



Adults at Risk Safeguarding Policy

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Foreword

[Refugees Welcome in Richmond \(RWinR\)](#) exists to enable refugees and asylum seekers to feel welcome and successfully settle into the communities of the London Borough of Richmond upon Thames (LBRUT).

We are a Richmond based charity working closely with LBRUT council and other support agencies to help sanctuary seekers feel at home and reach their potential.

We recognise our responsibility and duty of care and seek to work to the highest standards to support our beneficiaries. We are committed to providing safe and effective community-based activity that harnesses the power and compassion of the community, whilst protecting both our beneficiaries and our volunteers from harm, when involved in our services.

Policy Statement

Refugees Welcome in Richmond (RWinR):

- believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

- is committed to the six principles of safeguarding adults which include: empowerment, protection, prevention, proportionality, partnership and accountability. See Appendix 1: Six Principles of Adult Safeguarding.
- is committed to Safeguarding Adults in line with national legislation and relevant local guidelines by ensuring that our activities are delivered in a way which keeps all adults safe by creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.
- recognises that health, well-being, ability, disability and need for care and support can affect a person's resilience. RWinR recognises that some people experience barriers, for example, to communication in raising concerns or seeking help.
- accepts that we are required to fulfil our duty of care, which means that we must do everything that can be reasonably expected of us to help safeguard and protect people from harm, and to act when we suspect that someone is being harmed or is at risk of harm.
- is committed to creating a culture of zero-tolerance of harm to adults which necessitates: the recognition of adults who may be at risk and the circumstances which may increase risk and being willing to report safeguarding concerns.

Scope

This safeguarding adult policy and associated procedures apply to all individuals involved in RWinR including clients, volunteers and trustees and to all concerns about the safety of adults whilst taking part in our organisation, its activities and in the wider community.

Definition

The Care Act 2014 defines a vulnerable person as a person who is over 18 years who has needs for care and support (whether or not the local authority is meeting any of those needs) and:

- is experiencing or at risk of abuse or neglect.
- who as a result of those care and support needs is unable to protect themselves from either the risk or the experience of abuse or neglect.

Abuse: Abuse can include physical, financial, material, sexual, psychological, discriminatory, emotional abuse and neglect. Abuse can take place in any setting and can be perpetuated by anyone.

Purpose

The purpose of this policy is to demonstrate the commitment of RWinR to safeguarding adults and to ensure that everyone involved in RWinR is aware of:

- The legislation, policy and procedures for safeguarding adults.
- Their role and responsibility for safeguarding adults.
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within the organisation.

Legislation

The practices and procedures within this policy are based on the relevant legislation and government guidance including:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018
- The Care Act 2014

Legislation concerning the safeguarding of adults protects an adult's right to live in safety, free from abuse and neglect.

It enforces the need for people and organisations to work together to prevent and stop both the risks and experience of abuse and neglect. It also makes sure that the adult's wellbeing is promoted taking fully into account their views, wishes, feelings and beliefs in deciding on any action.

More information can be found from the [Ann Craft Trust](#).

Implementation

To ensure our safeguarding obligations are fulfilled:

- RWinR trustees and volunteers are DBS checked through Lloyds Education.
- RWinR trustees and volunteers must read and adhere to this policy.

- RWinR has a Nominated Safeguarding Lead (NSL) and Deputy Safeguarding Officer (DSO) who attend multi-agency training at least once a year.
- All volunteers and trustees attend safeguarding adults training every 2 years.
- All activities include an assessment of, and risk to, the safety of all adults from abuse and neglect and designate a person who will be in attendance as a safeguarding lead for that event. See Appendix 2: Risk Assessment Template.
- All trustees and volunteers follow the RWinR Code of Conduct when working with adults. See Appendix 3: RWinR Code of Conduct.
- All staff are aware of their role, responsibility, and duty to report to the NSL any safeguarding adult concerns.
- All trustees and volunteers are familiar with the 6 key principles that underpin safeguarding and the signs and indicators of abuse as outlined in Appendix 1: Six Principles of Adult Safeguarding and Appendix 4: Types and indicators of abuse.
- This policy is made available on our website.
- The NSL will ensure safeguarding actions are the least intrusive according to the risk.
- All trustees and volunteers are aware they play a crucial role in helping to identify welfare concerns and indicators of neglect at an early stage.
- Clients are clear how to raise a concern about an RWinR volunteer and the service/activity they are delivering.
- The Adult at Risk Safeguarding Policy is reviewed on an annual basis by the trustees with the support of the NSL and DSO.
- Recruitment: We take steps to recruit volunteers and trustees safely, taking up 2 references, interviewing candidates and requiring mandatory DBS checks.

The role of the Nominated Safeguarding Lead (NSL)

The Nominated Safeguarding Lead (NSL) takes the lead responsibility for adult and child safeguarding including support for other volunteers and trustees and information sharing with other agencies, developing policies and staff training.

The NSL at Refugees Welcome in Richmond is:

Susan Attwood

She can be contacted by email using this email address:

safeguarding@refugeeswelcomeinrichmond.org

If the NSL is not available or is the subject of a concern, the Deputy Safeguarding Officer (DSO) can be contacted.

The DSO at Refugees Welcome in Richmond is:

Sarah (Saz) Collett

She can be contacted by email using this email address:

deputy.safeguarding@refugeeswelcomeinrichmond.org

Procedures

To implement safeguarding actions the NSL and DSO will:

- Refer suspected abuse/neglect of vulnerable adults to the Richmond Adult Social Care team. ***(Urgent concerns must be reported directly by volunteers or trustees if the NSL or DSO are not available).***
- Report allegations made against members of staff to the Richmond Council Adult Social Care team. This is known as the duty to refer.
- Develop and update Adults at Risk and other safeguarding policies ensuring staff are made aware of their responsibilities, and participants in RWinR activities know how to make a complaint or raise a concern.
- Ensure that confidential records are kept of any concerns about a vulnerable adult and of any conversation or referrals to statutory agencies.
- Provide support and advice to all members of staff within the setting regarding safeguarding concerns.
- Ensure all staff have appropriate adult safeguarding training.
- Develop clear rules regarding the use of the internet, social media, mobile phones and any other modern technology tools in relation to the activities of RWinR.

Note: It is not the role of the NSL to investigate, only to gather and share information as appropriate.

Responding to a safeguarding concern

What is a safeguarding concern?

An adult safeguarding concern is any worry about an adult who has, or appears to have, care and support needs and may be at risk of abuse and neglect and may be unable to protect themselves against this (See Appendix 4: Types and Indicators of Abuse). A concern may be raised by anyone, and can be:

- An active disclosure of abuse by the adult, where the adult tells a RWinR volunteer or trustee that they are experiencing abuse and/or neglect.
- A passive disclosure of abuse where someone has noticed signs of abuse or neglect, for example unexplained injuries.
- An allegation of abuse by a third party, for example, a family member, friend or neighbour who has observed abuse or neglect or been told of it by the adult.
- A concern raised by trustees or volunteers, others using the service, a carer or a member of the public.
- An observation of the behaviour of the adult at risk.

How to Respond to a Safeguarding concern

Please note, if someone is at immediate risk of harm or in need of urgent medical attention, take emergency action.

Dial 999 for emergency services.

1. Respond

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.

Show them that you take what they are saying seriously.

Do not confront any alleged abuser. As soon as you can, write down what the adult at risk has said, using their own words.

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.

Collect details of the allegation or the grounds for suspecting abuse. Include the date and time of the incident, the people involved and note any observed injuries. Record people's appearances, behaviours and what has been said.

2. Report

Report the incident to:

The RWinR Nominated Safeguarding Lead, or Deputy Safeguarding Officer, as soon as possible, using the email addresses above.

Depending on the time of the concern, if a fast response is required it is possible to contact the:

LBRUT Council Adult Access Team:

Monday-Friday 9am-5pm 020 8891 7971

Out of hours emergency no: 020 8744 2442

Email: accessrichmond@richmondandwandsworth.gov.uk

Contact the Richmond Adult Social Care team using the online reporting form:

https://www.richmond.gov.uk/services/adult_social_care/safeguarding_adults/report_adult_abuse#report_online

Has a crime been committed? If so, does it need to be reported?

Dial 101, unless there is an immediate risk, in which case dial 999.

3. Record

The concern must be recorded by completing an online Safeguarding Disclosure Form (see Appendix 5) which is overseen by the Nominated Safeguarding Lead. If necessary, prioritise reporting to the NSL verbally, and follow up as soon as possible by completing the RWinR Safeguarding Disclosure Form.

If the adult at risk has communication difficulties, or English is not their first language, pass this information on so that an appropriate interpreter can be identified.

4. Refer

In making a decision whether to refer or not, the Nominated Safeguarding Lead should take into account:

- the adult's wishes and preferred outcome;
- whether the adult has mental capacity to make an informed decision about their own and others' safety;
- whether there is a person in a position of trust involved;
- 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;
- Richmond Council Adult Access Team: See above for contact details
- Family/relatives as appropriate (seek advice from adult social services).

The Nominated Safeguarding Lead should keep a record of the reasons for referring the concern or reasons for not referring.

Confidentiality and information sharing

We work to the Seven Golden Rules:

1. GDPR is not a barrier to sharing information
2. Be open and honest
3. Seek advice, if in doubt
4. Share with consent where appropriate
5. Consider safety and wellbeing
6. Necessary, proportionate, relevant, accurate, timely and secure
7. Keep a record of your decision and reasons for sharing

See [gov.uk](https://www.gov.uk) for more details.

In line with data protection law RWinR does not share information if not required.

Information is stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly

updated, relevant and secure). Hard copies are stored in a locked cabinet and online information on a Google Doc only shared by the safeguarding staff.

Consent must be obtained to share information with third parties, for example police statements or investigations being passed on for the purpose of disciplinary proceedings.

These detailed records will be kept until RWinR is confident that the information is held accurately with the agency responsible for taking further action to safeguard the adult at risk, i.e. partner agencies, social services or the police. A chronology of decisions made and actions taken can then be kept on file, once the detailed records are deleted or destroyed.

Volunteers must agree to hold personal information relating to their work at RWinR confidentially, in line with the [RWinR Privacy Policy](#).

Personal information and communications will be held confidentially. However, confidentiality may not be maintained if the withholding of information will prejudice the welfare of the adult.

Whistleblowing

If the RWinR Nominated Safeguarding Lead and/or Deputy Safeguarding Officer are implicated in a safeguarding issue, or has a conflict of interest, then concerned parties should contact:

Contact details of support services

Richmond Council Adult Access Team:

- Monday to Friday 9am-5pm 020 8891 7971
- SMS Phone: 07903 738043
- Email: accessrichmond@richmondandwandsworth.gov.uk
- Emergency Outside Office Hours: 020 8744 2442

Ann Craft Trust

A national organisation providing information and advice about adult safeguarding. The Ann Craft Trust has a specialist Safeguarding Adults in Sport and Activity team to support the sector

- Tel: 0115 951 5400

- Email: Ann-Craft-Trust@nottingham.ac.uk
- anncrafttrust.org

Acknowledgements

This policy was written with guidance from the Ann Craft Trust website and 240 Project.

Appendices

Appendix 1: Six Principles of Adult Safeguarding

The Care Act sets out the following principles that should underpin the safeguarding of adults:

1. 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."

2. 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."

3. 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."

4. 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 am able to take part in the safeguarding process to the extent to which I want."

5. 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."

6. Accountability

Accountability and transparency in delivering safeguarding.

"I understand the role of everyone involved in my life and so do they."

[Appendix 2: Risk Assessment Template](#)

[Appendix 3: Code of Conduct](#)

Appendix 4: Types of Abuse and Neglect

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological abuse
- Financial abuse
- Discriminatory abuse
- Organisation abuse
- Domestic violence
- Modern slavery
- Self-neglect

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 be considered.

What are the possible signs of abuse?

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly
- The person never has money
- The person has an injury that is difficult to explain (such as bruises, finger marks)
- 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.

Information adapted from the [Department of Health and Social Care's care and support statutory guidance](#) and the [240 Project](#) safeguarding policy.

Appendix 5: Safeguarding Disclosure Form

[Link to Safeguarding Disclosure Form](#)

[Link to Deputy Safeguarding Disclosure Form](#)