



SPACE FOR YOU

SAFEGUARDING CHILDREN, YOUNG PEOPLE & ADULTS POLICY

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1. Introduction

Safeguarding is everyone's responsibility and all staff who, during the course of their employment have direct or indirect contact with children, young people and vulnerable adults, or who have access to information about them, have a responsibility to safeguard and promote the welfare of children, young people and vulnerable adults.

Space For You recognises that children, young people and vulnerable adults are at risk of abuse by staff, other clients, carers and other people within the community including professionals.

Space For You fully endorses and adopts for use, the Cornwall and Isles of Scilly Multi-agency Safeguarding Adults Board Policy. The Policy and all other local Safeguarding policies and guidance can be found at this link:



<https://www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults/information-for-professionals/local-adult-safeguarding-policies-standards-and-guidance/>

This SFY policy is designed to be a summary document to provide the essential information that staff need to know – the full CIOS Policy and Procedure is contained within the CIOS Multi Agency Safeguarding Adults Board Policy. That document must be read and used in conjunction with this Space For You policy and procedure.

This policy covers the changes made by the introduction of the Care Act 2014 which places Safeguarding Adults on a statutory footing. This policy complies with the new legislation and statutory guidance. Other relevant legislation that must be considered alongside adult safeguarding includes: The Mental Health Act 1983 The Human Rights Act 1998 The Mental Capacity Act 2005 The Equality Act 2010

Space For You will safeguard all Clients from abuse or neglect. This involves safeguarding the dignity, quality of life and safety of those in our care. We will respond swiftly and effectively in response to any concerns about suspected abuse or neglect of vulnerable *children, young people* and adults regardless of whether the alleged perpetrators are members of staff, other Clients, family members or other carers.

Any concerns about suspected abuse or neglect should be reported immediately to the Designated Lead Person (the Manager), who will advise whether to make an alert to the Multi-Agency Referral Unit (MARU). However, if this person is not available or you think that they are involved in the neglect or abuse, or does not take what you say seriously, you must contact the Multi-Agency Referral Unit yourself.

The MARU provides a multi-disciplinary response to concerns about the welfare or safety of a child, young person or adult.

The Multi-Agency Advice Team (MAAT) is a multidisciplinary team within the MARU. The MAAT provides advice and consultation for frontline managers and practitioners.

Contact Details

Cornwall Council, Multi-Agency Referral Unit (MARU) and (MAAT)

Telephone: **0300 1231 116**

E-mail: multiagencyreferralunit@cornwall.gov.uk

Website: www.cornwall.gov.uk/

Notes: For urgent referral after 17:15 or at the weekend call the Out of Hours Service on **01208 251 300**

Devon & Cornwall Police

For emergencies **999**

Non emergencies **101**

2. Safeguarding Children and Young People

Definition

August 2019



A child is “anyone who has not yet reached their 18th birthday. ‘Children’ therefore means ‘children and young people’ throughout. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate for children and young people, does not change his or her status or entitlement to services or protection under the Children Act 1989. (See Children’s Act 2004)

“Safeguarding and promoting the welfare of children” means:

- Protecting children from maltreatment
- Preventing impairment of their health or development
- Ensuring that they grow up in circumstances consistent with the provision of safe and effective care
- Enabling them to have optimum life chances and to enter adulthood successfully

3. Safeguarding Vulnerable Adults

Definition

A vulnerable adult is a person “*who is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation*”.

Space For You will ensure that all members of staff know or can easily find out what they need to do if they have a concern about the abuse of vulnerable adults.

4. Definitions of Abuse

The main forms of abuse are divided into the following categories (Care Act 2014) as follows:

Physical abuse – including assault, hitting, slapping, pushing misuse of medication, restraint or inappropriate physical sanctions.

Domestic abuse – including psychological, physical, sexual, financial, emotional abuse, controlling and coercive behaviour; and ‘honour-based’ violence.

Sexual violence – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts and sexual assault or sexual acts to which the adult has not consented or was coerced.

Psychological abuse – 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.

Financial or material abuse – including coercion to take extortionate loans and threats to recover debt, 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.

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and acts of omission – 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. Failure to follow agreed processes.

Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding that causes a risk of harm. (Reference Care Act guidance: paragraph 14.17)

Any or all of these categories of abuse may occur as the result of deliberate intent, negligence or ignorance. Incidents of abuse may be multiple, either to one adult in a continuing relationship or service context, or to more than one adult at a time. This makes it important to look beyond the single incident or breach of standards to underlying dynamics and patterns of harm. It is important to establish the adult's history and a chronology of significant events in their life to better understand how the current incident/risk has come about.

Neglect and abuse can be caused by individuals or settings or organisations or systems. Individuals include intimate partners, family and friends, neighbours, volunteers and professionals known to the Adult. Neglect and abuse can be

unintentional by omission, through ignorance, or deliberate and vindictive. Regardless of the motivation or lack thereof, the level and nature of harm can be the same.



Neglect and abuse can take place in any context, within the adult's home, the family home, a care or educational setting or community.

5. Policy Aims & Objectives

Our main policy objective is to ensure that we will promote safeguarding as the moral norm so that it becomes everybody's business. By everybody's business we mean Space For You staff, managers and trustees.

Space For You will uphold our responsibility to:

- Raise awareness within the organisation and the community of the neglect and abuse of children, young people and adults, giving clear messages that safeguarding is everyone's responsibility.
- Ensure that the organisations safeguarding protection procedures are accessible to clients, their relatives and carers.
- Establish procedures for the protection of adults in line with the 'Safeguarding Adult Board' policy and regulations set out in the Care Standards Act and Fundamental Standards.
- Establish procedures for the protection of children and young people in line with the 'Working together to safeguard children 2018' and 'Cornwall Safeguarding' policies and regulations.
- Report concerns and incidents of neglect and abuse to the appropriate agency in line with multi-agency interim policy and standards.
- Share information and provide assistance to officers making safeguarding enquires.
- Participate fully in the joint working arrangements as defined in the Cornwall safeguarding policy.
- Provide staff and volunteers with appropriate levels of supervision and support.
- Ensure that all staff and volunteers are competent and capable in their safeguarding role and responsibilities, including making appropriate learning and development available.
- Identify and take appropriate action when neglect or abuse comes to light within the organisation/setting, cooperating fully with the DASM/LADO process for managing professional allegations.

6. Principles

The key legislation for safeguarding adults is the Care Act 2014, and the Mental Capacity Act 2005. The Care Act 2014 made changes to adult social care by introducing a new general duty to 'promote individual well-being, it also put safeguarding adults on a statutory footing for the first time.

The Act outlines the safeguarding responsibilities of local authorities and specific organisations working with adults (such as NHS Trusts and the Police).

The Act identifies 6 key principles for safeguarding adults and explains how the safeguarding process is experienced by those involved.



- **Empowerment** – people being supported and encouraged to make their own decisions and informed consent.

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.

- **Prevention** – it is better to take action before harm occurs.

I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.

- **Proportionality** – the least intrusive response appropriate to the risk presented.

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.

- **Protection** – support and representation for those in greatest need.

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.

- **Partnership** – local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse

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.

- **Accountability** – accountability and transparency in delivering safeguarding.

I understand the role of everyone involved in my life and so do they.

It is important that community services, work with safeguarding services to detect abuse and neglect.

The principles firmly place the person at the heart of safeguarding. This is called 'making safeguarding personal', and it's a move away from focusing on the safeguarding process and towards helping the adults look at what would be a good outcome for them.

The Mental Capacity Act 2005 further underpins safeguarding adults. It is designed to protect and empower individuals who lack capacity, and to help those who have capacity to plan for the future.

The following principles will underpin all of our work with children, young people and vulnerable adults. Space For You approach will be:



- Person Centred – seeing and listening to the individual
- Support the achievement of best possible outcomes for the individual
- Holistic in approach – seeing the whole of the person and not just an aspect of their lives
- Understand diversity, the impact of discrimination and how to ensure equality of opportunity
- Work collaboratively with agencies, sharing information as appropriate
- Provide support as a continuing process
- Ensure everyone is clear about their role and responsibility
- Develop a learning organisation based on a framework of quality assurance and performance management
- Provide practitioners and staff with appropriate levels of supervision and access to learning opportunities
- Respond robustly to safeguarding concerns deriving from the poor quality and inadequacy of service provision (reference Care Act guidance: paragraph 14.12)

7. The Care Act 2014

Adult safeguarding is the process of protecting adults with care and support needs from abuse or neglect (hereafter referred to as “adults”). It is an important part of what many public services do, but the key responsibility is with local authorities in partnership with the police and the NHS.

The Care Act 2014 replaces No Secrets 2000 and puts adult safeguarding on a legal footing from April 2015 .

It also updates the scope of adult safeguarding:

Where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there) -

- a) has needs for care and support (whether or not the authority is meeting any of those needs),
- b) is experiencing, or is at risk of, abuse or neglect, and
- c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The Care Act 2014 enshrines the six principles of safeguarding:

1. **Empowerment** - presumption of person led decisions and informed consent
2. **Prevention** - it is better to take action before harm occurs
3. **Proportionality** - proportionate and least intrusive response appropriate to the risk presented
4. **Protection** - support and representation for those in greatest need
5. **Partnerships** - local solutions through services working with their communities
6. **Accountability** - accountability and transparency in delivering safeguarding.



Principles of Safeguarding

Organisations have a duty to promote the adult's wellbeing in their safeguarding arrangements. People want to feel safe and those who work to support and care for them should establish what being safe means to them and how that can be best achieved. This respectful and inclusive approach is at the heart of personalisation. Practitioners and staff should not implement measures that do not take account of individual circumstances and well-being. (reference Care Act guidance: paragraph 14.8)

In general terms, safeguarding means supporting an adult's right to live free from the risk and fear of neglect and abuse. It is about people and organisations working together to prevent the risk and to stop neglect or abuse when it becomes known. At all times those with a duty to safeguard people must give due regard to their views, wishes, feelings and beliefs when making decisions or taking action. This approach recognises that people have complex interpersonal relationships and may feel ambivalent or be unclear or unrealistic about their personal circumstances. (reference Care Act guidance: paragraph 14.7)

Making safeguarding personal means it should be person-led and outcomes-focused. It means engaging with the adult in a conversation about how best to understand and respond to any risks they face in a way that enhances their involvement, choice and control in improving their quality of life, wellbeing and safety. (Reference Care Act guidance: paragraph 14.15)

Practitioners and staff must understand and mitigate the potential for 'undue influence' and the misuse of professional power to undermine choice and control. Due consideration must be given to the risk of the 'undue influence' of others in the life of the adult especially if there is evidence that the adult is thought to be refusing help and support because they are under duress. (Reference Care Act guidance: paragraph 14.92)

Practitioners and staff must ensure that responses to safeguarding concerns are proportionate and plans are focussed on improving outcomes for the adult. This means that any help attained is with the informed consent of the adult and is the least intrusive and restrictive. Interventions should be at the minimum level required to achieve the intended and agreed outcomes and to reduce the risk of harm and should be regularly reviewed with the adult

8. Responsibilities for Safeguarding

It is the responsibility of all employees who receive an allegation or disclosure of abuse from any source, or who suspect abuse to report their concerns to the DLP (the Manager) who will advise whether to make an alert to the MARU. In the situation where an allegation or suspicion of abuse involves or implicates the Manager, they should inform the Chair of the Board of Trustees.



The DLP should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the Data Protection Act. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. Space For You will not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff and volunteers should ensure that the person/adult with care and support needs is involved at all stages of their safeguarding enquiry, ensuring a person-centred approach is adopted.

9. The Mental Capacity Act 2005

Is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

10. Procedures

- All Clients will be made aware at induction of this Policy and will be advised of a range of ways in which abuse can be reported.
- Booklets published by Cornwall Council will be made available to all Clients and staff and posters will be on display in prominent places.
- Some incidents of abuse will constitute a criminal offence having been committed. When complaints about alleged abuse suggest that a criminal offence may have been committed it is imperative that reference should be made to the Police as a matter of urgency. This can be done by making a report directly to the Police or through the Multi-Agency Referral Unit, which includes a Police Officer from the Public Protection Unit.
- A child, young person, vulnerable adult, a colleague, relative or member of the public may disclose to a member of staff information about an incident or incidents that could be construed as abuse. Alternatively, s/he may make an allegation that he or she has been the victim of abuse or has witnessed abuse occurring to someone else. The staff member must listen to and record exactly what they say, encouraging them to speak without asking questions directly as far as possible about the incident itself, other than clarifying basic factual details S/he may ask if the person is injured in case immediate medical treatment is required. Every allegation must be recorded and reported, whether or not the staff member hearing the allegation believes it is well founded.
- It is recognised that a person's view of whether or not abuse has occurred may seem subjective, wherever possible subjective opinions should be kept to a minimum and the report should focus on factual information.



- Grounds for suspecting that abuse is occurring may be based on personal knowledge of the child, young person or vulnerable adult and observations of changes in their mood, behaviour or personal presentation, rather than evidence of injury or disclosure. These indicators should be reported and recorded in detail.
- Anyone can see neglect or abuse taking place, be told about potential neglect or abuse and suspect this is happening to a child, young person or adult. In these circumstances there is an expectation that the person raises a safeguarding referral.
- Anyone can raise a safeguarding referral, the Adult themselves, any staff, volunteers, carers, family members or any member of the public.
- It is Space For You policy that anyone considering making a referral should inform the Manager and seek advice / support.
- Where risk of harm is suspected, the Manager will ensure steps are taken to protect that person from further harm. For example, if the suspected abuser is a member of staff, that person must be suspended while the matter is investigated. If the suspected abuser is a family member, other service user or visitor, they must not be left alone with the vulnerable person until the local authority has been informed and given the opportunity to initiate their own procedures. If staff are concerned that the abuse has occurred in another service used by the vulnerable person (for example a day centre, or workplace) they should similarly be protected from further unaccompanied exposure to the source of abuse until the matter has been investigated.
- If staff believe that a child, young person or vulnerable adult has injuries or requires medical attention, they should be supported in gaining access to emergency treatment. The clinical staff should be informed of the nature of the
- suspicions about the source of the injury so that they can take steps to ensure that potential evidence is not destroyed or compromised.
- If the individual is in immediate danger the person identifying the abuse must take immediate protective action, for example by telephoning an ambulance or the police.
- There is an expectation that the person should be informed of the intention to report the concern, where it is safe and appropriate to do so.
- The person raising the concern must make a written record of what they have been told/witnessed and any actions taken.

Safeguarding referrals in Cornwall should be made to the MARU (tel 01872 32 6433), which is the single point of access for all safeguarding referrals.

Safeguarding referrals for adults in the Isles of Scilly should be made to – The Adult Social Care team (01720 422 148).



11. Allegations relating to actions of Staff members

Where an allegation relates to the actions of a staff member, disciplinary proceedings may be triggered. The Manager must consult the MARU and the Police prior to this to ensure that the adult protection process and any criminal investigation are not compromised. This does not preclude the Manager from taking steps to protect the vulnerable person from further harm or the risk of intimidation, for example by suspending the member of staff on full pay.

12. Recruitment and Selection

Space For You is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with care and support needs to people unsuitable to work with them. Refer to the council's guidance on Safer Recruitment (Cornwall Council Safer Recruitment Policy).

13. Staff Training

Space For You ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across people with care and support needs who may be at risk of abuse. Those people may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of Space For You and their commitment to safeguarding.

- Induction of new staff and volunteers will include an introduction to this document and to safeguarding
- Refresher training will be conducted following each formal review of this policy.
- Supervision will be used as a means of keeping the subject live.

14. Prevent

Radicalisation and extremism of children, young people and adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that a person with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see:

<https://www.gov.uk/government/publications/prevent-duty-guidance>

If you see it, suspect it - report it by phoning the confidential Anti-Terrorist Hotline on: **0800 789 321**

For immediate threats, such as a suspicious package or vehicle always call **999**



15. Useful Contacts

Space For You Designated Lead Person:

Name: [Nicola Hemsley](#)

Position: [Manager](#)

Contact Details: [07866 908353](#)

Cornwall Council Safeguarding alert line

0300 1234 131

Multi Agency Referral Unit

Cornwall - 01872 32 6433

Isles of Scilly - 01720 422 148

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Person Responsible for Policy: Derek Mace