



SAFEGUARDING PROCEDURE

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Revision 1	July 2020	Eric Hewson	Eric & Lorraine	

1. Policy - Safeguarding is everyone's responsibility:

Safeguarding adults and young people at risk is a part of the wider role of safeguarding and promoting welfare. This refers to the activity which is undertaken to protect specific vulnerable adults who are suffering or are at risk of suffering significant harm. As adults, professionals or volunteers, everyone has a responsibility to safeguard adults at risk and to promote their welfare.

Safeguarding and promoting the welfare of adults at risk - and in particular protecting them from significant harm - depends upon effective joint working between agencies and professionals that have different roles and expertise, as

well as following guidelines and procedures within the charity. All homeless adults that we engage with are deemed by definition to be vulnerable or at risk.

2. Definitions

Adult at risk

Section 42 of the Care Act 2014 states that safeguarding duties apply to an adult who:

has needs for care and support (whether or not the authority is meeting any of those needs);

- is experiencing, or is at risk of, abuse or neglect;
- and as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it. (Section 42, the Care Act 2014).

Vulnerable adult

This is defined as a person aged 18 or over, who has either a dependency on others in the performance of, or a requirement for assistance in the performance of basic functions, a severe impairment in the ability to communicate with others; or has a reduced ability to protect themselves from assault, abuse or neglect. This can be as a result of a learning or physical disability (not normally to include dyslexia), a physical or mental illness or otherwise (including an addiction to alcohol or drugs) or a reduction in physical or mental capacity.

Within this policy both terms are used.

3. Principles

We follow the six principles of safeguarding that underpin all adult safeguarding work sent out in the Care Act 2014 these are:

- Empowerment presumption of person led decisions and informed consent
- Prevention strategies are developed to prevent abuse and harm from occurring
- Proportionality a proportionate and least intrusive response is made, balanced with the level of risk presented
- Protection support and representation for those in greatest need
- Partnerships local solutions through services working together within their communities
- Accountability and transparency in delivering safeguarding

These principles are intertwined into the procedures and services we offer.

Norwich Homeless Support aims to ensure that residents and guests all are welcomed into a safe, caring environment within a happy and friendly atmosphere.

Some of the most vulnerable adults and those at greatest risk of social exclusion, will need co-ordinated help from health, education, social care, and quite possibly the voluntary sector and other agencies, including justice services. Norwich Homeless Support will seek to signpost to and engage with where possible outside agencies to support and empower clients and guests. In order to facilitate this a list of support agencies is attached (See Appendix 3).

Clients should be offered information services advice in a format they can understand and be advocacy services as appropriate. Norwich Homeless Support does not discriminate in relation to age, disability reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

As one of its activities that seeks to serve the needs of vulnerable adults, promoting holistic development, particularly in relation to longer term clients and residents at Norwich Homeless Support. We work in partnership with other services and agencies to promote this. Norwich Homeless Support is committed to maintaining good links with the statutory social services authorities.

In doing so Norwich Homeless Support takes seriously the welfare of all adults who come onto its premises or who are involved in its activities.

In order to recognise situations that may place a resident at risk the project has produced a information resource describing types of abuse for staff, trustees and volunteers. (See Appendix 2)

The cic recognises that it is the responsibility of each one of its staff, paid and unpaid, to prevent the neglect, physical, sexual or emotional abuse of vulnerable adults and to report any abuse discovered or suspected.

For those vulnerable adults who are suffering, or at risk of suffering significant harm, partnership and joint working is essential, to safeguard and promote their welfare and - where necessary - to help bring to justice the perpetrators of crimes against them. All agencies and professionals and volunteers should:

- be alert to potential indicators of abuse or neglect;
- be alert to the risks which individual abusers, or potential abusers, may pose to vulnerable adults;

- share and help to analyse information so that an assessment can be made of the individual's needs and circumstances;
- contribute to whatever actions are needed to safeguard and promote the individual's welfare;
- take part in regularly reviewing the outcomes for the individual against specific plans; and
- work co-operatively with others unless this is inconsistent with ensuring the individual's safety.

4. Safeguarding Procedures at Norwich Homeless Support

Protecting residents from the risk of harm of people who work within the organisation.

These are the measure we will take to protect our residents:

- a. All members of staff (paid or unpaid) are required to have a basic DBS disclosure check, including Adults Barred List. The person to be responsible for checking and doing DBS checks and dealing with any concerns or issues which come up within the organisation is the Administrator.
A DBS check will contain details of convictions and conditional cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974. Any concern arising from a check will go to the Chair of the trustees for a further decision with the CEO and Safeguarding Trustee.
- b. The organisation has a Designated Safeguarding Officer who is the CEO of the Charity.
- c. New paid and voluntary staff are requested to provide two references before taking up the post.
- d. Staff supervision sessions will be recorded and such record will be kept of their training in vulnerable adult protection.
- e. Staff/volunteers are expected to protect the professional integrity of themselves and the organisation. Personal relationships between staff and volunteers and residents are prohibited. It is also prohibited to enter into a personal relationship with a person who has been a resident or client during the previous twelve months. ***
- f. The Safeguarding officer, trustees and volunteers to have relevant vulnerable adult safeguarding and de-escalation training.
- g. The Project has two further policies which help to protect the residents: "The Complaints Procedure" and "The Prevention of Bullying and Harassment policy". All these policies are on the Help Bristol Homeless website. Residents will be made aware of them when they sign their licence agreement and details of the policies will be in the common room.
- h. The policies will be reviewed every year.

Protecting residents from harm from other residents

- a. The organisation interviews potential new residents and from their Application Form a risk assessment is drawn up to protect residents on the site and make a plan for support.
- b. The Project has two additional policies which help protect the residents: "The Complaints Procedure" and "The Prevention of Bullying and Harassment Policy". Residents are able to make representations via these policies by submitting their representation to the Director\CEO or the Chair of the Trustees.
- c. The organisation has further procedures which ensure the safety of the people who are housed within the project. These are incorporated into the Licence Agreement in particular:
 - No alcohol or drugs are permitted either on site or to be ingested. The Landlord reserves the right to refuse admission of a Licensee back on site if they appear to be heavily under the influence of either alcohol or drugs.
 - The cic operates a zero tolerance policy to the use of drugs. The possession of controlled substances or drug paraphernalia within the site or direct vicinity of the site, the use and/or supply of illegal or controlled drugs listed in the Misuse of Drugs Act 1971, Drugs Act 2005, Psychoactive Substances Act 2016, including any substances intended to produce a legal high, hallucinogenic or similar effect will result in the immediate termination of the licence agreement and exclusion from the site.
 - A list of antisocial behaviour is listed in the licence agreement. This behaviour could be a danger to other residents and includes possession of firearms, weapons, brewing or making alcohol, gambling, use of heating equipment. It includes bullying, racist, anti-social behaviour as not being tolerated protecting residents from possible emotional abuse.

What to do if a breach of the licence agreement occurs.

- a. Report the incident to the Director \CEO.
- b. If necessary, call the police on 999.
- c. Under the licence agreement the Director CEO, acting for the project, can evict licensees immediately and without notice. Residents are not allowed on site under the influence of the alcohol or drugs. However the director \ CEO will where appropriate provide a verbal warning, which will be, where possible, in the form of a meeting between the licensee and the CEO and/or trustee of the charity and this will be noted and documented. It will then be if necessary followed by a written warning to the licensee. If this warning is not heeded the licensee will receive written instruction to vacate with 24 hours' notice.

Dealing with concerns which come up with regard to residents' personal life or circumstances.

- a. A resident divulging they are experiencing abuse.

Listen carefully and sensitively to the person making the disclosure, assuring the person disclosing the abuse that they will be taken seriously. Follow the REPORTING STEPS below.

- Do not be judgemental, express emotion or jump to conclusions. Explain that: you have a duty to report to the CEO (or the Safeguarding Officer), concerns raised will have to be shared with them and external agencies (including the Police where needed), you will listen to what they want to happen next and will try to incorporate this as best you can as the aim is to take steps to protect them from further abuse.
- A Safeguarding incident form (Appendix 1) is below to help record the details of the abuse.
- Resident consent to sharing information with other agencies Prior to sharing information with other agencies, the resident's consent should be requested. This will have been done at the point of the resident joining the service, when the resident signs a Consent Form.
- Where a person does not want to share information with other agencies and/or does not want action to be taken, consider:
 - if a serious crime has been committed, or could be prevented
 - the level of risk to the person and/or to others.
 - if there are concerns that a client does not have mental capacity, whether a Mental Capacity Assessment should be conducted.
 - the level of risk, whether it is too high not to share.
 - whether gaining consent would increase the risk to the client or others that is there are concerns that the client may be under influence or under duress. This decision would be made with the CEO/Safeguarding officer as the staff have a duty to report abuse.

5. Reporting Steps:

For person observing the concern

- a. Contact the emergency services if there is a threat to life serious injury or a crime has been committed.
- b. Communicate your concerns to the CEO / Safeguarding Officer (Tel: 07553192264).
- c. Seek medical attention for the vulnerable person if needed. Consent of the person should be sought.

- d. Complete the Incident report form below. (Appendix 1)
- e. Ensure you keep the situation confidential.
- f. Follow advice of the investigating officer.

For the CEO / Safeguarding officer

- a. If appropriate, a referral to be made to First Response Team in Social Services:
 - Between 8.30am and 5.00pm
 - Adult over 18 years old 03448008020
 - Child under 18 years old 03448008020

If it is difficult to get through to the above contact the police on 999 and make it clear that this is a safeguarding situation and you want social services involved.

Out of hours emergency Duty Team 0344 800 8020 (adult and child)

- a. If deemed not appropriate, please note on the incident form the reasons for the decision and any other action required and by whom.
- b. Await instructions from Social Services.
- c. Use the incident report form as requested by Social Services but keep a copy for Norwich Homeless Support. Note any dates and decisions on the form.
- d. Ensure you keep the situation confidential.
- e. Follow the advice of the investigating officer.

A resident divulging that they have experienced abuse in the past

Listen carefully and sensitively to the person making the disclosure (see 1 above). If the person wants to take it further or if you think the abuser is a risk to other people, follow the REPORTING STEPS above. Complete the Safeguarding incident form (Appendix 1) to record the details of the abuse.

16 or 17 year old wanting to become a resident with the project.

- a. A child is defined under CA1989 as a person under the age of 18 years old. Both the Local Authority Housing Services and Social Services have a duty to help a young person in this age group. Section 20 of the Children Act 1989 states there is a duty for Social Services to provide accommodation if the young person is at risk of harm or in the absence of intervention. Social Service and Housing Services have a first duty to prevent the person leaving home at all, although Safeguarding procedures must be followed in the case of risk of harm.

- b. Where a 16 or 17 year old seeks help from Social Services, Social Services must carry out an assessment of duties that are owed to them. Where the duty in section 20 CA1989 is triggered, the local Authority are under a duty to accommodate the young person.
- c. Homeless young people who are unaccompanied asylum seekers without a guardian must be provided with accommodation and support by Social Services.
- d. If a young person under 18 years old is referred to Norwich Homeless Support project, with the young person's permission, it is therefore good practice to contact Social Service. Make the young person's wishes clear in each situation. If the person has been in Care there is a duty for Social Services to be involved.
- e. Social Services may ask us to accommodate the young person either providing social work support for the young person or not depending on the circumstances. It is important to record the young person's wishes in these circumstances.

A resident reporting abuse from a member of the team.

If a resident makes an allegation about a member of staff then the REPORTING STEPS would be as above being followed by the referrer and the Chair of the trustees.

If the alleged perpetrator is a resident at Norwich Homeless Support

In a case where someone is allegedly being abused by another resident at *Norwich Homeless Support*, the safety of the victim is paramount. The CEO will need to consider whether the project can manage the situation with both parties on site. If this is not feasible, it may be necessary to arrange the transfer of one resident while the situation is being investigated. The perpetrator may well need outside support to avoid a conflict of interests. Follow advice of the investigating officer.

6. Further information

Mental capacity and consent

If it is felt that the person is unable to consent then this information needs to be stressed when details of the allegation are passed on. The investigating officers can then make a decision of how to carry the situation forward.

Sharing information with the alleged victim

The person making the allegation will be updated as to the progress of the enquiry and the next steps this being done by the investigating officer. This should be done as soon as is reasonably possible so that they are reassured that

action is being taken.

Sharing information with the alleged perpetrator

It is rare that information is shared with an alleged perpetrator. If this is done it would be done by the investigating officer.

Formal communication with a person raising a concern external to Norwich Homeless Support service

Following the report of a safeguarding concern from a member of the public or external agency, the Safeguarding Officer will write to the person who has raised the concern, informing them generally of what action will be taken as a result, bearing in mind confidentiality. Once the investigation has concluded, write again to the person who raised the concern to advise them of the outcome, again providing general information only, within the limits of confidentiality.

7. Conflict resolution and complaints

Conflicts in respect of safety of vulnerable adults will be taken forward by CEO or the Chair of the Trustees

8. Responsibilities/Accountability

a. *Norwich Homeless Support* Trustees have responsibility to ensure:

- The Safeguarding policy is in place and appropriate.
- The policy is implemented, that it is reviewed and monitored.
- Monitoring whether concerns are being reported and monitored.
- Checking that policies are up to date and relevant.
- All staff/volunteers have access to appropriate training and information.
- To Respond to all concerns raised appropriately, swiftly and seriously.
- To keep up to date with local arrangements for safeguarding and DBS requirement.
- To ensure that effective links with relevant agencies are developed and maintained

b. Safeguarding: Eric Hewson or Lorraine Tolfree

Appendix 1 - SAFEGUARDING INCIDENT REPORT FORM

Name of person *

Age & D.O.B (if known) Religion

Ethnicity Gender

Any disability or communication needs Any social factors

Next of kin's * names

*include any Alias names if known.

Home address

Previous address If relevant

Telephone number(s)

Home: email address

Other:

Person reporting concerns: Name

Address

Phone number

Relationship to victim

Description of allegation/concern(s):

Date of incident(s) times

Victims account of events in their own words*..*(and to whom were they said)

Please describe any physical behavioural indicators or injuries, which have been observed.

Names and contact details of witnesses.

Is there any organisation involved in helping this person?

Does the victim CONSENT to this allegation being taken forward?

What would they like to happen next.

To whom reported Date & Time

Name and Position

State where this incident took place at

Signature Date

Send original by email or post to: *Norwich Homeless Support* Designated Safeguarding Officer