



Citizens Advice Epping Forest District

Safeguarding Adults Policy and Procedure

Safeguarding lead: Jo O'Boyle

Deputy safeguarding lead: Jenny Skinner

Citizens Advice Epping Forest District (CAEFD) has a safeguarding lead who is the person responsible for reporting concerns of abuse and neglect to the relevant authority. In their absence the deputy safeguarding lead will take this action.

The Policy

This policy will enable Citizens Advice Epping Forest District (CAEFD) to demonstrate its commitment to keeping safe adults at risk with whom it works alongside. CAEFD acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have policy and procedures in place so that all trustees, managers, staff, volunteers, service users and carers can work to prevent abuse and know what to do should a concern arise.

The policy and procedures have been drawn up in order to enable CAEFD to:

- promote good practice and work in a way that can prevent harm and abuse occurring;
- ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported; and
- stop abuse occurring.

The policy and procedures relate to the safeguarding of **adults at risk**. Adults at risk are defined as individuals aged over 18 who:

- have 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; and
- as a result of those care and support needs, are unable to protect themselves from either the risk of, or the experience of abuse or neglect.(Care Act, 2014)

The policy applies to all trustees, managers, staff, volunteers, service users and carers and anyone working on behalf of CAEFD.

It is acknowledged that significant numbers of adults at risk are abused and it is important that CAEFD has a safeguarding adults policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy and procedure, CAEFD will work to:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- promote the wellbeing of the adult(s) at risk in safeguarding adults arrangements;
- 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 awareness of safeguarding adults to ensure that everyone can 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; and
- address what caused the abuse or neglect.

CAEFD will:

- ensure that all trustees, managers, staff, volunteers and service users are familiar with this policy and associated procedures;
- work with Essex County Council: Essex County Council is the Children's Services Authority and provider of Adult Social Care for Essex. It has a duty to conduct enquiries where it's suspected that a child who lives in, or is found in a local authority area, is suffering from, or likely to suffer significant harm in the form of physical, sexual, emotional abuse or neglect

- act within its Confidentiality Policy and will usually gain permission from service users before sharing information about them with another agency.
- pass information to the Local Authority when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to adults with care and support needs or children;
- inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent;
- make a safeguarding adults referral to the Local Authority as appropriate
- endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults
- will ensure that the Designated Adult Safeguarding Manager (DASM) understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Local Authority)

The Designated Adult Safeguarding Manager in CAEFD is:

Jo O'Boyle, CEO email: jo.oboyle@citizensadviceefd.org.uk

Tel: 01992 949452 ext.1001

They should be contacted for support and advice on implementing this policy and associated procedures.

This policy should be read in conjunction with Southend, Essex & Thurrock (SET)

[Safeguarding Adults Guidelines:](#)

This policy and associated procedures are kept on the Policy Documents shared file and also in the Office Manual.

Procedures:

Introduction

CAEFD provides free, confidential and independent advice to the general public. These procedures have been designed to ensure the wellbeing and protection of any adult who accesses our services. The procedures recognise that adult abuse can be a difficult subject for workers and volunteers to deal with.

CAEFD is committed to the belief that the protection of adults at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all trustees, managers, staff, volunteers and service users act appropriately in response to any concern of adult abuse.

2. Preventing abuse

CAEFD is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within CAEFD will be treated with respect.

Therefore this policy needs to be read in conjunction with the following policies, all the below policies are available via the Policy Folder on the shared drive:

- Equality and Diversity
- Volunteer Complaints
- Client Complaints
- Whistle Blowing
- Client Confidentiality
- Staff Disciplinary
- Staff Grievance
- Data Protection
- Staff Recruitment and Selection

CAEFD is committed to safer recruitment policies and practices for paid staff and volunteers. This may include ensuring references are taken up, the provision of adequate training on safeguarding adults and Disclosure and Barring Service (DBS) checks for staff and volunteers.

The organisation will work within the current legal framework for referring staff or volunteers to the DBS who have harmed or pose a risk to vulnerable adults and/or children.

Information about safeguarding adults and the complaints policy will be available to service users and their carers/families.

Recognising the signs and symptoms of abuse

CAEFD is committed to ensuring that all trustees, managers, staff and volunteers undertake training to gain a basic awareness of the signs and symptoms of abuse. CAEFD will ensure that the Designated Adult Safeguarding Manager and other members of relevant staff or volunteers have access to higher levels of training around safeguarding adults provided by the

Essex Safeguarding Adults Board

Essex Safeguarding Adults Board - Courses (essexsab.org.uk)

CAEFD will not be limited in their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of an individual case will always be considered.

Abuse includes:

- **Discriminatory**

Including forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment; because of race, gender and gender identity, age,

disability, religion or because someone is lesbian, gay, bisexual or transgender. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.

- **Domestic abuse or violence**

Including an incident or a 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 sexual orientation. This includes psychological/emotional, physical, sexual, financial abuse; so called 'honour' based violence, forced marriage or Female Genital Mutilation (FGM).

- **Financial or material**

Including theft, fraud, internet scamming, exploitation, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- **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.

- **Neglect and acts of omission**

Including ignoring medical, emotional or physical care needs, failure to access appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- **Organisational (sometimes referred to as institutional)**

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 a person'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.

- **Physical**

Including assault, hitting, slapping, pushing, burning, misuse of medication, restraint or inappropriate physical sanctions.

- **Psychological (sometimes referred to as emotional)**

Including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber-bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.

- **Sexual**

Including rape, indecent exposure, sexual assault, sexual acts, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressured into consenting. It also includes sexual exploitation which is exploitative situations, contexts and relationships where the person receives “something” (e.g. food, accommodation, drugs, alcohol, mobile phones, cigarettes, gifts, money) or perceived friendship/relationship as a result of them performing, and/or another or others performing sexual acts.

- **Self-neglect**

Includes a person neglecting to care for their personal hygiene, health or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behaviour such as hoarding.

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Designated Named Person for safeguarding adults

CAEFD has an appointed individual who is responsible for leading safeguarding adults work in the organisation. In their absence, a deputy will be available for managers, staff or volunteers to consult with. The Designated Adult Safeguarding Manager is:

Designated Adult Safeguarding Manager

Jo O'Boyle, CEO

email: jo.oboyle@citizensadviceefd.org.uk/Tel: 01992 949452 ext. 1001

Deputy Adult Safeguarding Manager

Jenny Skinner, Head of Operations

email: jenny.skinner@citizensadviceefd.org.uk /Tel: 01992 949453 ext. 100

Should either of these named people be unavailable then trustees, managers, staff, volunteers and service users should contact Community Health and Social Care Direct directly. See Section 10 for contact details.

The roles and responsibilities of the named person(s) are to:

- ensure that all staff and volunteers are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing, or has experienced abuse or neglect;
- ensure that concerns are acted on, clearly recorded and referred to Community Health and Social Care Direct or to the allocated social worker/care manager where necessary;
- follow up any safeguarding adults referrals and ensure the issues have been addressed;
- manage and have oversight over individual complex cases involving allegations against an employee, volunteer, or student, paid or unpaid;
- consider any recommendations from the safeguarding adults process;
- reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest;
- ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision;
- ensure staff and volunteers are given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998: they

will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome

Responding to people who have experienced or are experiencing abuse

CAEFD recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned.
- Listen to what they are saying.
- Record what you have been told/witnessed as soon as possible.
- Remain calm and do not show shock or disbelief.
- Tell them that the information will be treated seriously.
- Do not start to investigate or ask detailed or probing questions.
- Do not promise to keep it a secret

If you witness abuse, or abuse has just taken place, the priorities will be:

- To call an ambulance if required.
- To call the Police if a crime has been committed.
- To preserve evidence.

- To keep yourself and others safe.
- To inform your line manager or the Designated Adult Safeguarding Manager.
- To record what happened in the incident log located on the shared drive where safeguarding adults' concerns will be recorded

All situations of abuse or alleged abuse will be discussed with a manager and/or the Designated Adult Safeguarding Manager. If anyone feels unable to raise their concern with their line manager or Designated Adult Safeguarding Manager then concerns can be raised directly with Community Health and Social Care Direct (see Section 10 below).

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to the Community Health and Social Care Direct team. - see Section 10 If the individual experiencing abuse does not have the mental capacity to consent to a referral, a best interest decision will be made on their behalf.

In line with Making Safeguarding Personal principles, the line manager and/or Designated Adult Safeguarding Manager should try to seek the views from the adult (or an appropriate representative) about what they would like to happen as result of the concern. This will help to inform the multi-agency Safeguarding Adults Enquiry.

The line manager and/or Designated Adult Safeguarding Manager should refer to

Social Care Direct on: [0345 603 7630](tel:03456037630)

Referrals to Essex Adult Social Care are done via a SET SAF Form which is emailed to socialcaredirect@essex.gov.uk.

The form can be found on the Essex Safeguarding Adults Board website, at:

<https://www.essexsab.org.uk/professionals/reporting-concerns>

Making a safeguarding adults referral

ADULTS

If unsure whether something needs a referral to social care, ring:

Social Care Direct on: [0345 603 7630](tel:03456037630)

Referrals to Essex Adult Social Care are done via a SET SAF Form which is emailed to socialcaredirect@essex.gov.uk.

The form can be found on the Essex Safeguarding Adults Board website, at:

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Note that it is not necessary to refer a safeguarding adults' concerns out of hours unless the individual or others have urgent social care needs

The Line Manager and/or Designated Adult Safeguarding Manager will have an understanding of the multi-agency safeguarding adults process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support e.g. providing a venue, or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to

decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

Managing an allegation made against a member of staff or volunteer

CAEFD will ensure that any allegations made against members or members of staff will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence the Police will be informed. If a crime has been witnessed the Police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The line manager and/or Designated Named Person will liaise with Community Health and Social Care Direct to discuss the best course of action and to ensure that CAEFD's disciplinary procedures are co-ordinated with any other enquiries taking place as part of the ongoing management of the allegation.

CAEFD has a Whistleblowing Policy and staff have access to this policy via the Policy Folder on the shared drive.

The Line Manager and/or Designated Adult Safeguarding Manager will have an understanding of the multi-agency safeguarding adults process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support e.g. providing a venue, or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

Recording and managing confidential information

CAEFD is committed to maintaining confidentiality wherever possible and information around safeguarding adult issues should be shared only with those who need to know. For further information, please see our Client Confidentiality Policy and staff have access to this policy via the Policy Folder on the shared drive.

All allegations/concerns should be recorded on the attached form (Appendix 1) and kept securely, either in a safe electronic file, or locked filing cabinet, in compliance with data protection. Access to this information will be restricted to the person reporting the matter and the Designated Named Person. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

All allegations/concerns should be recorded on casebook. The recording procedures can be found [Here](#)

All advisers should be aware of these procedures and the procedure reviewed and discussed at staff/administration meetings. Supervisors should be checking the procedures are being followed.

Training staff and volunteers

Thorough induction training will be provided to ensure that staff and volunteers are aware of good safeguarding practice alongside the service's core values and confidentiality. Staff and volunteers will be given regular supervision and have their training needs assessed.

Appropriate safeguarding training is available to all staff and volunteers. This may be in the form of:

- policy awareness sessions delivered internally
- briefing sessions by local authority or other relevant authority
- attendance at training arranged through partner agencies

Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to trustees, managers, staff, volunteers, and service users. The Designated Adult Safeguarding Manager will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually by the Trustee Board. The Designated Adult Safeguarding Manager will be involved in this process and can recommend any changes. The Designated Adult Safeguarding Manager will also ensure that any changes are clearly communicated to staff, volunteers, service users and carers. It may be appropriate to involve staff, volunteers, service users and carers in the review.

Useful Contacts

ADULTS

If unsure whether something needs a referral to social care, ring:

Social Care Direct on: [0345 603 7630](tel:03456037630)

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