



# **Calderdale Interfaith Council**

## **Safeguarding Adults at Risk**

### **Policy and Procedures Statement**

# Calderdale Interfaith Council (CIC)

## Safeguarding Adults at Risk:

### Policy and Procedures Statement

This policy is in place to enable **Calderdale Interfaith Council** to demonstrate its commitment to keeping safe the adults at risk with whom it works alongside. **Calderdale Interfaith Council** acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

The policy and procedures are in place to prevent abuse and know what to do in the event of abuse and in addition to promote good practice and work in a way that can prevent harm, abuse and coercion occurring. CIC will ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported. This policy applies to all staff, including, Trustee members, members of the Steering group or those volunteering on behalf of **Calderdale Interfaith Council**.

The characteristics of adult abuse can take a number of forms and cause adults at risk to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Adults at risk may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries. There may be some situations where the person is unaware that they are being abused or have difficulty in communicating this information to others.

#### **An Adult at risk is defined as: -**

An adult at risk means adults who need community care services because of mental or other disability, age or illness, and who are, or may be unable to take care of themselves against harm exploitation.

It is acknowledged that significant numbers of adults at risk are abused, and it is important that **Calderdale Interfaith Council** has this policy and a set of procedures to follow to prevent abuse.

In order to implement the policy, the **Calderdale Interfaith Council** will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion
- to 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
- to manage services in a way which promotes safety and prevents abuse
- recruit staff and volunteers safely, ensuring all necessary checks are made
- provide effective management for staff and volunteers through supervision, support and training
- will ensure that all management committee members, staff, volunteers, service users, and carers/families are familiar with this policy and procedures

- will work with other agencies within the framework of the Calderdale Safeguarding Adults Board Policy and Procedures
- will act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency, the person in danger could be the person making the disclosure or other adults at risk
- will 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
- will make a referral to the Gateway to Care organisation as appropriate
- will endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults
- will ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult Social care)

# Calderdale Interfaith Council

## Procedures

**Calderdale Interfaith Council:** Aims to increase a greater understanding of the positive role that religious faiths and faith communities can play in shaping our society by involving them in demonstrations of unity through public policy and debate. The charity's objectives are the promotion of faith harmony for the benefit of the public by educating, and demonstrating to the public in more unified responses in different faith beliefs including an awareness of their distinctive features and their common ground to promote good relations between persons of different faiths. Within the aims and objectives these procedures have been designed to ensure the welfare and protection of any adult who accesses our service. The procedures recognize that adult abuse can be a difficult subject for workers to deal with. **Calderdale Interfaith Council** 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 managers, management committee members, staff and volunteers act appropriately in responding to any concerns.

## Preventing abuse

**Calderdale Interfaith Council** 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 **Calderdale Interfaith Council** will be treated with respect. **Calderdale Interfaith Council** also recognises the potential for vulnerable adults to be subject to Spiritual abuse where inappropriate coercion or inducement is given to bring about a change of belief/religion against their will.

**Calderdale Interfaith Council** is committed to safer recruitment policies and practices for all Trustees, Steering Group committee and volunteers. A high proportion of CIC staff and volunteers have DBS Certification, for some it is not required but it will have been applied for and subsequently recorded that DBS is not required. Almost all staff and volunteers have and update their Safeguarding training. Training requirements will regularly be reviewed to maintain the required current standards. CIC Steering Group, Trustees and volunteers will therefore undertake the necessary training to gain an appropriate awareness of the signs and symptoms of abuse and of the appropriate interagency procedures.

## Recognising the signs and symptoms of abuse

**Calderdale Interfaith Council** is committed to ensuring that all Trustees, Steering group members and volunteers undertake/maintain their level of training to ensure a basic awareness of signs and symptoms of abuse. **Calderdale Interfaith Council** will ensure that the Designated Named Person has access to training around Safeguarding Adults.

*'Abuse'*

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. Abuse can vary, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical suffering.

## **Forms of abuse can include:**

- Physical abuse such as hitting, pushing, pinching, shaking, misuse of medication, scalding, inappropriate restraint, hair-pulling.
- Sexual abuse such as rape or sexual assault; sexual acts to which the adult at risk has not or could not have consented, or to which they were pressurised into consenting or encouraging people to watch inappropriate materials.
- Psychological or emotional abuse such as threats of harm or abandonment; deprivation of social or any other form of contact; humiliation, blaming, controlling, intimidation, coercion, harassment; verbal abuse; prevention from receiving services or support.
- Spiritual abuse can also be subject to methodologies as mentioned above in the endeavor to inappropriately influence changes of belief/religion.
- Financial or material abuse such as theft; fraud or exploitation; pressure in connection with wills, property, or inheritance; misuse of property, possessions or benefits.
- Neglect or acts of omission such as ignoring medical or physical care needs; preventing access to health, social care, or educational services; withholding the necessities of life, such as food, drink, or heating.
- Discriminatory abuse such as that based upon a person's race, sexuality, or disability; any other forms of harassment or slurs.
- Domestic violence - all forms of abuse can be experienced in a family setting by a partner, family member, or with someone with whom there is a relationship.
- Institutional abuse and poor practice - disrespect and unethical practice, ill treatment and professional misconduct.

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**

**Calderdale Interfaith Council** have an appointed individual who is responsible for dealing with any Safeguarding Adult concerns, this will be the designated safeguarding lead referred to as the Named Person. In his/her absence, then contact should be made with the person deputising or volunteers should contact Gateway to Care directly during office hours on 01422 393000  
Out of hours 01422 288000

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

- ensure that all staff including volunteers and Trustees, 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 appropriately.
- Follow up any referrals and ensure the issues have been addressed.
- reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security.
- 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.

## Responding to people who have experienced or are experiencing abuse:

**Calderdale Interfaith Council** 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.

In the event that 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
- Don't start to investigate or ask detailed or probing questions
- Don't 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
- Call the police if a crime has been committed
- preserve evidence
- keep yourself, staff, volunteers and service users safe
- inform the Designated Named Person in **Calderdale Interfaith Council**
- record what happened in our secure safeguarding file

All situations of abuse or alleged abuse must be discussed with the Designated Named Person. If a member of the Trustees, Steering Group Committees, or volunteer feels unable to raise this concern with the Designated Named Person (or they are implicated in the abuse) then concerns can be raised directly with Gateway to Care Direct on 01422 393000. The alleged victim will be told that this will happen. **This stage is called the alert.**

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 Gateway to Care.

If the individual experiencing abuse does not have capacity to consent, a referral will be made without that person's consent, in their best interests.

The Designated Named Person may take advice at the above stage from Gateway to Care and/or the Safeguarding Adults Team and/or other advice-giving organisations such as the Police.

## Raising a Safeguarding Adults Alert

All safeguarding adult concerns should be made by telephone to the Adult Social Care team via

**Gateway To Care**, Phone: 01422 393000

Monday to Thursday 8.45am till 5.00 pm Friday 8.45am till 4.30pm.

### **Safeguarding Adults Team**

Phone: 01422 393000

Available: Monday – Friday 9am-5pm.

Please note that this is an advice service ONLY. All alerts should be raised with Gateway to Care Direct.

### **West Yorkshire Police Safeguarding Unit**

**Phone:** Emergency **999** and non-emergency **101**

Hate & Mate crime and Domestic abuse are crimes, please seek advice from the Police Safeguarding team in the first instance then refer to Gateway to Care.

In an emergency situation outside of these times please contact: **Emergency Duty team on 01422 288000**

You should ask to make a safeguarding adults alert.

Gateway to Care will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding adults alert.

## **Managing allegations made against member of staff or volunteer**

**Calderdale Interfaith Council** will ensure that any allegations made against members or member 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 person alleged to have caused harm. 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 Designated Named Person will liaise with Gateway to Care Direct to discuss the best course of action and to ensure that the **Calderdale Interfaith Council** response procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

## **Recording and managing confidential information**

**Calderdale Interfaith Council** is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. All allegations/concerns should be recorded in the secure safeguarding file. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnessed.

The information that is recorded will be kept secure and will comply with the data protection act. This information will be secured in a locked filing cabinet within the CIC organisation. Access to this information will be restricted to the Designated Named Person and Trustees

CIC has procedures in place to ensure that any allegation made against a member of staff or volunteer is dealt with appropriately. The procedures include the CIC ethos of listening to Adults and taking any concerns seriously. CIC is also committed to ensuring that its workers feel safe to express their concerns about the practice of others.

**Calderdale Interfaith Council** will ensure that any allegations made against member or members of staff or volunteers will be dealt with swiftly and in accordance with these procedures:

- The worker should listen carefully to what the Adult says but not ask detailed questions.
- The worker must ensure that the Adult is safe and away from the person against whom the allegation is made.
- The named person should be informed immediately. In the case of an allegation involving the Named Person, alternative arrangements should be sought to ensure that the matter is dealt with by an independent person. (Note: this could be a committee member, Trustee or anyone within CIC that is in a senior position and believed to be independent of the allegations being made).
- The individual who first received/witnessed the concern should make a full written record of what was seen, heard and/or told as soon as possible after observing the incident/receiving the report. It is important that the report is an accurate description. The Named Person for Child Protection within CIC (if appropriate) can support the worker during this process but must not complete the report for the worker. This report must be made available on request from either the Police or Gateway to Care
- Regardless of whether a police and/or Gateway to Care investigation follows, **Calderdale Interfaith Council** will ensure that an internal investigation takes place, and consideration is given to the implications and operation of intervention procedures.

## **Disseminating/Reviewing policy and procedures**

This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, Trustees, volunteers and service users. The Designated Named Person will be responsible for ensuring that this is done. The Safeguarding Adults Policy and Procedures will be reviewed annually by **Calderdale Interfaith Council** Trustees and Steering Group Committees. The Designated Named Person for Safeguarding Adults will be involved in this process and can recommend any changes. The Designated Named Person will also ensure that any changes are clearly communicated to staff, Trustees, the Steering Group and volunteers. It may be appropriate to involve service users in the review and service users, and appropriate adults need to be informed of any significant changes. Any revisions will be raised at the Steering Group meeting prior to the Annual General Meeting, or sooner if required

**Policy re-drafted:** April 2024

**Date of next annual review:** At next meeting following the AGM of 2025