



Safeguarding Policy and Procedures

Ratified by:	Managements Committee
Date ratified:	November 2019
Review date:	November 2022

The Safeguarding policy focuses on OPAL's work with adults and there is an annex giving guidance on the Safeguarding of young people who are engaged in activities at Welcome In.

What is safeguarding adults?

Safeguarding adults refers to the multi-agency procedure that works to protect adults at risk from abuse or neglect. Safeguarding is "...all work which enables adults to retain independence, well-being and choice and to access their human rights to live a life that is free from abuse and neglect..."(ADASS 2005)

An adult at risk is an adult who:

- is aged 18 years or more, and
- has needs for care and support (whether or not these are currently being met),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

An adult at risk *may* therefore be a person who, for example:

- is an older person who is frail due to ill health, physical disability or cognitive impairment
- has a learning disability
- has a physical disability and/or a sensory impairment
- has mental health needs including dementia or a personality disorder
- has a long-term illness/condition
- misuses substances or alcohol
- is an unpaid carer such as a family member/friend who provides personal assistance and care to adults and is subject to abuse
- lacks mental capacity to make particular decisions and is in need of care and support

This list will not be exhaustive.

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Registered Charity : 1131792

Company Number: 06961204 England and Wales



OPAL's Commitment

OPAL will not tolerate abuse in any of its forms, and will work within the Safeguarding Adults Multi-Agency Policy and Procedures for West Yorkshire and North Yorkshire to:

- prevent abuse,
- end abuse that is occurring,
- support adults at risk experiencing abuse.

OPAL believes that everyone has a right to live his or her life free from abuse and will work to

- Promote the freedom and dignity of the person who has or is experiencing abuse
- Promote the rights of people to live free from abuse and coercion.
- Ensure the safety and well-being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing or have experienced.
- Manage Services in a way which promotes safety and prevents abuse

All employees and volunteers must take issues of abuse seriously. Every employee has responsibilities to act under these procedures. Doing nothing is not an option.

All employees or volunteers will be made aware of this policy and their responsibilities to safeguard adults at risk from abuse.

What is abuse?

Abuse can take many forms and the circumstances of the individual should always be considered. It may consist of a single act or repeated acts. The following are examples of issues that would be considered as a safeguarding concern.

Physical abuse - includes hitting, slapping, pushing, kicking, misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions, female genital mutilation.

Domestic abuse – is “an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality” (Home Office, 2013).

Sexual abuse - includes rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.

Psychological abuse - includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks.

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Financial and material abuse – includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery - includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment.

Neglect and acts of omission - includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Discriminatory abuse - includes abuse based on a person's race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.

Organisational abuse – includes neglect and poor 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.

Self-neglect - covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Preventing abuse

All Management Committee Members, Employees, Volunteers and Clients are expected to treat each other with respect. Violent, abusive and discriminatory behaviour will not be tolerated.

- All Management Committee Members, Employees and Volunteers working for this organisation will supply two acceptable references before they start work.
- Previous Employer Referees will be asked if they would be prepared to re-appoint the person they are giving the reference for.
- Those appointing Employees will telephone the Referees of the selected candidate before the person is appointed, to confirm the written reference.
- Employees and Volunteers will be encouraged to use their skills and expertise in the running of this organisation.

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- Clients, Employees, Volunteers and Management Committee Members have access to information about independent help-lines and advocacy providers that can support people experiencing abuse.
- All members of the organisation should be aware of standards for safety and confidentiality for all clients for example:
 1. Asking for identification before the door is opened
 2. Not giving information about people to anyone (including relatives/spouses) without that person's permission
 3. Ringing back telephone callers to check they are who they say they are if appropriate.

We realise that, in many instances, our volunteers see ~OPAL members on a far more regular basis than staff members, so we ask that you please look out for any indicators that abuse may be occurring e.g.

Unexplained change in weight
Changes in behaviour
Unexplained injuries

Changes in personality
Sudden change in routine/activities
Sudden change in financial situation

Everyone should also be aware that the person who is acting abusively might also target people who they think are interfering (that is, OPAL Employees, Volunteers or Clients)

Care should be taken to protect everyone's safety.

Safeguarding Adults Responsibilities:

Responsibilities of all staff and volunteers – this is in line with the Care Act 2014

Any member of staff or volunteer who is told of abuse, witnesses abuse or suspects abuse has a responsibility to act. Doing nothing is not an option.

Your responsibilities are:

1. To take action to keep the person and yourself safe if possible.

Consider:

- Is an urgent police presence required to keep someone safe – call 999
 - Does the person need urgent medical assistance, do they need an ambulance – call 999
2. If a crime has occurred and there is no immediate danger, alert a member of staff and the Safeguarding officer, if available.
 3. If a crime has occurred, be aware of the need to preserve evidence

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4. Always inform the Project Co-ordinator. You cannot keep this information secret, even if the person asks you to.
5. Clearly record in writing what you have witnessed or been told, record your responses and any actions taken.
6. If you have concerns, suspicions or have witnessed a safeguarding issue, this should be reported to a member of staff, who may report it to the Safeguarding officer, who may then take it to the Chief Executive Officer.

ONLY if consulting with the Project Co-ordinator will lead to an undue delay and thereby leave a person in a position of risk, should you raise a safeguarding concern yourself.

Do not investigate an incident of abuse yourself, it must be referred to the Project Co-ordinating Manager and Don't Panic!

Responsibilities of managers

Your responsibilities are:

1. Consider if there are any actions you can take to keep the person at risk safe
 - Does anyone need urgent medical attention? Do you need to call an ambulance?
 - Is an urgent police presence required to keep someone safe?
2. If a crime has occurred, consider the need to report the incident to the police and be aware of the need to preserve evidence
3. Consider if a safeguarding concern should be raised with the local authority
 - Do you feel abuse or neglect has taken place, or there is a risk of abuse or neglect?
4. Consider, wherever practicable, the person's wishes about raising a safeguarding concern with the local authority:

It is important wherever possible to respect the confidentiality policy and involve the person at risk about decisions affecting them. If possible or practical, talk to them about their need for support and get their consent to raise a safeguarding concern.

On some occasions, it may be necessary to raise a safeguarding concern even if this is contrary to the wishes of the adult at risk. Any such decision should be proportional to the risk, if for example:

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- It is in the public interest e.g. there is also a risk to others, a member of staff or volunteer is involved, or the abuse has occurred on property owned or managed by an organisation with a responsibility to provide care
 - The person lacks mental capacity to consent and it is in the person's best interests
 - The person is subject to coercion or undue influence, to extent that they are unable to give consent
 - It is in the person's vital interests (to prevent serious harm or distress or life threatening situations)
5. Clearly record what you have witnessed or been told and any decisions you have made.
 6. If you are unsure what to do, seek advice. You can:
 - Contact your organisations safeguarding adults lead for advice
 - Seek advice from the Safeguarding Adults Board Advice Line, Tel: 0113 224 3511
 - Refer to the Safeguarding Adult Multi-Agency Policy and Procedures for West Yorkshire and North Yorkshire at www.safeguardingadults.org.uk for further information and guidance
 7. Any person disclosing abuse will be given information the Adult Protection Procedures and how agencies can work together to stop abuse and also about other services that can:
 - Enable them to decide what to do about the experiences they have had
 - Enable them to recover from their experiences
 - Enable them to seek justice in relation to their experiences
 8. To offer support to the Adult Protection Procedures, for example by offering a place where the Client may be interviewed, enabling Employees and Volunteers to support Clients to take part in the Adult Protection Procedures.
 9. Where abuse has occurred within services provided by OPAL, the Project Co-ordinating Manager will inform the appropriate Adult Protection Enquiry Co-ordinator and discuss with them the extent to which the organisation will take part in the Adult Protection Procedures. Where appropriate, the Project Co-ordinator will suggest the part Employees and Volunteers can play for example in supporting Clients.
 10. If an Employee, a Volunteer or a Management Committee Member is alleged to have been behaving abusively, the Project Co-ordinator (or where the Project Co-ordinator is alleged to have been behaving abusively, her/his Line Manager) will liaise with the Adult Protection Enquiry Co-ordinator to ensure that the organisation's Disciplinary Procedures are adhered to.

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11. When a Client is alleged to have abused another Client, Volunteer or Employee, the Project Co-ordinator will ensure that the needs of both parties are met. The needs of the person alleged to be experiencing the abuse will be paramount and where the service offered needs to change (so for example they are not in contact with each other) the first option should be to change service provision to the alleged perpetrator.
12. Any action taken by the organisation should be co-ordinated with any other aspects of the Adult Protection Enquiry that may be taking place.
13. To ensure that Employees and Volunteers working directly with a Client who has experienced or is experiencing abuse, receive appropriate support and supervision.
14. To ensure that Employees and Volunteers working directly with Clients who behave abusively, receive appropriate support and supervision.
15. To ensure that all Employees, Volunteers and Management Committee Members receive information and attend training courses enabling them to recognise adult abuse and to operate this procedure if required.
16. To monitor the number of adult protection concerns raised and action taken. The number of these not referred to Adult Protection Enquiry Co-ordinators should be notified to the Adult Protection Co-ordinator as soon as possible after 31 March each year.

How to make a Raise a Safeguarding Concern:

To raise a safeguarding concern under the safeguarding procedures:

Contact:

Safeguarding Adults Contacts

OPAL Safeguarding Officer	
Sally Anne Notley	0113 2619103
To Raise A Safeguarding Concern	
Adult Social Care: Contact Centre (Monday – Friday, 8am – 6pm)	0113 222 4401 (Text phone for deaf and hard of hearing people 0113 222 4410)
Emergency Out of Hours Team (Bank Holidays and all other times)	0113 240 9536

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<p>Leeds Safeguarding Adults Board Advice Line</p> <p>Monday – Thursday 9am – 5pm; Friday, 9am - 4.30pm (Excluding Bank Holidays)</p>	<p>0113 224 3511</p>
<p>West Yorkshire Police</p> <p>If the person is in imminent danger</p> <p>If a crime has been committed but the person is not in imminent danger.</p> <p>You can also ring the police for advice on the non-emergency number</p>	<p>999</p> <p>101</p> <p>101</p>

ANNEX 1

Guidance for staff and volunteers in contact with children and young people under 18 whilst they are engaged in activities at Welcome In. These children and young people are under the care and supervision of their parents, carers or youth workers but all adults have a duty of care towards them. These guidelines are to protect the children and OPAL staff and volunteers.

1. Arrange that an adult is not left alone with a child or young person, where there is little or no opportunity of the activity being observed by others.
2. Children or young people should never be taken off the premises but escorted back to their adult carer or supervisor.
3. All entrances giving access to the building should be supervised or locked during the times organisations for children and young people are in progress.
4. If you suspect a child is being abused, make a note and report it to a member of staff, who will report it to the Safeguarding offers, who may pass it to the Chief Executive officer.
5. If you receive an allegation of abuse about any adult or about yourself, record the facts as you know them and report it to the Safeguarding offers, who may pass it to the Chief Executive officer.
6. If you feel that the behaviour of children or young people is putting them at risk, you may alert a member of staff or speak directly to the carer/supervisor.

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