



THE CARES FAMILY

# ADULT SAFEGUARDING POLICY AND PROCEDURE

## Part One

### 1. Introduction

The Cares Family brings people together across generations, backgrounds and experiences to build community and connection. Through our Programmes work we bring older people (over 65) and younger people (aged 18+) together to share time, experiences and friendship. We do this to reduce loneliness and isolation, improve the confidence, skills, connection and power of all participants, and to bridge the gaps across social, generational, digital and attitudinal divides.

Through our Projects work, we bring together individuals across the UK, working to bring about social change in their local communities. And lastly, our Development work welcomes fundraisers, corporate partners and individual donors who help financially support The Cares Family.

As an organisation tackling isolation and loneliness, we often meet and work with older people who have very few or no connections which they can rely on for support. Whether we are working with older neighbours through our Social Clubs, Love Your Neighbour, Outreach or Community Fundraising programmes, we can be seen as people to turn to in difficult circumstances.

Through these core programmes, we aim to offer fun, meaningful social interaction and new experiences, but to support those programmes we also provide light touch help or advocacy for older neighbours going through change, loss and uncertainty. However, we do not provide a formal support service in this way, nor do we fill in for any statutory, health or social care provision.

This Safeguarding Policy aims to help us to do this well and in the best interests of all our participants, younger and older neighbours alike.

#### **Safeguarding is 'Everyone's Business'**

The Care Act 2014 requires that Safeguarding Adults Boards assure themselves that local Safeguarding arrangements are in place across their locality by encouraging all relevant agencies to share a collective '**whole community approach**' to keeping people safe and preventing abuse and neglect.

In achieving this The Cares Family plays a vital role in helping to protect adults at risk of abuse and do so by [Making Safeguarding Personal](#). This means that the adult should be placed at the centre of any work to help protect them, and that practice is person-led and outcome-focussed, by enhancing the individual's involvement, choice and control, which should lead to improvements in their quality of life, wellbeing and safety.

### 2. Purpose

The purpose of this Policy is to outline the principles, definitions and duties that underpin Adult Safeguarding work as set out under the Care Act 2014, using these to describe how The Cares Family will fulfil our professional responsibilities to keep people safe and prevent abuse and neglect. The Policy and procedure are supported by these relevant documents (the links to which can be found in the Policy Index):

- Data Protection Policy
- Staff Code of Conduct
- Trustee Code of Conduct
- Photography and sharing images guidance (included in Communications Guidelines)
- Complaints Policy (including managing allegations against staff and volunteers)
- Whistleblowing Policy
- Health and Safety Policy
- Volunteering Policy
- Volunteer/Younger Neighbour Driver Agreement

### **3. Scope**

This Policy sets out the responsibilities of The Cares Family to protect ‘adults at risk’ from abuse or neglect. The Safeguarding duties apply to any adult who:

- a) has needs for care and support (whether or not the Local Authority is meeting any of those needs)
- b) is experiencing, or at risk of, abuse or neglect
- 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.

For the purposes of this Policy an adult is a person aged 18 years and over who is at a greater risk of suffering abuse or neglect because of physical, mental, sensory, learning or cognitive illnesses or disabilities; and substance misuse or brain injury. This includes, but is not limited to:

- those who purchase their care through personal budgets
- those whose care is funded by Local Authorities and/or health services
- those who fund their own care
- informal carers, family and friends who provide care on an unpaid basis
- adults who are in prison or living in approved premises on licence
- those aged between 18 and 25 years and in receipt of children’s services
- those who may not be receiving any formal care at all

**Some Examples of Care and Support Needs:** (this list is not exhaustive).

- managing and maintaining nutrition
- maintaining personal hygiene
- managing toilet needs
- being appropriately clothed
- being able to make use of the home safely
- maintaining a habitable home environment
- developing and maintaining family or other personal relationships
- accessing and engaging in work, training, education or volunteering
- making use of necessary facilities or services in the local community including public transport and recreational facilities or services
- carrying out any caring responsibilities the adult has for a child
- drug and alcohol misuse
- mental health needs
- poor general health
- poor lifestyle choices

[Read here](#) for more detailed information on this subject.

#### **4. Policy Statement**

The Cares Family is committed to Safeguarding and promoting the wellbeing and independence of adults who are experiencing, or at risk of, abuse and neglect.

We will take every reasonable step to ensure that adults at risk are protected where our staff, volunteers and partners are involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately, in accordance with our Safeguarding procedures.

We shall enable our staff and those who work with us to make informed and confident decisions regarding Safeguarding. We expect all staff and trustees to have read, understood and adhere to this Policy and procedures. All staff will undergo Safeguarding training within their probationary period.

This Policy is an updated version of previous versions, and will become effective from 1<sup>st</sup> October 2021.

#### **5. Legal Framework**

This Policy has been developed within the context of the law and guidance that seeks to protect adults including (but not limited to):

- [The Care Act 2014](#)
- [Care Act 2014 Statutory Guidance](#)
- The [Mental Capacity Act 2005](#) (including Deprivation of Liberty Safeguards)
- The [Human Rights Act 1998](#)
- The [Equality Act 2010](#)
- [Mental Health Act 1983](#) and the [Code of Practice 2015](#)
- [Serious Crime Act 2015](#)
- [Modern Slavery Act 2015](#)
- [Criminal Justice and Courts Act 2015](#)
- [Statutory Guidance on Female Genital Mutilation](#)

#### **6. Who this Policy Applies To**

This Policy applies to all staff and trustees at The Cares Family in the following ways:

##### **6.1 Love Your Neighbour (LYN)**

- a) The Cares Family sets out the referral criteria and information required from all referral partners and channels (through our Outreach programme).
- b) An in-person 'assessment visit' at home is conducted with all potential older neighbours being considered for the programme.
- c) All initial assessment visits are conducted by two Enhanced DBS checked staff members, or a staff member and DBS checked volunteer.
- d) At home assessments and visits by staff members are always booked in advance, and line managers are informed of these visits and locations at all times.
- e) We are unable to match an older neighbour on the LYN programme if after assessment, their home is considered to be unsafe for a younger neighbour to visit regularly.
- f) If The Cares Family or our employees feel there is the potential for harm by matching a volunteer to an individual, we reserve the right not to make a match for that individual older neighbour or invite them to future events.
- g) All volunteers (younger neighbours) involved in the Love Your Neighbour programme have completed Enhanced DBS checks before being matched to an older neighbour.
- h) Relationships and interactions brokered by The Cares Family are reviewed at routine intervals via phone calls, email and visits in person as appropriate.

- i) We reserve the right to bring an end to Love Your Neighbour visits with or without the agreement of the volunteer or older neighbour where the interaction is having a damaging impact on the volunteer or older neighbour.

## **6.2 Social Clubs (face to face)**

- a) A fully Enhanced Disclosure and Barring Service (DBS)-checked and trusted member of The Cares Family staff, or a fully Enhanced DBS-checked Volunteer Organiser will always be present for the full duration of any Cares Family social club. They will be responsible for the monitoring of the interactions between older neighbours and volunteers, to maintain the safety and wellbeing of all participants.
- b) A risk assessment is always carried out and recorded for every social club type and venue, and actions taken to mitigate health and safety or other identified risks.
- c) Since social club attendees are not DBS-checked, older and younger neighbours are asked not to share contact details or to meet up outside of social clubs (unless they are part of the LYN programme).
- d) Any activity facilitators who may support a Cares Family staff member with the delivery of social clubs are provided with a copy of this Policy, and The Cares Family Facilitator Guidelines prior to working with us. These guidelines include the prohibition of sharing the venue address with any individual outside of The Cares Family or online prior to or after the event.
- e) Older neighbours are provided with an 'Older Neighbour Handbook' (volunteers also receive a handbook) which explains our expectations for behaviour and conduct at clubs. The Cares Family reserves the right to temporarily or permanently ban any social club participant from attending, if behaving in an inappropriate, abusive or discriminatory fashion.

## **6.3 Virtual Social Clubs**

- a) Virtual Social Clubs are hosted over the video calling platform, Zoom, and are password protected, so they are purposefully not accessible by the general public.
- b) As with face to face social clubs, a fully DBS-checked and trusted member of The Cares Family staff, or a fully DBS-checked Volunteer Organiser will always be present for the full duration of any Cares Family virtual social club. They will be responsible for the supporting of the interactions between older neighbours and volunteers, to ensure the safety and wellbeing of all participants. This includes being a regular presence (e.g. 'popping in') in Zoom breakout rooms.
- c) As with face to face social clubs, as virtual social club attendees are not DBS-checked, older and younger neighbours are asked not to share contact details or to meet up outside of social clubs.
- d) Attendees are asked not to share the Zoom meeting details with anyone who is not already known to The Cares Family or has not been through a volunteer induction.
- e) Any activity facilitators who may support a Cares Family staff member with the delivery of social clubs are provided with a copy of this Policy, and The Cares Family Facilitator Guidelines prior to working with us. These guidelines include the prohibition of sharing the Zoom details with any individual outside of The Cares Family or online.
- f) Attendees are provided with a guide which explains our expectations for behaviour and conduct at clubs, including the requirement to be appropriately dressed at all times. The Cares Family reserves the right to remove any virtual social club participant behaving in an inappropriate, abusive or discriminatory fashion.

## **6.4 Outreach**

- a) Our outreach work includes (but is not limited to) street outreach, hosting events and stalls in various community venues, visits to community centres, GP surgeries, libraries etc, and occasional planned door knocking. All staff conducting outreach activities should inform their line manager of their planned visits and locations, and must have their work mobile phone with them at all times.
- b) Door knocking should be conducted in pairs, with two staff members or a supporting community partner (e.g. the Sheltered Housing Manager)
- c) Staff members are not to visit an older neighbour's home without consulting their line manager first.

## 6.5 Volunteer Screening and Training

New volunteers for all Cares Family programmes undergo various stages of screening and background checking before they are permitted to begin participating in our programmes. This includes:

- a) Sharing personal information to allow for digital screening.
- b) Alerting the organisation to whether they have any unspent criminal convictions.
- c) Attending a general volunteer induction.

For participation in our Love Your Neighbour or Outreach Programmes, or to become a volunteer Social Clubs Organiser, volunteers are additionally asked to complete application forms and one-to-one interviews, as well as being required to secure a clean DBS check (provided by The Cares Family).

Within the LYN Programme, with the relevant older neighbour's interest and agreement, volunteers are permitted to introduce close family members, partners or close friends to their older neighbour match. These additional parties are not permitted to visit the older neighbour alone or independent of the inducted Cares Family volunteer as they have not gone through the processes outlined above. Should one of these parties wish to visit the older neighbour without the inducted volunteer, the inducted volunteer and their relation should inform The Cares Family staff. We will at that point apply the same volunteer recruitment, induction and screening process as outlined above to the new participant.

The Cares Family will ensure all the requisite documentation is checked and approved in accordance with the Disclosure and Barring Services' regulations.

## 7. What We Mean by Adult Safeguarding

The Care Act 2014 Guidance defines Safeguarding as protecting an adult's right to live in safety, free from abuse and neglect. It further states that it is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. Within this context, the guidance recognises that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances. Abuse and neglect can take many forms and it is important that staff working in all organisations should not be constrained in their view of what constitutes abuse or neglect, and the circumstances of an individual case should always be considered.

### Abuse or Neglect may be:

- A single act or repeated acts
- Multiple in form
- A deliberate act of neglect or a failure to act
- An opportunistic act or a form of serial abusing where the perpetrator seeks out and grooms the individual(s)

The Department of Health and Social Care Statutory Guidance issued under the Care Act 2014 sets out the different types and patterns of abuse and neglect, though stresses that the list is not exhaustive, and describes the different circumstances in which they may take place.

## 8. Types of Abuse and Neglect

<b>Physical Abuse</b>	<b>Financial or Material Abuse</b>
Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.	Including theft, fraud, internet scamming, 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.
<b>Sexual Abuse</b>	<b>Psychological Abuse</b>

Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.	Including 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 of services or supportive networks.
<b>Modern Slavery</b>	<b>Discriminatory Abuse</b>
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.	Including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
<b>Organisational Abuse</b>	<b>Neglect and Acts of Omission</b>
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 one's own home. This may range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.	Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
<b>Self-Neglect</b>	<b>Domestic Abuse</b>
This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.	Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can be, but not limited to: psychological; sexual; financial and emotional.  <b>This definition will be amended when the Domestic Abuse Act 2021 comes into force.</b>

See this link for more detailed information: [SCIE - Types of Abuse](#)

## 9. The Context of Adult Abuse and Neglect

When there is an abuse or neglect concern raised by a neighbour or staff member, it is not the responsibility of The Cares Family to conduct our own investigation into the nature of their disclosure (this could put the neighbour and the organisation at significant risk and lead to further harm) – our role is to act on the information provided and consult with the relevant local authority.

## 10. Principles

The Statutory Guidance issued under the Care Act 2014 describes six principles that underpin all adult Safeguarding related work. This applies to all sectors and settings. These principles should always inform the ways in which professionals and other staff work with adults.

**Six key principles underpin all adult Safeguarding work:**

<b>Empowerment</b>	People being supported and encouraged to make their own decisions and informed consent. <b><i>“I am asked what I want as the outcomes from the Safeguarding process and these directly inform what happens.”</i></b>
<b>Prevention</b>	It is better to take action before harm occurs. <b><i>“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”</i></b>
<b>Proportionality</b>	The least intrusive response appropriate to the risk presented. <b><i>“I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”</i></b>
<b>Protection</b>	Support and representation for those in greatest need. <b><i>“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.”</i></b>
<b>Partnership</b>	Local solutions through organisations working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. <b><i>“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.”</i></b>
<b>Accountability</b>	Accountability and transparency in delivering Safeguarding. <b><i>“I understand the role of everyone involved in my life and so do they.”</i></b>

The Cares Family will play a key role in supporting these principles by providing (or signposting) our neighbours with relevant Safeguarding literature, through such mediums as the Older Neighbour Handbook, or displaying information at Social Clubs.

This will help to promote the focus on Prevention, which is a fundamental aspect of adult Safeguarding related work and underpin all of the other principles if a Safeguarding Concern is identified.

## **11. Key Roles, Responsibilities and other Considerations**

### **11.1 A member of staff and/or volunteer**

All staff and volunteers must understand their responsibility under this Safeguarding Policy to identify Safeguarding Concerns in relation to adults who are experiencing, or at risk of abuse and neglect, and to deal with these accordingly using the procedures set out in Part Two.

### **11.2 Heads of Programmes and Programme Managers**

All managers, and specifically Programmes Managers, must have the necessary knowledge, experience and skills to fulfil these duties.

All managers must also provide written job and role descriptions, induction, on-boarding, training and support to staff and volunteers to enable them to fulfil their responsibilities effectively.

Appraisal processes (such as Probation Reviews and Professional Development Reviews) should also refer to Safeguarding responsibilities, including ongoing supervision, to ensure that this subject is given the appropriate ongoing focus and attention that it deserves.

### **11.3 Nominated Staff Safeguarding Lead (The Director of Programmes)**

With support from the Board Safeguarding Lead (Dermot Finch), the nominated Staff Safeguarding Lead within the organisation must have the necessary knowledge, experience and skills to fulfil these duties. The nominated lead will provide the necessary leadership to the whole organisation by:

- Being proactive in promoting The Cares Family’s Adult Safeguarding Policy and Procedures, ensuring these are regularly checked and updated using the learning from any Safeguarding activity within the organisation.

- Being a Single Point of Contact for any member of staff, volunteer, or external partner, who can be approached for advice in relation to any matter relating to Safeguarding, including the reporting of any Safeguarding Concerns or other related activity.
- Maintaining a record of Safeguarding incidents within the organisation, and for any Safeguarding Concerns that have been reported to a Local Authority, and or police.
- Ensuring the organisation is adhering to and supporting the Six Safeguarding Principles, and particularly in ensuring that neighbours are been given (or signposted to) appropriate Safeguarding literature, and in doing so helping to support Making Safeguarding Personal by providing information in a bespoke way suitable to the needs of those participating with our programmes.
- Championing the wider subject by facilitating briefings and workshops to staff and volunteers.
- Ensuring that appropriate training is being provided to staff and volunteers and that this is being checked to ensure it is up to date and of the necessary quality (the legal framework underpinning adult Safeguarding is constantly evolving).
- Reporting to and advising the most senior person(s) in the organisation on key Safeguarding incidents.
- Reviewing Safeguarding activity on a regular basis, monitoring training delivery, learning from incidents that have arisen, and using any relevant learning from Safeguarding Adults Boards.
- Ensuring the organisation is working effectively in partnership with other relevant agencies, including Safeguarding Adults Boards.
- Ensuring all staff are DBS checked.
- Ensuring all volunteers who engage in private, one-to-one face-to-face contact with older neighbours are DBS checked.

#### **11.4 Those supporting the Safeguarding Lead (Programme Managers and Coordinators)**

These individuals must also have the necessary knowledge, experience and skills to fulfil these duties. These duties will mirror and support those outlined above.

#### **11.5 Senior Leaders and/or Trustees**

The most senior people inside organisations must take ownership and responsibility for Safeguarding as they have a moral, professional and legal duty to their neighbours, staff, volunteers and partners to help keep people safe and prevent abuse and neglect.

This means that senior leaders must give the subject the profile and prominence it deserves and ensure that the necessary resources are provided to allow staff, volunteers and managers to fulfil the duties outlined in their job descriptions.

#### **11.6 Information Sharing**

All staff and volunteers should adhere to the following rules and guidance.

##### **Seven Golden Rules for information sharing:**

- 1** Remember that the Data Protection Act 2018 is not a barrier to sharing information but provides a framework to ensure that personal information about a person is shared appropriately.
- 2** Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be, shared, by another lawful reason.
- 3** Seek advice if you are in any doubt, without disclosing the identity of the person where possible.
- 4** Share with consent where appropriate and respect, where possible, the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is a lawful reason to do so such as where safety may be at risk. You will need to base your judgement on the facts of the case.
- 5** Consider safety and wellbeing: base your information-sharing decisions on considerations of the safety and wellbeing of the person and others who may be affected by their actions.



- 6 Necessary, proportionate, relevant, accurate, timely and secure: ensure that information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up to date, is shared in timely fashion, and is shared securely, and in accordance with any organisation Policy in handling personal information.
- 7 Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share and then record what you have shared, with whom and for what purpose.

See here for more detail: [Information Commissioners Office - For Organisations](#)

### **The Cares Family guidance on information sharing**

- a) The Cares Family requires that all volunteers are discreet with information that may be shared with them about and/or by an adult(s) with whom they are volunteering. Much of our work with isolated and lonely older neighbours is built on trust. However, volunteers must share information with staff if they feel that there is a Safeguarding risk to their adults(s) in relation to abuse or neglect, or that they are at risk of harming themselves or others.
- b) If this occurs, volunteers are requested to explain to their neighbour(s) that they will let The Cares Family know about what has been spoken about. It will then be The Cares Family's responsibility to appraise and possibly escalate the matter to statutory or other services, e.g. Adult Social Care, so that professionals with statutory authority may make an assessment. The Cares Family will monitor the situation from then on and it may be appropriate for staff to make a home visit, pause interaction with volunteers, or make contact with their next of kin or emergency contact.
- a) It is always essential in Safeguarding to consider whether the adult at risk is capable of giving informed consent. If they are, their consent should be sought.
- b) The circumstances when The Cares Family may need to raise a Safeguarding concern without a person's consent are outlined in Part Two of this document.
- c) If a concern must be raised without consent, The Cares Family must inform the person at risk of our reasons for making the referral against their wishes, unless it will cause them significant harm and distress or unless telling them would jeopardise their safety or the safety of others.
- d) If you would like to share an example of a Safeguarding concern you have responded to for peer learning, it should be carefully anonymised, with all identifying information removed.
- e) Do not speak to colleagues (other than your line manager), family members or friends about Safeguarding incidents.
- f) Try to gain the individual's consent before raising with others, though where this is not possible, explain to the individual why you need to share the information with your manager (your duty of care).
- g) Do not talk about the Safeguarding incident in front of anyone else you support (volunteers, neighbours etc.).
- h) Never promise an individual you can keep what they've told you confidential/ a secret: explain you have a duty of care to share information to protect them and other individuals.
- i) Never speak about individuals in public areas or in front of others – information should be shared on a 'need to know' basis – which means only sharing as much information about a neighbour with others as is necessary in order for them to be able to perform their role.
- j) Never leave any documents containing information about an individual in public or communal areas.
- k) Never provide an individual's information over the phone unless you have made the call out to a known and trusted partner yourself, e.g. to a GP or adult social services department.
- l) Never share any comments about the individuals you support outside of work or on social media.
- m) If you feel your concerns have not been acted on by your manager/ the Safeguarding lead/ the organisation, you must take it to an external agency. Every local area has an Adult Social Care Team – inform them.

### **11.7 Financial Interactions**

- a) The Cares Family will endeavour to ensure as fully as we can that our participants do not have inappropriate financial connections or interactions with one another.
- b) Volunteers are informed that they are to decline any offers of money or gifts of a substantial value, and that they must report any such instances to The Cares Family staff. (Gifts of a minor value may

be accepted in order to avoid embarrassment). This is communicated by staff at inductions and in the Volunteer Handbook. Older neighbours are made aware that they should not make any offers of money or gifts of a substantial value, and that volunteers must report any such instances to The Cares Family staff. This is communicated by staff in person, on the phone or in writing as appropriate.

- c) Heads of Programmes are responsible for ensuring that timely, sensitive and reasonable communication is maintained with relevant parties about any incidences related to the above Policy. They are also responsible for making decisions about what is a substantial sum/value based on the circumstances of the older neighbour and volunteer interaction. This Policy does not prohibit the giving or accepting of reasonable and appropriate gifts or hospitality, but a gift or hospitality will not be appropriate if it is unduly expensive or extravagant.

## **12. Related Issues, Policies, Procedures and Safeguarding Related Offences**

### **12.1 County Lines**

This is a term used when drug gangs from cities start operating in smaller towns, exploiting children and adults at risk of abuse (including human trafficking) to sell drugs. These dealers use dedicated mobile phone **lines**, known as 'deal lines', to take orders from drug users. This is a growing and significant problem across many areas.

### **12.2 Cuckooing**

Criminal gangs target the homes of those who are most at risk, or vulnerable, to be used for drug dealing – a process known as “Cuckooing” after the Cuckoo bird that invades other bird’s nests. Victims are often left with little choice but to co-operate. Drug dealers will often approach the person offering money or free drugs to use their home for dealing. In some instances, after providing free drugs, the dealers will then force the person to sell drugs for them in order to ‘re-pay’ their drug debts.

These criminals are selective about who they target, a lot of the time victims are lonely, isolated, frequently drug users themselves and can already be known to the police. Cuckooing means the drug dealers can operate from a property rather than the street, which is out of sight from the police. They can then use the premises to deal drugs from, which is difficult for the police to monitor.

### **12.3 Dementia**

- a) Isolation and loneliness are especially prevalent and connected to living with dementia and mental health illnesses. We recognise that dementia is a condition with changeable symptoms which can affect people in different ways at different times and do not believe that either our programmes or our organisational model sufficiently meet the needs of people with dementia, nor can we currently provide adequate Safeguarding against associated risks.
- b) The Cares Family is not a medical, social care or specialist dementia service and does not seek to fill in for the professional services which support people with dementia.
- c) **We do not accept referrals for older neighbours living with dementia onto our Love Your Neighbour Programme** because of the variable, progressive nature and diverse symptoms and behaviours which neither volunteers nor staff are able to handle safely or adequately.
- d) Some older neighbours already matched with a volunteer through Love Your Neighbour may be diagnosed with dementia after that match has been made. In such cases, a review will be undertaken as to whether the match can or should continue. If it does, volunteers are required to attend a Dementia Friends session. The Programme Coordinator will undertake more frequent monitoring calls, not less than on a monthly basis.
- e) Social Clubs may be suitable for people who have early stages of dementia, so long as we are satisfied that the older neighbour can travel safely and independently and would not be overwhelmed by group social settings.
- f) Considering the potential risks for all participants, older neighbours with a dementia diagnosis where staff are concerned about safety and suitability, neighbours must attend Social Clubs with a carer.
- g) For more guidance and information, The Cares Family staff should consult with line managers and the Safeguarding lead.

## 12.4 Hate Crime

Hate crime involves any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a personal characteristic. The definition covers five main strands:

- Disability
- Gender identity
- Race
- Religion or faith
- Sexual orientation.

The website [True Vision](#) is supported by all police forces in England and provides information for victims and the public about what hate crime is and why it is important to report it, together with setting out the range of ways hate crimes can be reported, including via an online form. The site also provides links to organisations that can offer support and advice on hate crime related issues and can be accessed.

## 12.5 Mate Crime

[Mate Crime](#) is the exploitation, abuse or theft from an adult by those they consider to be their friends. Those that commit such abuse or theft are often referred to as 'fake friends'. Mate Crime is most prevalent when the victim lives with a disability and is especially common when that disability is Autism or Asperger's.

## 12.6 Modern Slavery and Human Trafficking

Modern Slavery is an umbrella term encompassing human trafficking, slavery, servitude and forced labour. Most areas have local partnerships or networks that tackle Modern Slavery by developing referral pathways and services to support any potential victim.

## 12.7 Safeguarding Children

Local Child Protection Procedures apply to people who are under the age of 18. More information can be found on the [NSPCC](#) website.

## 12.8 Self-Neglect and Hoarding

These subjects are some of the highest risk and complex in relation to adult Safeguarding, and as such staff and volunteers should seek advice from their Local Authority Adult Social Care Team when this is identified. See here for more information: [NHS Hoarding Conditions](#)

## 12.9 Wilful Neglect

Wilful Neglect is the intentional or deliberate omission or failure to carry out an act of care by someone who has care of a person who lacks (or whom the person reasonably believes lacks) capacity to care for themselves. Section 44 of the Mental Capacity Act introduced a new offence of Wilful Neglect of a person who lacks capacity.

## 13. Useful Links

- [Age UK Advice](#) provides advice and information for people in later life through an Advice line, publications and online. Telephone 0800 169 65 65. Lines are open seven days a week from 8.00am to 7.00pm.
- [Action Fraud](#): The National Fraud Reporting Centre provides advice and information about fraud and scams. Telephone 0300 123 2040.

- [Care Quality Commission](#): This is the independent regulator of adult health and social care services in England, covering NHS, local authorities, private companies or voluntary organisations and people detained under the Mental Health Act. Telephone 03000 616 161.
- [Citizens Advice In England](#) is the national network of advice centres offering free, confidential, independent advice, face-to-face or by telephone. Telephone 0344 411 1444.
- [Equality Advisory Support Service](#) provides information and advice about the Equality Act 2010 and human rights. Telephone 0808 800 0082, Mon-Fri 9am-7pm, Sat 10am-2pm.
- [Hourglass](#) works to protect and prevent the abuse of vulnerable older adults. Their helpline is confidential and provides information and emotional support. Telephone 080 8808 8141, Mon-Fri 9am-5pm.
- [ManKind Initiative](#) is a charity for male victims of domestic violence and abuse. The helpline provides confidential information and support. Telephone 01823 334244.
- [Local Government and Social Care Ombudsman](#) regulates the final stage for local authority complaints and deals with complaints about care providers when services are privately purchased Telephone 0300 061 0614.
- [National Centre for Domestic Violence](#) provides free help to get an emergency injunction. Also provides information about other services. Telephone 0207 186 8270 or 0800 970 2070.
- **Police: If there is a serious danger an older person may be in imminent risk of harm and the situation warrants immediate attention, the police should be called. The local police force can be contacted by dialling 101. In an emergency, call 999.**
- [Protect](#) provides information and advice about 'whistle-blowing' at work. Telephone 020 3117 2520.
- [Samaritans](#) Provides emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide. Telephone 116 123 (24 hours).
- [Victim Support](#) is a charity for victims and witnesses of crime in England and Wales. Telephone 08 08 16 89 111.
- [Women's Aid](#) works to end domestic violence against women and children. Its helpline provides confidential advice, information and support. All calls are answered by fully trained female support workers and volunteers. Telephone 0808 2000 247 (24 hours).
- [The Survivor's Trust](#) offers free support and advice to anyone who has experienced abuse.
- [seAp Advocacy](#) provides independent advocacy for individuals seeking to resolve issues around health and wellbeing.
- [Mencap](#) is a charity for individuals with learning disabilities.
- [POhWER](#) offers advocacy for anyone living in England who needs support to express their views.

## Part Two

### 14. Adult Safeguarding Procedures

As outlined in Part One of this document a Safeguarding Concern may be identified about an adult at risk who is experiencing, or at risk of abuse and neglect.

#### 14.1 How do I respond to someone who is making a Safeguarding disclosure to me?

It can be very difficult for someone to disclose abuse or neglect, so how you respond to them is crucial (you may only get once chance). By telling you, they may have shown that they trust you, so your reaction must make them feel comfortable and give them reassurance to continue with the disclosure. It is important to stay calm and not act shocked or surprised, as this may cause them to think or feel that they have done something wrong.

#### DO

Provide first aid treatment or seek medical help if required.  
Assure them that you are taking them seriously and thank them for telling you.

Listen very carefully and avoid expressing your own opinions or views.  
Whilst listening to them you should clarify what you have heard to avoid misinterpretation.  
Record what you have been told as accurately as you can as a Safeguarding incident on Salesforce, including the individual's own words as much as possible (as far as is practically possible).

Reassure them that they have done the right thing in telling you and that they will be involved in decisions about what will happen.  
Explain that you will take steps to protect them from further abuse or neglect.  
If they have specific communication needs, provide support and information in a way that is most appropriate to them.  
Inform your manager/ nominated Safeguarding lead immediately to decide on next steps.

#### DO NOT

Discuss the concern with the person alleged to have caused the harm (e.g. a family member or carer) unless the immediate welfare of the adult makes this unavoidable. It is not our place to do this and could put the adult in more danger.

Conduct your own investigation into the nature of their disclosure (this could put the adult and the organisation at significant risk and lead to further harm). Our role is to act on the information provided.

Take photographs.  
Examine the individual or remove any of their attire to look at marks.

#### 14.2 If the adult does not wish to report the abuse, but they may be in immediate danger or risk of serious harm

Has a crime been committed? If so, and the adult is in immediate danger or risk of serious harm, then this should be reported to the police immediately. Help to keep the adult safe until the police respond.

The adult does not need to give their consent under these circumstances due to **'vital interest'** considerations (immediate danger or risk of serious harm).

Are others, including children or other adults at risk in immediate danger or risk of serious harm? If so, then this should be reported to the Police immediately, and consideration also given to reporting this to local Children Services. Help to keep any child or other adult at risk safe until the police respond. The adult(s) does not need to give their consent under these circumstances due to **'public interest'** considerations (others, including children are in immediate danger or risk of serious harm).

Refer to the relevant Safeguarding Lead – Head of Programmes or Programmes Manager

Safeguarding and promoting the welfare of children and adults at risk of abuse and neglect is a shared responsibility.

#### **14.3 Consider if this matter meets the Section 42 (1) criteria within the Care Act 2014 as a statutory Safeguarding Concern:**

- a) Do I have reasonable cause to suspect that the adult has needs for care and support; and
- b) Do I have reasonable cause to suspect that the adult is at risk, or, experiencing abuse or neglect?

It must be noted that the third criterion (c) under the legal duty for a Section 42 Enquiry (1) is not relevant at the Concern stage, and this is for the Local Authority to determine:

- c) As a result of those needs the person is unable to protect himself or herself against the abuse or neglect or the risk of it.

If this is not a crime and these criteria appear to have been met, then speak to the adult to get their views on the Safeguarding Concern or the incident. It is always best to support the adult in reporting abuse themselves. Find out what they want to happen next (refer to the Empowerment and Protection principles in section 11).

Refer to the relevant Safeguarding Lead – Programme Manager

If a decision is made not to refer to the Local Authority then make a record of the concern and any action taken, using the internal recording procedures accordingly. Concerns should be recorded in such a way that repeated, low level harm incidents are easily identified and subsequently considered for referral in the future.

Not referring under statutory Safeguarding adults' procedures does not negate the need to report and record the matter internally on Salesforce.

#### **14.4 How to record a Safeguarding Concern on Salesforce**

You will need to create a 'Safeguarding/Disclosure' incident on the older neighbour at risk's Salesforce contact profile. To do this:

- Head to their contact profile, scroll to the bottom of the page and select 'New' on the 'Incident' tab.
- Under incident type you'll need to select 'Safeguarding/ disclosure' from the dropdown menu of incident types.
- You'll need to record all the information you have in the free text 'information' box.
- As it's a Safeguarding concern, the level of risk should be marked as 'Level 3' which will then automatically notify the Head of Programmes (though they should already be aware) and the Director of Programmes.

- You should mark the status of the incident as 'pending' until you're updated on the outcome of your referral by adult social services.
- Once a decision has been made (on whether or not they'll be processing your concern), you'll need to update the incident status to 'complete'.
- Click 'Save'.
- If there are any further communications or decisions made in relation to this case, the incident can be edited and the 'information log' can be added to.
- You should also ensure that you bcc your Salesforce email address into any correspondence you have with the Adult Safeguarding Team regarding a Safeguarding concern, so that all communication is automatically saved.
- If you forget to do this, don't panic – you can simply upload a copy of your email correspondence (as a document) to the incident record on the older neighbour's Salesforce profile.

#### **14.5 What information should I include on my Salesforce incident record?**

Written records must reflect as accurately as possible what was said and done by the people initially involved in the incident including the neighbour at risk, the staff members who received and dealt with the disclosure, as well as any suspects or potential witnesses. Including:

- The date and time of the incident/disclosure.
- Exactly what the adult at risk said, using their own words, about the abuse and how it occurred or exactly what was reported to you.
- The appearance and/or behaviour of the adult at risk (or how their voice sounded if over the phone).
- Any injuries observed/disclosed.
- The name of the person who received the disclosure.
- If you witnessed the incident, write down exactly what you saw.
- The names of any managers who consulted on the course of action or signed off the decision to raise a concern.
- Information from/ action taken by another person should be clearly attributed to them with their initials.

All records should be purely factual. However, if the record does contain your opinion or an assessment, it should be clearly stated as such and be backed up by factual evidence.

#### **14.6 Seek the adult's consent to submit a Safeguarding Concern to the Local Authority**

- Seek the adult's consent to submit the Safeguarding Concern and explain this may mean that several agencies may gain access to their personal details.
- Does the adult have the mental capacity *at that time* to consent to the Safeguarding Concern being submitted now?
- Is there any possibility that the adult has suffered or is suffering from any type of coercion, control, threat, duress or pressure from another person(s) which may mean they refuse consent?

If so, refer to the Head of Programmes

- Give due regard to the adult's views and wishes, including their desired outcomes, even if Best Interest Decisions have been made linked to the Mental Capacity Act. For more information read: [Local Government Association - Making Safeguarding Personal Toolkit](#) including on the six Safeguarding Principles.
- If the adult does have the mental capacity *at that time* to consent to the Safeguarding Concern being submitted, but refuses, professionals must be careful that they consider how to keep the adult safe if they continue to submit the concern. This may be particularly relevant in domestic abuse cases. The adult must be informed that a Safeguarding Concern has been submitted, unless it is unsafe or impractical to do so.
- If the adult does have the mental capacity *at that time*, but refuses and there are no vital or public interest considerations, and a decision is taken not to proceed in submitting a Safeguarding Concern, the adult should be provided with information about where to get help if they change their

mind or if the abuse or neglect continues and they subsequently want support to promote their safety.

- A Safeguarding/disclosure incident must be logged on Salesforce, detailing the adult at risk's decision and of the decision not to refer, with reasons.
- A record should also be made of what information they were provided with (e.g. a copy of the follow up letter should be uploaded to the Safeguarding/disclosure incident record).
- A Safeguarding Concern can still be submitted without the adult's consent if 'vital' or 'public' interest considerations apply (see 15.2 above).

#### **14.7 Submitting the Adult Safeguarding Concern**

- Ensure all of the relevant fields in the Safeguarding Concern Form are fully completed with as much detail as possible and submitted correctly using the contact details outlined.
- You should receive receipt of this and be kept informed of progress.
- If you do not receive any feedback on progress you should follow this up with the Local Authority involving an appropriate manager if required, and in exceptional circumstances this can also be escalated to the local Safeguarding Adults Board to consider.

#### **14.8 What will happen after I have reported the Safeguarding Concern?**

- An appointed person within the relevant Local Authority will assess the details of the concern and decide if this will progress to a Safeguarding Enquiry. If it does not, then a referral to another pathway or services could be made to help support the adult's wellbeing.
- If a Safeguarding Enquiry is initiated the Enquiry Officer (normally a social worker) or another professional delegated this responsibility will contact the adult to talk to them about their situation and find out what they think should be done to help keep them safe.
- At this stage the Enquiry Officer will also be thinking about the involvement of family members, carers and the possible use of Advocacy if this is necessary to support the adult.
- As the Enquiry progresses this could involve a number of organisations and multi-agency Safeguarding planning meetings could be held to agree on a plan to help support the adult, improve their situation, and reduce or remove the risk(s) they are facing.
- This work will normally be completed within 25-30 working days from the Safeguarding Concern being submitted, although this could take longer depending on the complexity of the issue(s).
- If you continue to work or have contact with the adult concerned and, through time, continue to have concerns about their safety, you should raise your concerns with a designated manager. A further Safeguarding Concern should be submitted if this is necessary and appropriate.

#### **14.9 Concerns about volunteers, staff or managers**

- If you are concerned that a volunteer or member of staff has abused an adult at risk, you have a duty to report these concerns appropriately and refer to the relevant The Cares Family policies.
- If you have concerns about how a Safeguarding issue has been dealt with by the organisation, you have a responsibility to refer to and use The Cares Family Whistleblowing Policy.

#### **14.10 Historical abuse**

- If an adult discloses historical abuse to you (abuse which happened in the past and which is not ongoing), you still need to follow up with and record the disclosure in the same way (as detailed above) immediately. **The perpetrator could still be harming someone else currently.**
- If the adult discloses a historical crime, this should also be shared with the police immediately.

#### **15. Declaration**

All Cares Family staff and volunteers must read the Safeguarding Adult Policy and Procedure and ensure that they understand the contents. This document will be given to you during your induction process. If anything is not clear to you, please ask a member of staff or your line manager for a clarification. You should maintain access for future reference: an electronic copy will be made available to you. You will be given Safeguarding training at the earliest opportunity. If you have been employed by The Cares Family for more than three months and have not been given access to Safeguarding training, please raise this issue with your line manager.



## 16. Safeguarding Leads

If you are concerned about a specific Safeguarding case or need support with general Safeguarding questions or issues, please contact the Staff Safeguarding Lead in the first instance:

- **Director of Programmes:** Roxanne Rustem
- **Phone:** 07840 066239
- **Email:** [roxanne.rustem@thecaresfamily.org.uk](mailto:roxanne.rustem@thecaresfamily.org.uk)

In some cases, it may be necessary to report or seek further advice from The Cares Family's Board Safeguarding Lead, but please only do this with advice from the Staff Safeguarding Lead and/or CEO:

- **Dermot Finch**
- **Email:** [Dermot@spiffin.net](mailto:Dermot@spiffin.net)