

Safeguarding Vulnerable Adults Policy & Procedure

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Section 1: Safeguarding Adults Policy

1.1 Policy Statement

High Trees is committed to Safeguarding Adults in line with national legislation and relevant national and local guidelines. We will safeguard adults by ensuring that our activities are delivered in a way which keeps all adults safe.

High Trees 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; knowing how adult abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns. This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

High Trees is committed to best safeguarding practice and to uphold the rights of all adults to live a life free from harm from abuse, exploitation and neglect. Actions taken by High Trees will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.

1.2. Purpose and scope

The purpose of this policy is to lay out High Trees approach to safeguarding adults and to ensure that everyone involved in the organisation 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.

This safeguarding adult policy and associated procedures apply to all individuals involved in High Trees including Board members, staff, tutors, volunteers and service users, whilst taking part in our organisation, its activities and in the wider community.

We expect our partner organisations to adopt and demonstrate their commitment to the principles and practice as set out in this Safeguarding Adults Policy and associated procedures.

1.3. Implementation

We will ensure robust safeguarding procedures that deal effectively with any concerns of abuse or neglect, including those caused through poor practice. We commit to developing and maintaining our capability to implement this policy and procedure through:

- A clear line of accountability within the organisation for the safety and welfare of all vulnerable adults.
- Assigned Safeguarding Lead and Delegated safeguarding lead for Adults (see [Section 2](#)).

- Ensuring everyone involved with the organisation is aware of the safeguarding adults procedures and knows what to do and who to contact if they have a concern relating to the welfare or wellbeing of an adult.
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving individuals and carers appropriately.
- Ensuring the well-being of those at risk of harm will be put first and the adult actively supported to communicate their views and the outcomes they want to achieve.
- Ensuring all Board members, staff, freelancers and volunteers understand their role and responsibility for safeguarding adults and have completed and are up to date with safeguarding training and learning opportunities appropriate for their role.
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures.
- Sharing information about safeguarding best practice with service users, staff and volunteers via leaflets, posters, group work and one-to-one discussions.
- Codes of conduct for Board members, Staff, Tutors, Volunteers and service users that specify zero tolerance of abuse in any form.
- Safe recruitment practices to assesses the suitability of volunteers and staff to prevent the employment/deployment of unsuitable individuals in this organisation.
- Regular management reports to the Board detailing how safeguarding concerns are being addressed and how any reports have been addressed.
- Acting accordance with best practice advice from Lambeth Safeguarding Board and that we cooperate with the relevant bodies in taking action to safeguard an individual.
- Maintaining confidential, detailed and accurate records of all safeguarding securely stored in line with our GDPR Policy.

This policy is reviewed no less than on a two yearly basis and whenever there are changes in relevant legislation and/or government guidance as required by the Local Safeguarding Board or as a result of any other significant change or event. Actions taken under this policy are reviewed by senior management on an annual basis.

This policy is to be read alongside the following organisation Policies and procedures which are referenced with this Safeguarding Adults policy:

- Safeguarding Children Policy
- Equality, diversity and inclusion
- Code of Conducts
- Disciplinary and grievance
- Complaints Policy
- Whistleblowing
- Safer recruitment and selection
- E-safety policy
- Critical Incident Policy
- GDPR Policy

Section 2: Safeguarding Procedures

These procedures must be followed in any circumstances where an adult is at risk of harm and details the steps to be taken in responding to any concern that an adult involved in High Trees or its activities, is at risk of or is experiencing harm.

2.1. Safeguarding Leads

High Trees Safeguarding Leads are:

Role	Name	Contact
Designated Safeguarding Lead Co-CEO	Grace English	T:07984 932 367 E: grace.english@high-trees.org
Deputy Safeguarding Lead- Adults Head of Education & Training	Morgana Zuccoli	T: 0208 671 3132 E: morgana.zuccoli@high-trees.org
Deputy Safeguarding Lead- Children Head of Children & Young People	Naomi Howgate	T: 0208 674 3975 E: naomi.howgate@high-trees.org

If the Safeguarding Lead or DSL is implicated or you think has a conflict of interest, then report to the Board of Trustees Safeguarding Lead:

Role	Name	Contact
Trustee safeguarding lead	Ewa Pawliczko	T: 0208 674 3132 E: safeguarding@high-trees.org

The information is presented in flow charts in the **Appendix 1-3** with accompanying text. Please refer to both as the text contains more detail.

2.2. If you have an urgent safeguarding concern

Please see **Appendix 1- Reporting A Concern Flowchart 1**

If you think that an adult is at risk of immediate harm, in need of immediate medical attention or a crime is being committed contact the police on 999 straight away.

If you have urgent concerns about the safety of an adult and are unable to contact one of the Designated Safeguarding Leads, contact the Lambeth Council Safeguarding response team or the police to determine an appropriate course of action and to advise you on next steps, using the following numbers:

Professional line: 020 7926 5555 (24 hours)

Public line: 020 7926 5555 (24 hours)

Police: 999

Once the immediate action has been taken, the Deputy Safeguarding Lead must be contacted and the concern must be recorded, following **2.3 How to record and report a concern**. If the

matter is referred to local authority or the police, you may be asked to provide a formal statement of your concerns for subsequent external investigations.

2.3. If you have a concern but there is no immediate risk

Please see **Appendix 1- [Reporting A Concern Flowchart 1](#)**

You may be concerned about an adult because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them Please see **Section 3** for more information on signs of Abuse and Neglect.

If concerns have arisen over a period of time from observations of an adult's behaviour or through observation of someone's behaviour towards the adult, the staff member should record each and every concern as they occur about what has caused them to a safeguarding concern. This also includes even the smallest of concerns which you feel may not amount to a full safeguarding issue on its own, but are still very important to report to will allow us to monitor the individual and build up a picture of what might be going on.

If you have any concern about an adult, please follow the guidance below:

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- Depending on your relationship with the adult, and how the safeguarding concern has come to your attention, it may be appropriate to discuss the safeguarding concern with the adult in the first instance, but you may wish to take a note of what you have witnessed or heard and discuss it with the Safeguarding Lead (or DSL) first.
- If discussing the safeguarding concern with the individual, inform them that you have to pass on your concerns to the Safeguarding Lead.
- The safeguarding concern should be recorded as soon as you can following [2.3 How to record and report a concern.](#)

2.4. Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused or information is received which gives rise to concern, the person receiving the information should:

- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next and explain what you would like to do next.
- Explain that you will have to share the information with High Trees Safeguarding Lead.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely.
- Help them to contact other organisations for advice and support if this has been advised by the Safeguarding Lead
- Act swiftly to report and carry out any relevant actions.

- Record in writing what was said using the adult's own words as soon as possible following [2.3 How to record and report a concern.](#)

It is important not to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Discuss the safeguarding concern with individuals other than the safeguarding leads.

2.5. Allegations against members of staff and workers

It is essential in all cases of suspected abuse by a member of staff, tutor, volunteer or trustees, that action is taken quickly and professionally whatever the validity to ensure a thorough investigation. Depending on which staff member has been accused, the following reporting processes must be followed:

- If the allegation concerns a member of staff or tutor, or a staff member suspects a member of staff of abuse, it is their responsibility to bring these concerns to the Designated Safeguarding Person and the Co-CEOs.
- If the allegation concerns one of the Designated Safeguarding Leads, the matter should be discussed the other Safeguarding Leads and referred to the Co-CEOs, who will follow High Trees normal procedures for Vulnerable Adult Safeguarding.
- If the allegation concerns one of the Co-CEOs, the concern should be discussed with the other CEO and with the Chair of the Board of Trustees who will follow High Trees normal procedures for Vulnerable Adult Safeguarding.

The Designated Safeguarding Lead will pass on all concerns relating to staff to the Local Authority Designated Officer ([Appendix 4](#)).

If a decision is made to pursue an allegation of abuse against a member of staff, this will be dealt with under High Trees disciplinary procedures.

2.6. How to report and record a concern

The safeguarding concern should be reported to the Safeguarding Lead as soon as possible, completing the following steps:

- If the concern is urgent contact the Designated Safeguarding Lead over the phone in the first instance.
- All concerns should be recorded within the [My Concern](#) platform. Staff should access the portal using their log in details.

- Volunteers and sessional workers should contact their Deputy Designated Safeguarding Lead, who will record their concern and log it onto the system, and agree next steps.
- Use the questions in the portal to describe the circumstances in which the concern came about and what action you took/ advice you gave. A summary of these can be found in [Appendix 3- Safeguarding Adults Report Form](#) which should also be used if My Concern is not available or you are unable to access.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) attach this as part of the My Concern form.
- Concerns should be logged in the portal as quickly as possible and not more than 24 hours after the concern arises.
- Concerns logged in the My Concern platform will be reviewed by the Designated Safeguarding Lead, who will decide on the appropriate course of action.
- Be mindful of the need to be confidential at all times- this information must only be shared with your Safeguarding Lead and others that have a need to know –e.g. to keep the person safe whilst waiting for action to be taken.

2.7. What happens next (for the Safeguarding lead)

Please see [Appendix 2- Procedure for Safeguarding Lead Flowchart 2](#)

Once a concern has been passed to the Safeguarding Lead, they will coordinate the Safeguarding Adults Procedure. The Safeguarding Lead will keep clear records of decision making, actions taken, and the outcomes achieved via My Concern.

The Safeguarding Lead, where appropriate, will take the following actions:

- Ensure any immediate actions necessary to safeguard anyone at risk have been taken.
- Check all the necessary sections on My Concern have been completed.
- If they are being contacted directly by a member of staff, they will also request that they log the concern via My Concern, or if not available to complete a Safeguarding Adults Report Form if they have not already done so as soon as possible and/or support the member of staff to complete it.
- If the report is being made by the adult themselves or a member of the public they will fill in the safeguarding report themselves gaining the details with the person contacting them.
- Inform, reassure, and advise the person making the report e.g. what to do/what not to do, and explain what will happen next.
- Consider what is known about the situation, what the risks are, what is known of the views of the adult, whether they have given their consent to the report being made and whether they might be considered to be an ‘adult at risk’ ([see section 3.2](#)).
- Decide if they need to contact the adult to get more information or explain what actions need to be taken.
- Ensure that the adult has been given information about the process and what will happen next.
- If necessary, consult with the Local Authority/Police and decide which of the following actions need to be taken.

- Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH) (where the adult lives) if they believe they may be an adult at risk.
- If a connected child is at risk they will also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.
- If the person who may be causing harm is a person involved in High Trees in whatever capacity they will inform the CEO's and report the individual to the Local Authority Designated Officer (LADO), and also follow necessary processes in the High Trees staff handbook.
- Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating our services.
- If statutory agencies are involved work together with them to agree the next steps.
- Decide who in the organisation will maintain contact with the adult to consult with them, keep them informed and make sure they are receiving the support they need, unless advised not to by the Police or Local Authority.
- Ensure records are complete and stored securely.
- Collate monitoring information, including feedback from the person who was at risk of harm and report to senior management team/ the Board as requested.

2.8. Storing information and Data protection

All safeguarding information, including incidents, are stored securely electronically on the organisation's server and/or on My Concern. All documents are password protected and the Safeguarding folder is only visible to the Co-CEOs and Safeguarding Leads.

Section 3: Understanding Abuse and Neglect

3.1. Safeguarding Adults Legislation

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

- The Care Act 2014- Care and Support Statutory Guidance
- England and Wales - Mental Capacity Act 2005

3.2. Definition of an Adult at Risk

The Safeguarding Adults legislation creates specific responsibilities on Local Authorities, Health, and the Police to provide additional protection from abuse and neglect to Adults at Risk.

When a Local Authority has reason to believe there is an adult at risk, they have a responsibility to find out more about the situation and decide what actions need to be taken to support the adult. The actions that need to be taken might be by the Local Authority (usually social services) and/or by other agencies, for example the Police and Health Services. An organisation

may need to take action as part of safeguarding an adult, for example, to use the disciplinary procedures in relation to a member of staff or member who has been reported to be harming a participant. The Local Authority role includes having multi-agency procedures which coordinate the actions taken by different organisations.

An Adult at risk is defined as (Care Act 2014)- An individual aged 18 years and over who:

- (a) has needs for care and support (whether or not the local authority is meeting any of those needs) AND;
- (b) is experiencing, or at risk of, abuse or neglect, AND;
- (c) 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.

3.3. Abuse and Neglect

Abuse is a violation of an individual’s human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance:

The Safeguarding Adults Legislation in the England Care Act 2014, defines categories of adult abuse and harm as follows:

- Physical
- Sexual
- Emotional/Psychological/Mental
- Neglect and acts of Omission
- Financial or material abuse
- Discriminatory
- Organisational / Institutional
- Self-neglect
- Domestic (including coercive control)
- Modern slavery

Abuse can take place in any relationship and there are many contexts in which abuse might take place; e.g. Institutional abuse, Domestic Abuse, Forced Marriage, Human Trafficking, Modern Slavery, Sexual Exploitation, County Lines, Radicalisation, Hate Crime, Cyber bullying, Scams. Abuse or neglect could be carried out by:

- A spouse, partner or family member
- Neighbours or residents
- Friends, acquaintances or strangers
- People who deliberately exploit adults they perceive as vulnerable
- Paid staff, professionals or volunteers providing care and support

Often the perpetrator is known to the adult and may be in a position of trust and/or power.

3.4. Signs and Indicators of Abuse and Neglect

An adult may confide to a member of staff, tutor, volunteer or another participant that they are experiencing abuse inside or outside of the organisation’s setting. Similarly, others may suspect that this is the case.

There are many signs and indicators that may suggest someone is being abused or neglected.

There may be other explanations, but they should not be ignored. The signs and symptoms include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying their sessions. You may notice that a service user has been missing from a course or not attending their employment support session and is not responding to reminders from team members.
- Where there is a deterioration in hygiene and self-care.
- A change in the behaviour or confidence of a person.
- Self-harm.
- A fear of a particular group of people or individual.
- A carer/family member always speaks for the person and doesn't allow them to make their own choices
- They may tell you / another person they are being abused – i.e. a disclosure

3.5. Mental Capacity and Decision Making

Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support however, some adults with care and support needs have the experience of other people making decisions about them and for them. Mental Capacity is important for safeguarding for several reasons.

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

3.6. Prevent

Prevent is one part of the government's overall counter-terrorism strategy aimed to:

- tackle the ideological causes of terrorism
- intervene early to support people susceptible to radicalisation
- enable people who have already engaged in terrorism to disengage and rehabilitate

The Prevent duty requires all education providers (which includes High Trees Adult Learning Service) 'to help prevent the risk of people becoming terrorists or supporting terrorism'. This includes safeguarding learners from extremist ideologies and radicalisation.

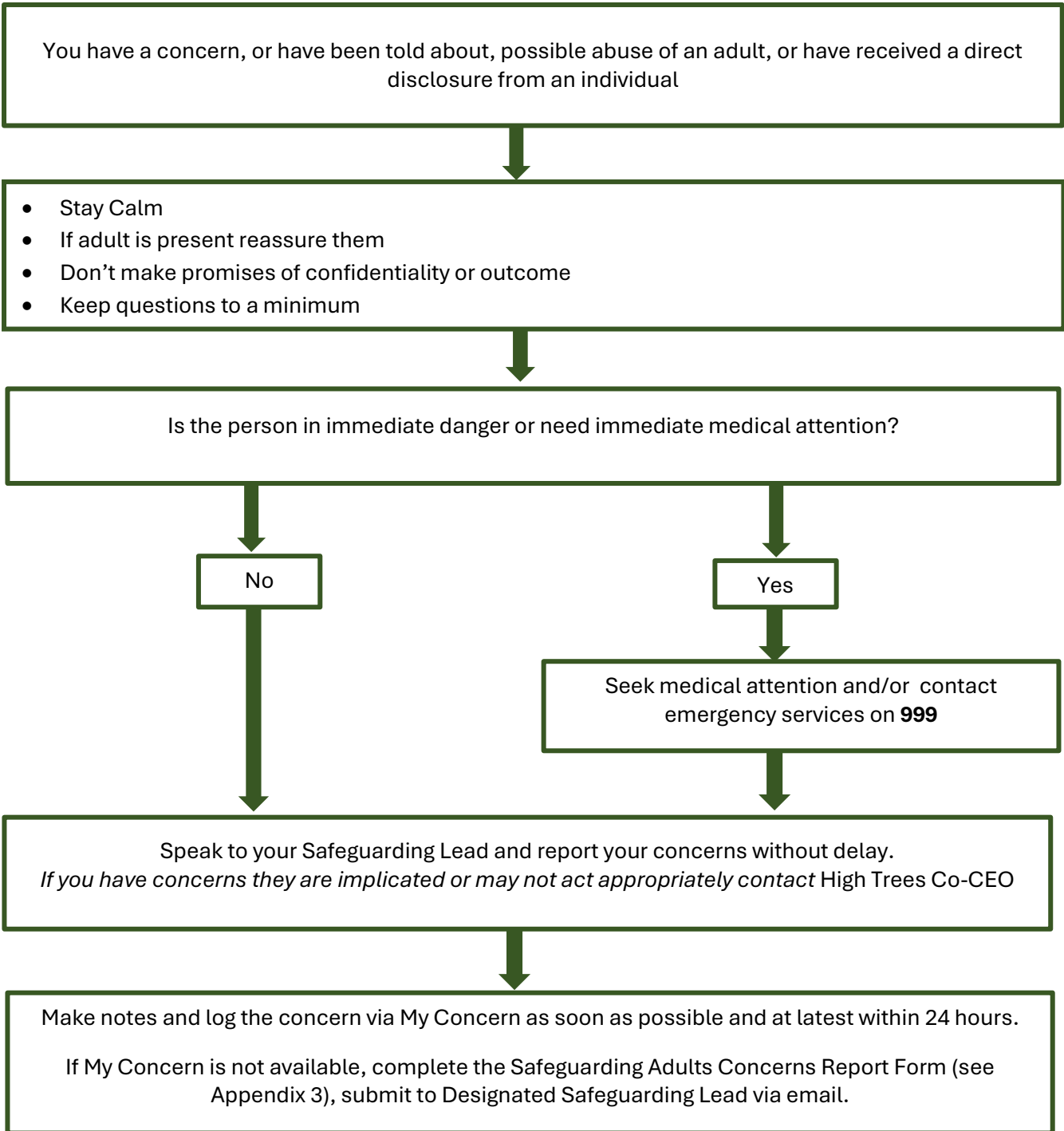
At High Trees, we consider radicalisation concerns in line with our existing safeguarding processes. To comply with the Prevent duty, we:

- Ensure safeguarding leads trained in Prevent as part of their safeguarding training
- Ensure co-operation with police and local authorities where required
- Ensure look out for concerning changes in behaviour and report them to the designated safeguarding lead.

Any concerning changes in behaviour may indicate a safeguarding concern. These changes can be emotional, verbal or physical. A learner may be vulnerable in certain ways that could make them more susceptible to a range of harms. These could include sexual exploitation, extremism and radicalisation, or serious violence.

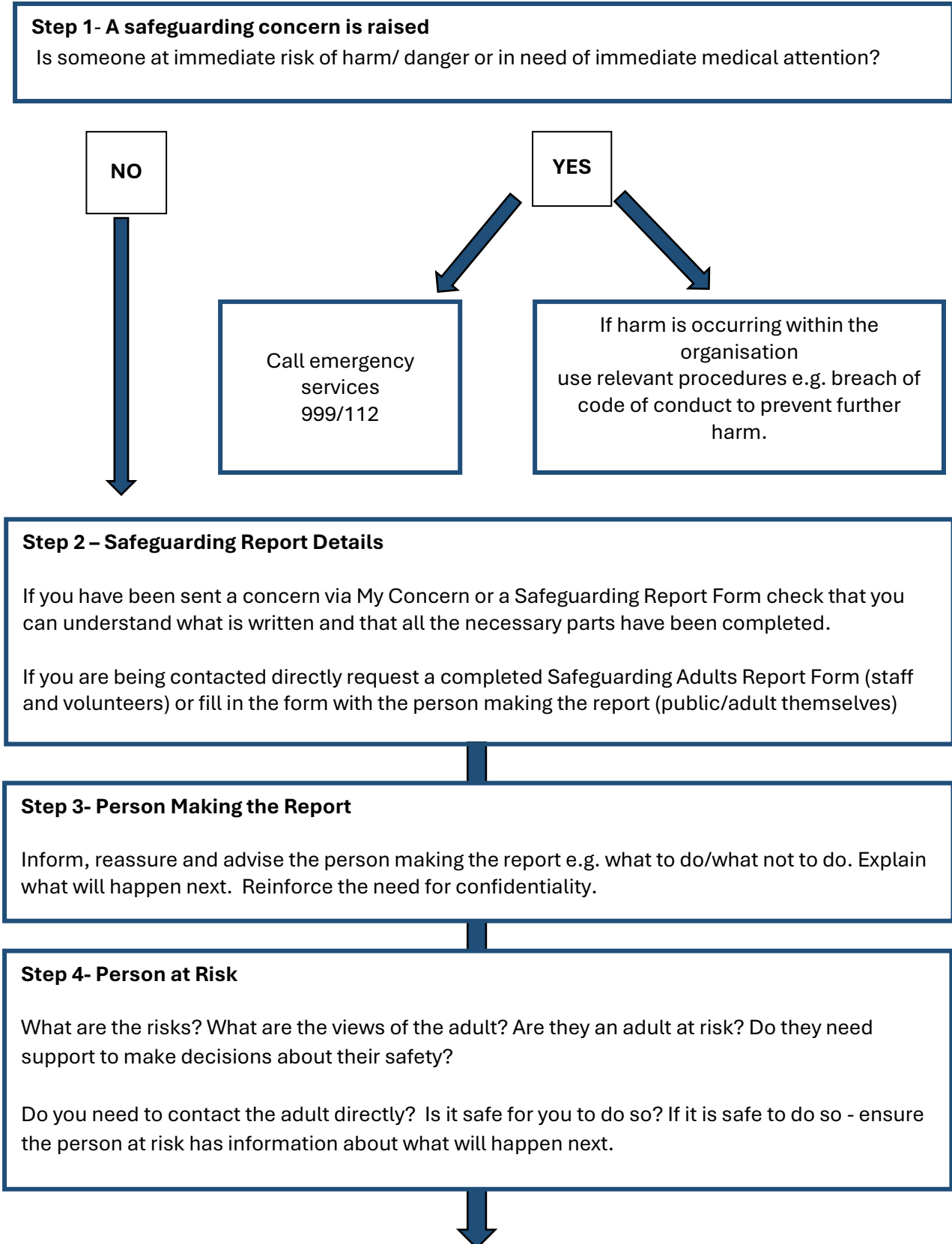
Section 4: Appendices

Appendix 1 – Reporting a concern- Flowchart 1



Appendix 2 : Procedure for Safeguarding Lead- Flowchart 2

Steps 1-4 **Initial response** (as soon as you receive the Safeguarding referral)



Steps 5- 12 Taking Action

Step 5 – Consult and Decide
As needed consult involved staff/chair/ Local Authority/ Police and decide which one or more of the following actions need to be taken.

<p>Step 6</p> <p>If a serious crime is suspected contact the police</p>	<p>Step 7</p> <p>If you believe there is an ‘adult at risk’ make a safeguarding adults report to the Local Authority</p>	<p>Step 8</p> <p>If harm is suspected of being caused within High Trees e.g. by an employee, contracted worker, volunteer or beneficiary report to relevant manager/s</p>	<p>Step 9</p> <p>Consult with and inform the adult</p>
<p>Criminal enquiry, investigation, proceedings</p>	<p>Safeguarding adults process led by Local Authority</p>	<p>Take short term steps within relevant policy to prevent harm e.g. suspend employee, coach, volunteer or member</p>	<p>Decide who will maintain regular contact with the adult/s who have been at risk of harm</p>

Step 10
Take advice from and **coordinate actions** taken by High Trees with those of **other agencies**.
Attend and contribute to any required Multi-agency meetings

Steps 11 and 12
Recording and reporting
Ensure decisions made, actions taken, and outcomes logged and reported including notifying funder where necessary

- Possible outcomes: e.g.**
- Criminal Caution or Conviction
 - Police referral back to organisation
 - Referral to Independent Barring Board
 - Unsubstantiated– no further action

- Possible outcomes e.g.**
- LA enquiries triggered
 - Adult supported with safeguarding concern
 - Other adults at risk identified
 - Multi-agency meetings to coordinate actions
 - New/changed care and support and protection plan for any adult at risk
 - NOT an adult at risk – information and advice provided

- Possible outcomes: e.g.**
- Informal resolution
 - Education and training
 - Formal warning
 - Dismissal
 - Role conditions applied
 - Contract ended
 - Referred to Independent Barring Board
 - Unsubstantiated – no further action

- Possible Outcomes: e.g.**
- Adult receives information about the process
 - Adult supported to have their views and experience heard
 - Adult supported to gain support from other agencies
 - Adult continues to participate in organisation

Appendix 3- Safeguarding Adults Report Form

This form is only be to used if the My Concern portal is not available and should be emailed to the Safeguarding lead. The Safeguarding Lead will then look at the information, load it only My Concern when available and start to plan a course of action.

Your name	Your position
Place of work	Contact phone number
The adults's details	
Full Name	Date of birth
Address/phone number	
Other relevant details about the adult: <i>Eg family circumstances, physical and mental health, any communication difficulties.</i>	
Emergency contact details:	
Details of the allegations/suspicious	
Are you recording: <ul style="list-style-type: none"> • Disclosure made directly to you by the adult? • Disclosure or suspicions from a third party? • Your suspicions or concerns? 	
Date and time of disclosure:	Date and time of incident:
Details of the allegation/suspicious. <i>State exactly what you were told/observed and what was said. Use the persons own words as much as possible</i>	
<i>(use additional sheet if necessary)</i>	
Action taken so far:	
<i>(use additional sheet if necessary)</i>	
Signed	Date

Appendix 4 – Safeguarding Contact Details

Designated Safeguarding Lead	<p>Name: Grace English Role: Co-CEO Contact: grace.english@high-trees.org Tel: 02086713132 Mobile: 07984932367</p>
Deputy Safeguarding lead	<p>Name: Morgana Zuccoli Roles: Head of Community Education & Training Contact: morgana.zuccoli@high-trees.org Tel: 02086713132 Mobile: 07415308549</p> <p>Name: Naomi Howgare Role: Head of Children, Young People & Families Contact: naomi.howgate@high-trees.org Tel: 0208 674 3975 Mobile: 07415308551</p>
Lead Trustee for safeguarding and child protection	<p>Name: Ewa Pawliczko Contact: 0208 671 3132 Email: safeguarding@high-trees.org</p>
Lambeth Adults’s Services First Response Team	<p>Professional line: 020 7926 5555 (24 hours) Public line: 020 7926 5555 (24 hours) https://www.lambethscb.org.uk/</p>
Local Authority Designated Officer	<p>Contact: 02079264679 / LADO@lambeth.gov.uk Referral From available at : https://www.lambethsaferchildren.org.uk/lado-referrals</p>
Lambeth Adult Learning Safeguarding Lead	<p>DSL Name: Alexandra Bousoulengas Role: Head of Quality Contact: abousoulengas@lambeth.gov.uk Mobile: 07701 221 335</p> <p>Name: Lesley Robinson Role: Head of Adult Learning, Skills and Employment Contact: lrobinson2@lambeth.gov.uk Mobile: 0795 020 2580</p> <p>Name: Narcisa a Bejarano Role: Data, Performance and Funding Manager Contact: nbejarano@lambeth.gov.uk Mobile: 07961 17522</p>

Appendix 5-Training and Resources

Lambeth Safeguarding Board

- [Introduction to Child & Adult Safeguarding](#)
- <https://www.lambethsab.org.uk/training>

Prevent

Online courses on Prevent awareness include:

- [Prevent awareness elearning](#) - an introduction to the Prevent duty (Home Office)
- [Prevent referrals elearning](#) - make a referral that is robust, informed and with good intention (Home Office)
- [Channel awareness elearning](#) - understand the objectives of the Channel programme, the working process, roles and responsibilities (Home Office)
- [Prevent for further education and training](#) - aimed at different audiences including staff, governors and board members (Education and Training Foundation)