual evidence accurately.

3. Use the persons own words and phrases.

4. Report all feelings and suspicions, but clearly separated from the factual evidence.

5. Describe the circumstance in which the disclosure came about.

6. Note down the setting and anyone else who was there at the time.

7. Note whether there are noticeable cuts, bruises or other marks on the skin of the person involved.

8. Ensure all reports are kept in accordance with the SPF' data protection policy.

19. Responding to an abused person

If anyone informs you that he/she has been a victim of abuse, please respond in the appropriate manner:

1. Stay calm and try not to show shock or disbelief.

2. Listen very carefully.

3. Be sympathetic.

4. Tell the person that they did the right thing in telling you and that you are treating the information seriously.

5. Don't promise to keep secrets, explain that you must tell the DSL who may need to contact the Local Authority Adult Safeguarding Helpdesk.

6. Do not be judgmental (for example, "Why didn't you run away?")

7. Refrain from starting to investigate by doing any of the following:

a. Asking leading questions such as "Did this make you feel... or, Did … happen, Were they doing…" When cross examined in court this type of questioning can invalidate the evidence.

b. Pressing the person concerned for more details about the abuse. Too much pressure may result in them not wanting to tell you

c. Contacting the alleged abuser yourself.

20. Following up further concerns.

If after reporting an incident to your line manager or the DSL or contacting the Local Authority Adult Safeguarding Helpdesk you are concerned that a problem or incident has not been addressed, consult the CEO, submitting a copy of the relevant completed cause for concern report form.

SPF will contact the appropriate Local Authority Helpdesk by telephone if urgent and in writing, to ensure that they are aware of the situation and are dealing with it.

21. Current legislation that informs this policy

SPF is committed to improving outcomes for adults at risk by adhering to current legislation that supports the safeguarding of adults, which includes:

- Protection of Freedoms Act 2012 and the Freedom of Information Act (2004).
- Data Protection Act (1998)
- Safeguarding Vulnerable Groups Act 2006.
- The Care Act 2014.
- The Mental Capacity Act 2005.
- The Equality Act 2010.
- Online Safety Act 2023

22. Complaints procedure

SPF promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with service users and other relevant people when thing go wrong.

Or:

If a staff or volunteer or any other member of the organisation is unhappy with SPFs' decision about the safeguarding concern, refer to the SPF Complaints Policy

SPF 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. Refer to the organisation's whistle blowing policy.

23. Monitoring and review of the Policy

This policy is reviewed annually by SPF. Recommendations for any amendments should be reported to the relevant line manager who will send them to the DSL.

We will continue to review the effectiveness of this policy to ensure it is achieving its stated objectives.

If you require further information on this policy please speak to the SPF Designated Safeguarding Lead or Deputy.

Author: Cat Arnold, CEO and DSL,

Date originally written: June 2013

Most Recent Review and update: February 2025

Next review date: August 2025

I confirm that I have read and understood this policy

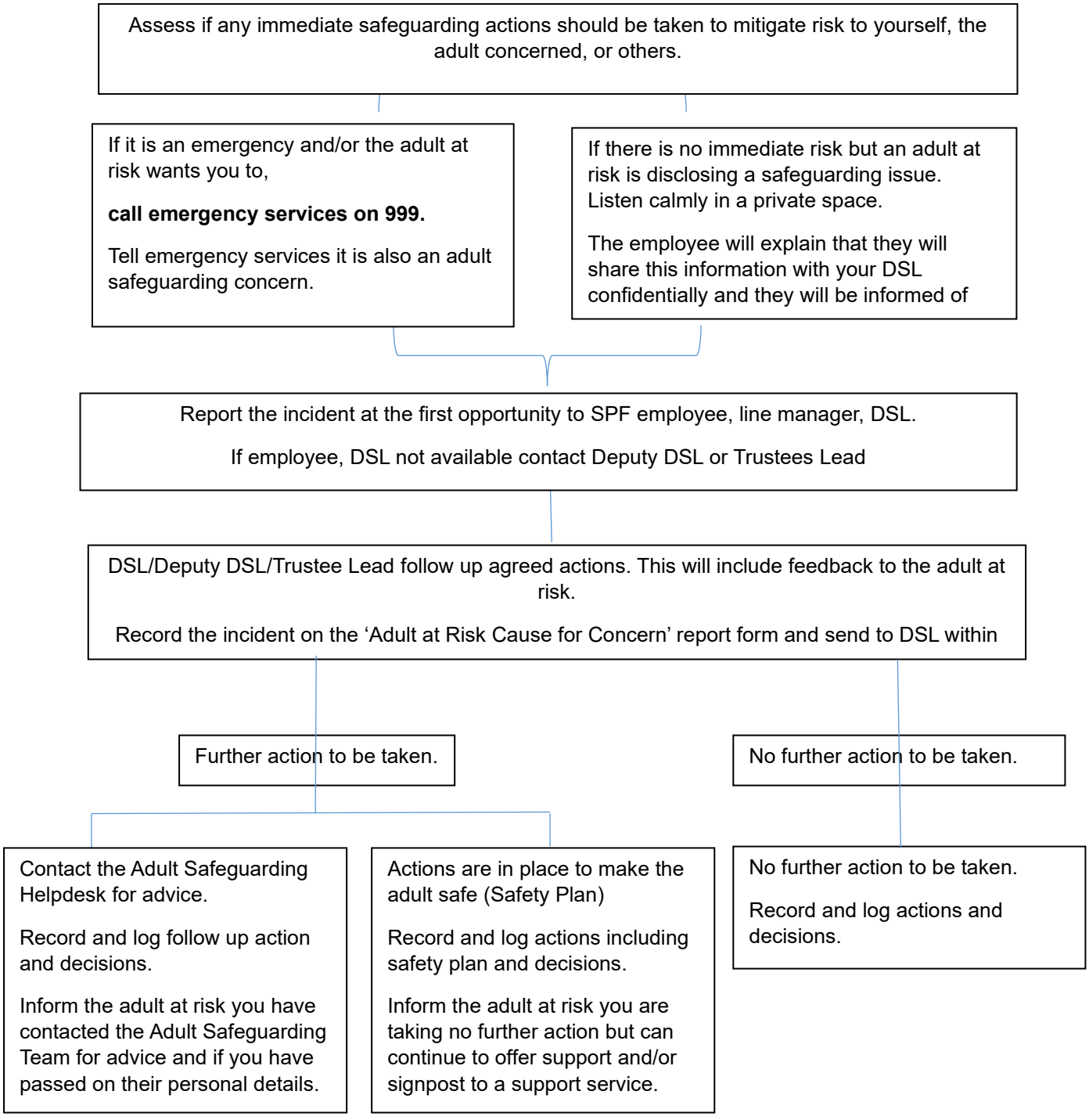
Signed…….

Dated……

APPENDIX A

FLOW CHART FOR REPORTING AN ADULT AT RISK

If you are concerned about an adult at risk



APPENDIX B:

ADULT AT RISK CAUSE FOR CONCERN REPORT FORM:

When reporting please remember to make clear distinction between facts and opinions or assumptions.

This form should be used to record safeguarding concerns relating to vulnerable adults. In an emergency please do not delay in informing the police or social services.

All the information must be treated as confidential and reported to the Designated Safeguarding Officer within one working day or the next working day if it's a weekend.

The form should be completed at the time or immediately following disclosure, but after all necessary emergency actions have been taken. Please complete the form as fully as possible.

1. Your Details: The person Completing the form:	
Name	
Position	
Telephone	
Email	
Date this form is completed:	

2. Details of the person affected:	
Name	
Address	
Telephone	
Email	

3. Details of the incident (please describe in detail using only the facts: What are you worried about? Who? What (if recording a verbal disclosure use their words)? Where? When (date and time of incident)?
Date and time of incident:
Where did the incident take place?
Please describe the incident using only facts and observations, include a description /location of any visible injuries and a description of the adult's behaviour, and their physical and emotional state.
ADULT AT RISK'S ACCOUNT OF INCIDENT - Complete this section if the adult at risk reported the incident to you, recording exactly what the adult has said has happened (including how any bruises or other injuries have been caused) and anything you have said to the adult at risk.

4. Action:	
What consent did they provide?	
What action, if any, has been taken to remedy the situation and support the adult being safe?	

5. Other present or potential witnesses:	
Name	
Address	
Telephone	
Email	

6. Reporting of Incident	
Has the Local Authority safeguarding helpdesk been informed?	Yes No
If so, who did you speak to and if so what date and time did you speak to them:	
Have the police been informed?	Yes No
If so, who did you speak to and at what date and time did you speak to them?	

7. Additional relevant information (please detail anything else that you believe to be helpful or important.

I have completed this form and provided information that is factual and does not contain my own views or opinions on the matter.

Name:

Date:

This form must now be passed confidentially to your DSL or in their extended absence the Deputy DSL.

Please be aware of your responsibility for data protection

Follow Up action:	
DSL receiving:	
Date received by DSL	
Action taken: **Date:** **DSL**	
Action taken:	

Date: **DSL**	
Action taken: **Date:** **DSL**	

APPENDIX C: ADULT SAFEGUARDING POLICY SUMMARY

(To be read/explained and given to the new reader by line manager at enrolment.)

The people who run Sussex Prisoners' Families (SPF) realise that adults sometimes suffer abuse from others, as well as themselves. We want to make sure that while you are working with us you feel safe and able to concentrate on supporting our beneficiaries.

We want you to know that if you do experience bullying or any form of abuse, either from anyone in our organisation or in your personal life, you can tell us, we will take you seriously.

In addition, we understand that employees, volunteers and partners may come across safeguarding cases that upset us and/or trigger other memories or emotions.

We have trained staff and a Designated Safeguarding Lead (DSL) who will be able to help you to find the best solution for you.

We offer time with a dedicated child practitioner and counsellor, a 24hr advice hotline (Croner) and facilities to talk to your manager/CEO. Please always reach out.

If you would like our help to protect yourself against any form of abuse you can call the DSL directly yourself or speak to your line manager who if concerned will contact the DSL for you. We can help you to decide what action you would like to take, or for us to take on your behalf. If you share confidential information, we cannot promise to keep secrets if we are concerned.

It may be possible if you wish to report something to the right people that this could be done anonymously so no-one would know who had reported it. Your DSL will help you with this. There are new rules which mean you will get to decide what happens so you can get help without worrying about the outcome.

The names and contact numbers of your DSL/Deputy/Trustee Safeguarding Lead are on this paper. Please keep it safe so that you have the contact details if you ever need them.

DSL name: Catherine Arnold

t) 07572 896081

e) cat@sussexprisonersfamilies.org.uk

Deputy DSL: Sarah Verlander

t) 07795 388341

e) sarah@sussexprisonersfamilies.org.uk

Trustee Safeguarding Lead: Ruth Simmonds

t) 07811 349884

e) ruth@sussexprisonersfamilies.org.uk

If you feel that the safeguarding procedures or process needs escalating further, please request SPF's Whistleblowing Policy from info@sussexprisonersfamilies.org.uk

Last review: 31.08.25
Next review: 31.08.26
Reviewed by: DSLs: Cat Arnold, Sarah Verlander