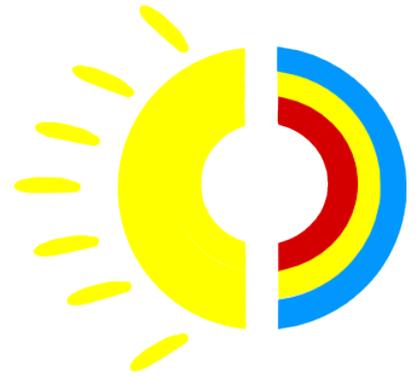


Bright Lives
social enterprise C.I.C



Safeguarding Policy 2018

This should be read in conjunction with [SET: Safeguarding Guidelines](#)

<http://www.essexsab.org.uk/en-us/professionals/policiesandguidance.aspx>

Safeguarding Adults Policy Statement

This policy will enable Bright Lives Social Enterprise CIC to demonstrate its commitment to keeping safe the vulnerable adults with whom it works alongside. Bright Lives Social Enterprise CIC acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that staff, volunteers, service users and carers, and management committee can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up in order to enable Bright Lives Social Enterprise CIC to:

- promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- to ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- and to stop that abuse occurring.

The Policy and Procedures relate to the safeguarding of vulnerable adults. Vulnerable adults are defined as:

- People aged 18 or over
- Who are receiving or may need community care services because of learning, physical or mental disability, age, or illness
- Who are or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.
- People who may be included in a definition of a 'Vulnerable Person':
- People with learning disability
- People with physical disabilities
- People with sensory impairment
- People with mental health needs including dementia
- People who misuse substances or alcohol
- People who are physically or mentally frail

(No Secrets, Department of Health, 2000)

The policy applies to all staff, including senior managers, non-executive directors, management committee members, paid staff, volunteers, sessional workers, agency staff, students and anyone working on behalf of Bright Lives Social Enterprise CIC

It is acknowledged that significant numbers of vulnerable adults are abused and it is important that Bright Lives Social Enterprise CIC has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy the Bright Lives Social Enterprise CIC will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion
- to ensure the safety and well being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse
- recruit staff and volunteers safely, ensuring all necessary checks are made
- provide effective management for staff and volunteers through supervision, support and training

Bright Lives Social Enterprise:

- will ensure that all management committee members, trustees, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
- will work with other agencies within the framework of the Newcastle Safeguarding Adults Board Policy and Procedures, issued under No Secrets guidance (Department of Health, 2000)
- will act within it's confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
- will pass information to Adult and Culture Services when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to vulnerable adults or children
- will inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- will make a referral to the Adult Social Care Direct team as appropriate

- will endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- will ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult and Culture Services Directorate)

Procedures

1. Introduction

Bright Lives Social Enterprise CIC provides a day opportunity and evening opportunity service to vulnerable people. These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by Bright Lives Social Enterprise CIC. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. Bright Lives Social Enterprise CIC is committed to the belief that the protection of vulnerable adults from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, trustees of the organisation, management committee members, staff and volunteers act appropriately in response to any concern around adult abuse.

2. Preventing abuse

Bright Lives Social Enterprise CIC is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Bright Lives Social Enterprise CIC will be treated with respect.

Therefore, this policy needs to be read in conjunction with the following policies:

- Equality and Diversity
- Volunteers
- Complaints
- Whistle Blowing
- Confidentiality
- Disciplinary and Grievance
- Data Protection & Information Governance
- Recruitment and Selection
- First Aid
- Medication
- Infection Control
- Fire Safety

Bright Lives Social Enterprise CIC is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This may include DBS disclosures for staff and volunteers, ensuring references are taken up and adequate training on Safeguarding Adults is provided for staff and volunteers.

Management committee members/trustees will be required to provide two references and where appropriate have a Disclosure and Barring Service Check.

The organisation will work within the current legal framework for reporting staff or volunteers that are abusers.

Service users will be encouraged to become involved with the running of the organisation. Information will be available about abuse and the complaints policy and Safeguarding Adults policy statement will be available to service users and their carers/families.

3. Recognising the signs and symptoms of abuse

Bright Lives Social Enterprise CIC is committed to ensuring that all staff, the management committee, trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. Bright Lives Social Enterprise CIC will ensure that the Designated Named Person and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

“Abuse is a violation of an individual’s human and civil rights by any other person or persons” (No Secrets: Department of Health, 2000)

Abuse includes:

- physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material
- psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
- financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- neglect and acts of omission: including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- discriminatory abuse: including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment
- institutional or organisational: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

4. Designated Named Person for safeguarding adults

Bright Lives Social Enterprise CIC has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with. The Designated Named Person for Safeguarding Adults within Bright Lives Social Enterprise CIC is:

Marguerite Jones
01206 615165
07976 411089

Should this person be unavailable then management committee members, non-executive directors, staff or volunteers should

contact Adult Social Care Direct directly. See below for contact details.

Adult Social Care Direct

Phone: 0345 743 0430

Available: Monday- Friday 8.30am-5pm

Emergency Duty Team (EDT) 0345 606 1212

EDT operated 24 hours a day 7 days a week

Essex Police

Phone: 0300 333 444

(ask for local Area Police Station or Public Protection Unit)

Raising a Safeguarding Adult Alert

All safeguarding adults (referrals) should be made by telephone to the Adult Social Care Direct Team, Monday to Friday 8.30am till 5.00 pm.

Phone: 0345 743 0430

The roles and responsibilities of the named person are:

- to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded and referred to an Adult Social Care Direct team or to the allocated social worker/care manager where necessary.
- to follow up any referrals and ensure the issues have been addressed.
- consider any recommendations from the Safeguarding Adults process
- to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- to ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- if appropriate staff or volunteers will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998:

they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and it's outcome

5. Responding to people who have experienced or are experiencing abuse

Bright Lives Social Enterprise CIC recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform the Designated Named Person in your organisation
- To record what happened in 'Safeguarding' file based in the office

All situations of abuse or alleged abuse will be discussed with the Designated Named Person. If a member of the management committee, a trustee, staff member or volunteer feels unable to raise this concern with the Designated Named Person then concerns can be raised directly with Adult Social Care Direct. The alleged victim will be told that this will happen. This stage is called the alert.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Adult Social Care Direct team.

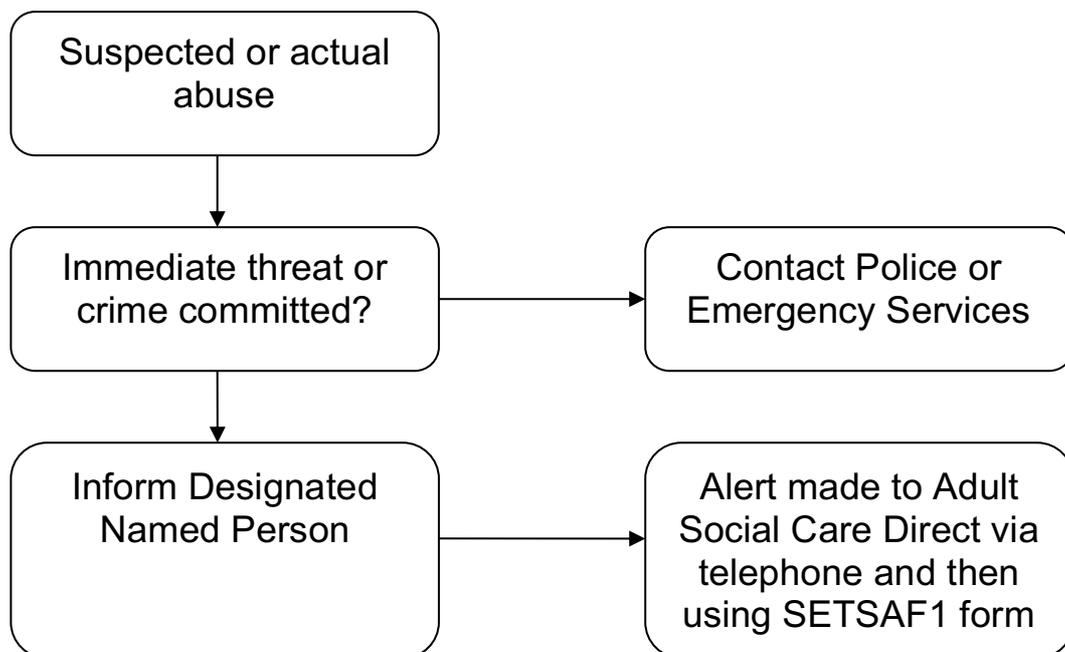
If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

The Designated Named Person may take advice at the above stage from Adult Social Care Direct and/or the Safeguarding Adults Unit and/or other advice giving organisations such as Police.

You should ask to make a safeguarding adults alert.

The telephone call should be followed up in writing to the Adult Social Care Direct team outlining concerns using a Safeguarding Adults Multi-Agency Alert form (SET SAF 1). This form can be found at the end of these procedures (Appendix 1)

This should be emailed to Adult Social Care Direct team after ensuring that the secure email or by confirming the fax number and ringing after sending to ensure its safe arrival or sent by secured post in a double envelope – marked strictly confidential.



A Safeguarding Adults Manager (a Team Manager from Adult and Culture Services) will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding adults alert.

If the Safeguarding Adults Manager decides the safeguarding process needs to be instigated this will then lead to the implementation of the next stages of the Essex Safeguarding Adults Board Multi-Agency Policy and Procedures. (Please see Appendix 2 for an overview of the multi-agency procedure)

The Designated Named Person will have an overview of this process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support e.g. providing a venue, or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

6. Managing allegation made against member of staff or volunteer

Bright Lives Social Enterprise CIC will ensure that any allegations made against members or member of staff will be dealt with swiftly.

Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Named Person will liaise with Adult Social Care Direct to discuss the best course of action and to ensure that the Bright Lives Social Enterprise CIC's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

Bright Lives Social Enterprise CIC has a whistle blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

7. Recording and managing confidential information

Bright Lives Social Enterprise CIC is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see Bright Lives Social Enterprise's confidentiality policy.

All allegations/concerns should be recorded in the office where safeguarding adult's concerns will be recorded. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

This information will be secured in a locked filing cabinet within the organisation. Access to this information will be restricted to the Designated Named Person.

Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, trustees, volunteers, service users, parents and carers. The Designated Named Person will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually by the Management Committee. The Designated Named Person for Bright Lives Social Enterprise CIC Safeguarding Adults will be involved in this process and can recommend any changes. The Designated Named Person will also ensure that any changes are clearly communicated to staff, trustees and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes

The Designated Named Person for Safeguarding Adults in Bright Lives Social Enterprise CIC is:

Marguerite Jones

01206 615165

07964 266156



SET SAF 1 – SAFEGUARDING ADULT CONCERN FORM

Service User reference/NHS No: (Swift/PRN/NHS) (if known)	Date Form Completed:
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1. Tell us if the concern is for a person or an Organisation: (please complete as much of this as is known – if not known put N/K)			
Name of person who you are concerned about:			
Organisation:			
Gender:			
Home Address:			
Telephone Number:			
Age:	DOB:		
Ethnic Origin and or Nationality:			
Does the person have any Communication Needs:			
Are they aware of this referral	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Have they agreed to this referral:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If not, why not:
Is the adult in receipt of any social or health care services:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Known
If yes, please give brief details:			

2a. – Current Situation and Details of the Incident/Concern(s) being raised			
Does the person continue to be at risk of harm?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are there other people who may be at risk of harm?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If the answer to either of the above is yes, please describe the risk that remains and the names of any others potentially at risk. A referral to appropriate service should also take place if there is a child at risk in the household.			

2b. Details of the concern(s) being raised		
Time of incident:		
Date:		
Location of Incident:		
Concern:		
What would the adult like as the outcome of the enquiry:		
Brief factual details of the incident: This should include a clear factual outline of the concern being raised with details of times, dates, people and places where appropriate. (please continue on separate sheet if required).		
If injuries are present please give a brief/accurate description:		
Has a body chart been completed? (If completed please attach to SET SAF 1 or forward as soon as possible.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Details of any medical attention sought:		
Doctor Informed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Name of Doctor informed:		
Date and time of information given:		
Actions taken to date to safeguard the individual:		
Are any other professionals aware in this alert? (in particular please specify if the police are involved)?		
Where Police are involved please state the crime incident number?		

3. Relative/Name of Main Carer
Name:
Relationship to Person:

Is Relative/Carer aware of this referral?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Contact Address:		
County:		
Postcode:		
Telephone No:		
Mobile No:		
Email:		

4. Details of Person(s) of Concern involved if abuse is suspected or in the case of Self Neglect the name of the Adult concerned (please complete as much of this as is known)		
Name:		
Gender:		
D.O.B. :		
Address (if known):		
Do they live with the adult?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, in what capacity e.g. spouse, fellow resident, carer:		
Occupation/Position/Title:		
What is the relationship between the person(s) of concern and the adult who is the subject of the concern?		
Does this person hold any position of trust (paid or voluntary) besides their current role that we should be made aware of?		

5. Please provide details of the person raising the alert (For professionals this information can only remain confidential in exceptional circumstances)		
Can your details be shared with third parties?		
Does the person raising the alert live with the person you are concerned about?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
I would prefer to remain anonymous?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please give your reasons for remaining anonymous:		
Date:		

Name:
Job Title and/or Relationship to person referred:
Organisation (if applicable):
Contact Address:
County:
Postcode:
Telephone No:
Mobile:
Email:

6. Details of person completing the form (add only if different to box 5)
Name:
Date completed:
Contact Address:
County:
Postcode:
Telephone No:
Mobile:
Email:

*** FOR HEALTH STAFF ONLY – HAVE YOU COMPLETED YOUR LOCAL INCIDENT FORM PRIOR TO SENDING THIS FORM**

Please tick which form of abuse you suspect:
<input type="checkbox"/> Physical
<input type="checkbox"/> Sexual
<input type="checkbox"/> Psychological
<input type="checkbox"/> Financial or Material
<input type="checkbox"/> Neglect
<input type="checkbox"/> Discriminatory
<input type="checkbox"/> Organisational
<input type="checkbox"/> Modern Slavery
<input type="checkbox"/> Self Neglect
<input type="checkbox"/> Domestic Abuse
<input type="checkbox"/> Not Determined

Vulnerable to Radicalisation

Completed forms should be sent to your relevant Local Authority:

Southend

By Email:

Secure email only: accessteam@southend.gcsx.gov.uk

Please note you can only send emails to the secure address if you are sending from a secure email

Non Secure email: accessteam@southend.gov.uk

By safe haven Fax to: 01702 534794

Making a referral/enquiry by telephone: Access Team: 01702 215008 (option 1)

Out of hours Referrals:

General Public - 0345 606 1212 or 0845 606 1212

Statutory Agencies – 0300 123 0778

Fax - 0300 123 0779

Essex

By Post to: Essex Social Care Direct, Essex House, 200 The Crescent, Colchester, Essex, CO4 9YQ

Secure email only: essexsocialcare@essex.GCSX.gov.uk

Please note you can only send emails to the secure address if you are sending from a secure email address

Non Secure email: Socialcaredirect@essex.gov.uk

By fax to: 0345 601 6230

Making a referral/enquiry by telephone: 0345 603 7630

Out of hours Referrals:

General Public - 0845 606 1212

Statutory Agencies – 0300 123 0778

Fax: 0300 123 0779

Thurrock

By Email:

Secure email only: SafeguardingAdultsTeam@thurrock.gcsx.gov.uk

Please note you can only send emails to the secure address if you are sending from a secure email

Non Secure Email: SafeguardingAdults@thurrock.gov.uk

By safe haven Fax to: 01375 652760

Making a referral/enquiry by telephone:

Community Solutions Team: 01375 652868

Out of hours: 01375 372468 (Fax 01375 397080)

Completion by Investigating/Receiving Team			
<input type="checkbox"/> SET SAF1 Received (mandatory for all alerts)			
<input type="checkbox"/> SET SAF RISK (<i>At all stages there must be an on-going and documented Risk Management Plan</i>)			
<input type="checkbox"/> Proceed to information gathering SET SAF2			
<input type="checkbox"/> Proceed to Closure SET SAF4			
Key team referred to:			
Name:			
Contact Address:			
Telephone No:			
Mobile No:			
Email:			
Referrer updated?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	By Whom:
If not, reasons why:			
Signed:			
Date:			

* If this is a complaint refer to the Complaints Team

NOTES

Bright Lives Social Enterprise CIC is committed to training all staff, students and volunteers in this policy and procedure and code of behaviour, as part of the induction process. It requires all those working with vulnerable adults to address safeguarding within the Social Care Induction Programme, and to undertake Safeguarding Adults Training within their probationary period. In addition, they will be required to undertake either refresher training or more advanced training (as appropriate) bi-annually thereafter.

Marguerite Jones - 21 March 2018

Safeguarding to be reviewed annually and countersigned by Director on behalf of Bright Lives Social Enterprise CIC

Reviewed By	Date	Counter Signature Director
Michael Jones	21 March 2018	CEO; Michael Jones
Marguerite Jones	21 March 2018	Company Secretary; Marguerite Jones