



Refuge4Pets Safeguarding Adult Policy

Policy statement:

This Safeguarding Adult policy outlines Refuge4Pet's responsibilities in relation to Safeguarding and should be read alongside our strategy and values and has its foundations in the principles of listening to and believing victim-survivors of domestic and sexual violence and abuse.

The policy has been informed by Cornwall and Isles of Scilly, Plymouth, Devon and Torbay Local Safeguarding Adult Boards and The Care Act 2014. The Care Act 2014 sets out a clear legal framework for how local authorities, other statutory agencies and partner organisations should protect adults with care and support needs at risk of abuse or neglect.

This policy seeks to clarify roles and responsibilities within the organisation and is aligned with the 5 core values of Trauma Informed Practice: Safety, Trust, Choice, Collaboration and Empowerment.

Safeguarding leads at Refuge4Pets

Everyone at Refuge4Pets has a responsibility to safeguarding the physical and emotional wellbeing of any adult in contact with our charity. However, we acknowledge the importance of having named personnel who staff members can refer to where safeguarding concerns or issues arise. Within Refuge4Pets the following people have a lead role around Safeguarding Adults:

Safeguarding Leads	Name	Contact Details
Safeguarding Lead (Trustee)	Dina Holder	
Designated Safeguarding Lead	Mary Wakeham	07497382457

Introduction

This policy should be read in conjunction with the Confidentiality and Information Sharing Policy, Child Protection Safeguarding Policy, Safer Recruitment Policy, Whistle Blowing Policy and Professional Boundaries Policy.

Refuge4Pets has a responsibility to protect and safeguard the welfare of adults they come into contact with. We consider the welfare of any child, young person or adult, who engages with our charity, to be of paramount importance and we are committed to ensuring that they are valued, listened to, and respected within the work that we do. The need for guidelines and procedures is important to ensure that this is done with understanding, clarity, and transparency.

The trustees, staff and volunteers believe all adults using our service, have the right to be in a safe, and caring environment. As an organisation, we have a zero tolerance to harm or abuse in our charity.

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect and the purpose of this document is to guide all members of our team at The Women's Centre Cornwall to identify and respond appropriately when adults may be at risk of harm, abuse or self-neglect.

Everyone working within our charity, including its trustees, employees, and volunteers, are responsible for ensuring that adults 'at risk' are safe. We uphold the Multi-Agency Safeguarding Adults Procedures from all counties where we provide services.

Scope and purpose of the policy

This policy applies to all paid workers, voluntary staff, trustees, temporary staff and anyone else working on behalf of Refuge4Pets. All paid workers, voluntary staff, trustees, temporary staff and those working on behalf of Refuge4Pets will receive training on this policy.

The purpose of this policy is to set out Refuge4Pet's approach and commitment in relation to protecting adults at risk who come in to contact with Refuge4Pets, either directly or indirectly, from all forms of harm and abuse and to give guidance on how to proceed when abuse is suspected.

Refuge4Pets recognises because of the work we undertake with women and girls experiencing or having experienced domestic and sexual violence and abuse that a majority of our client group could already be considered potentially to be adults at risk. Refuge4Pets will take seriously any allegations or suspicions of abuse and will ensure that when working with all adults that their safety and welfare is of the utmost importance. In doing so, Refuge4Pets will make sure that all issues relating to the Adult Safeguarding Policy will be dealt with efficiently and sensitively.

Principles

Refuge4Pets works to and upholds the following key Principles. These principles are enshrined within the Care Act 2014 provisions and Chapter 14 of the Care and Support Statutory Guidance.

The six principles of adult safeguarding

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

Making safeguarding personal

The principle of making safeguarding personal is enshrined within the Care Act 2014 and set out in the Care and Support Statutory Guidance. Making Safeguarding Personal (MSP) is a shift in culture and practice in response to what is known about what makes safeguarding effective from the perspective of the adult being safeguarded. It is about having conversations with people about how we might respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving the adult's quality of life, wellbeing and safety.

It is about seeing people as experts in their own lives and working alongside them. "It is a shift from a process supported by conversations to a series of conversations supported by a process" Making Safeguarding Personal: A Toolkit for Responses: 4th edition 2015 LGA Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professionals and other staff should not be advocating "safety" measures that do not take account of individual well-being, as defined in Section 1 of the Care Act 2014.

It is important to listen to the adult both in terms of the alleged abuse and in terms of what resolution they want. Individuals have a right to privacy; to be treated with dignity and to be enabled to live an independent life. The focus of the adult safeguarding procedure is on achieving an outcome which supports or offers the person the opportunity to develop or to maintain a private life. This includes the wishes of the adult at risk to establish, develop or continue a relationship and their right to make an informed choice. Practice should involve seeking the person's desired outcomes at the outset and throughout the safeguarding arrangements and checking whether those desired outcomes have changed or have been achieved. Intervention should be proportionate to the harm caused, or the possibility of future harm.

As well as thinking about an individual's physical safety it is necessary to also consider the outcomes they want to see and take into account their overall happiness and wellbeing. Assessments of risk should be undertaken in partnership with the person, who should be supported to weigh up risks against possible solutions. People need to be able to decide for themselves where the balance lies in their own life, between living with an identified risk and the impact of any safeguarding plan on their independence and/or lifestyle.

The wellbeing principle

The Care Act 2014 introduces a duty to promote wellbeing when carrying out any care and support functions in respect of a person. This is sometimes referred to as "the wellbeing principle" because it is a guiding principle that puts wellbeing at the heart of care and support.

The wellbeing principle applies whether carrying out care and support functions, or making a decision, or safeguarding. It applies to adults with care and support needs and their carers. "Wellbeing" is a broad concept, and it is described as relating to the following areas in particular:

- personal dignity (including treating people with respect).
- physical and mental health and emotional wellbeing.
- protection from abuse and neglect.
- control by the individual over day-to-day life (including care and support and the way it is provided).
- participation in work, education, training or recreation.
- social and economic wellbeing.
- domestic, family and personal relationships.
- suitability of living accommodation.
- the individual's contribution to society.

Promoting "wellbeing" means actively seeking improvements, for the adult with care and support needs (regardless of whether they have eligible needs or not) and informal carers. This approach informs planning of individual care packages, delivery of universal services and strategic planning. Service commissioners and providers, along with our services at Refuge4Pets, will assume that individuals are best placed to judge their own wellbeing and be respectful of their individual views, beliefs, feelings and wishes. The wellbeing principle also applies to carers, and where tension exists this will have to be discussed and reconciled, if possible. For the purposes of these procedures, promotion of wellbeing will be considered at all times.

Aims of our policy

- Adopting person led safeguarding, respecting and promoting the rights, wishes and feelings of adults.
- Listening to and working alongside adults actively to provide support and representation for them as needed.
- Creating a safe and healthy environment within our organisation and the services it provides, avoiding situations where abuse may occur.
- On-going training, supervision and support for staff and volunteers to adopt local multi-agency good practice.
- Raising the awareness of the duty of care responsibilities relating to adults throughout the staff and volunteers' teams, assessing risk and responding to concerns proportionately.
- Actively encouraging good practice amongst all staff, and volunteers and promoting wider awareness wherever possible i.e. partnership organisations and user groups.
- Staff and volunteers who work with adults will be subject to Safer Recruitment processes and the appropriate level of Criminal Records check through the Disclosure & Barring Service.
- Responding to any allegations appropriately and implementing the appropriate disciplinary and appeals procedures.
- Requiring staff and volunteers to adopt and abide by the Adult Safeguarding Policy and procedures for the regions in which they work.
- Managing allegations against staff or volunteers appropriately, referring any member of staff or volunteer to the appropriate agencies, including the Disclosure & Barring Service if required.

Abuse of adults and safeguarding

Safeguarding adults means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse and neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feeling and beliefs in deciding on any action.

This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, coerced, controlled, unclear or unrealistic about their personal circumstances.

Prevention is critical to the vision of the Care Act 2014. The care and support system must work actively together to promote wellbeing and independence rather than waiting to respond once a person has reached a crisis point. Safeguarding involves achieving a balance between protecting people and preserving their right to make decisions for themselves.

The Care Act 2014 definition of an adult needing care and support

Under The Care Act 2014 the Government expects local authorities and others to help people with care and support needs, 'who may be at risk of abuse or neglect as a result of those needs', to keep safe. This must not mean preventing them making their own choices and having control over their lives.

Criteria of an adult at risk:

Safeguarding procedures apply where a local authority makes an enquiry or require others to do so on their behalf if they reasonably suspect an adult meets the following criteria:

- any adult aged 18 or over, who has needs for care and support (whether or not the local authority is meeting any of those needs)
 - and is experiencing, or is at risk of, abuse or neglect
 - and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse and neglect

(Care and Support Statutory Guidance, published under the Care Act 2014, Department of Health)

- This **may** include a person who:
 - Is elderly or frail
 - Has a mental health difficulty
 - Has a physical disability
 - Has a learning disability
 - Has a severe physical illness
- This **may** include a situation where a person receives care or is currently unable to protect themselves, for instance, someone who:
 - Is misusing substances
 - Is someone who is homeless
 - Is in an abusive relationship
 - Is vulnerable due to context or experience e.g. bereavement, poverty

Definitions of abuse and harm

For the purpose of these procedures, the terms abuse and harm include:

- A single act or repeated acts.
- An act of neglect or a failure to act.
- Multiple acts, for example, an adult at risk may be neglected and also being financially harmed.
- Self-neglect.
- This can mean:
 - Ill treatment (including sexual harm and forms of ill treatment which are not physical).
 - The impact of not providing care, providing inappropriate care or other actions which are detrimental to health, wellbeing, maintaining independence and choice.
 - The impairment of, or an avoidable deterioration in physical or mental health.
 - The impairment of physical, intellectual, emotional, social or behavioural development.
- Intent is not an issue at the point of deciding whether an act or a failure to act is harm and abuse; it is the impact of the act on the person and the harm or risk of harm to that individual. Harm can take place anywhere. Harmful acts may be crimes and informing the Police must be a key consideration.

Where and how abuse and harm might occur

Abuse of adults may be perpetrated by a wide range of people, including spouses/partners, relatives and family members, professional staff, paid care workers, volunteers, other women who use the service, neighbours, friends and associates, people who deliberately exploit people who might be at risk, strangers or the elderly. Mate crime happens when someone is faking a friendship in order to take advantage of a vulnerable person.

There is often particular concern when abuse is perpetrated by someone in a position of power or authority who uses his or her position to the detriment of the health, safety, welfare and general well-being of a vulnerable person. Abuse can occur in any setting. Abuse and crimes against adults may occur in different contexts. Actual or suspected abuse of persons at risk will trigger a safeguarding response in accordance with this policy.

Categories of abuse and harm

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

Domestic abuse: The Domestic Abuse Act 2021 defines “domestic abuse” for the purposes of the Act as:

Behaviour of a person (“A”) towards another person (“B”) is “domestic abuse” if:

A and B are each aged 16 or over and are personally connected to each other, and the behaviour is abusive. Behaviour is “abusive” if it consists of any of the following:

- physical or sexual abuse;
- violent or threatening behaviour;
- controlling or coercive behaviour;
- economic abuse
- psychological, emotional or other abuse

It does not matter whether the behaviour consists of a single incident or a course of conduct. ‘Economic abuse’ means any behaviour that has a substantial adverse effect on a person’s ability to acquire, use or maintain money or other property, or obtain goods or services.

Forced marriage: Although forcing someone into a marriage and/or luring someone overseas for the purpose of marriage is a criminal offence the civil route and the use of Forced Marriage Protection Orders is still available and can be used as an alternative to entering the criminal justice system. It may be that perpetrators will automatically be prosecuted where it is overwhelmingly in the public interest to do so, however victims should be able to choose how they want to be assisted.

Exploitation by radicalisation: The Home Office leads on the anti-terrorism PREVENT strategy, of which CHANNEL is part (refer to www.gov.uk for information). This aims to stop people becoming terrorists or supporting extremism. All local organisations have a role to play in safeguarding people who meet the criteria. Contact should be made with Devon and Cornwall Police regarding any individuals identified that present concern regarding violent extremism.

Sexual abuse: 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 or does not have the mental capacity to consent.

Sexual exploitation: The term ‘sexual exploitation’ means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

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 (also see above economic abuse definition: 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.

Modern slavery: includes; human trafficking, forced labour and debt bondage, sexual exploitation, criminal exploitation, domestic servitude, descent-based slavery, child labour, slavery in supply chains, and forced and early marriage.

Human trafficking: is the illegal movement of people through forced, fraud or deception with the intention of exploiting them, typically for the purposes of forced labour or sexual exploitation. Men, women and children are forced into a situation through the use (or threat) of violence, deception or coercion. Victims may enter the UK legally, on forged documentation or secretly under forced hiding, or they may even be a UK citizen living in the UK who is then trafficked within the country. It should not be confused with people smuggling, where the person has the freedom of movement upon arrival in the UK. There is no 'typical' victim of human trafficking and modern slavery. Victims can be men, women and children of all ages, ethnicities, nationalities and backgrounds. It can however be more prevalent amongst the most vulnerable members of society, and within minority or socially excluded groups.

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

Internet/cyberbullying: can be defined as the use of technology, and particularly mobile phones and the internet, to deliberately hurt, upset, harass or embarrass someone else. It can be an extension of face-to-face bullying, with the technology offering the bully another route for harassing their victim, or can be simply without motive. Cyberbullying can occur using practically any form of connected media, from nasty text and image messages using mobile phones, to unkind blog and social networking posts, or emails and instant messages, to malicious websites created solely for the purpose of intimidating an individual or virtual abuse during an online multiplayer game.

Neglect and acts of omission: includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, equipment, the withholding of the necessities of life, such as medication, adequate nutrition and heating

Self-neglect: This includes a broad spectrum of behaviour. The Care Act 2014 statutory guidance defines self-neglect as: "a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding". Self-neglect is recognised as the failure or unwillingness to meet your own basic care needs required to maintain health.

Organisational abuse: 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 a person's own home. This may be a one-off incident or on-going ill-treatment. It can refer to neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Hate crime: is defined as any crime that is perceived by the victim, or any other person, to be racist, homophobic, trans-phobic or due to a person's religion, belief, gender identity or disability. It should be noted that this definition is based on the perception of the victim or anyone else and is not reliant on evidence.

Mate crime: happens when someone is faking a friendship in order to take advantage of a vulnerable person. Mate crime is committed by someone known to the person. They might have known them for a long time or met recently. A 'mate' may be a 'friend', family member, supporter, paid staff or another person with a disability.

Abuse of trust: a relationship of trust is one in which one person is in a position of power or influence over the other person because of their work or the nature of their activity. There is a particular concern when abuse is caused by the actions or omissions of someone who is in a position of power or authority and uses their position to the detriment of the health and well-being of a person at risk, who could be dependent on their care. There is always a power imbalance in a relationship of trust.

Abuse between adults at risk: any organisations supporting these individuals have a responsibility to protect them from abuse as well as preventing them from causing harm to other adults. It is important the needs of the adult causing the harm are taken into consideration in the safeguarding responses for both parties.

Carers at risk of harm: Carers experiencing abuse by the person they offer care to can expect the same response as any person at risk of abuse. Carers also have a legal right to an assessment of their needs. A carer's assessment should be seen as part of the overall assessment process. Sometimes both the carer and the supported person may be at risk of harm.

Homelessness: homelessness does not necessarily make people at risk and it is therefore not a defined category of harm. However, circumstances such as homelessness may exacerbate other conditions and impact negatively upon individual's ability to care for their health and to protect themselves.

Cuckooing: refers to the relatively recent identification of a new type of controlling and coercive criminal activity. This involves gangs using adults at risk (and children and young people) to move, store and deliver drugs.

Guidance on progressing safeguarding concerns

Raising a concern

Refuge4Pets will always raise a concern when there is reason to believe an adult at risk may have been, is, or might be the subject of serious harm, abuse or neglect by any other person or persons, this includes anyone self-neglecting. People who remain in abusive environments will not face disclosure to external agencies without their consent unless it is felt there is significant risk to the person or to the welfare of a child or another adult at risk. In these circumstances, as long as it is safe to do so, any sharing of information will be discussed and explored with the person accessing support prior to the disclosure of such information to external agencies. The matter will however be dealt with as swiftly as possible for the safety of those concerned.

In circumstances where there are significant high immediate risks a response will be followed up within the same day.

See below for process of raising a concern.

Mental capacity

People must be assumed to have capacity to make their own decisions and be given all practicable help before they are considered not to be able to make their own decisions. Where an adult is found to lack capacity to make a decision then any action taken, or any decision made for, or on their behalf, must be made in their best interests. Professionals and other staff have a responsibility to ensure they understand and always work in line with the Mental Capacity Act 2005. In all safeguarding activity due regard must be given to the Mental Capacity Act 2005. In all cases where a person has been assessed to lack capacity to make a decision, a best interest's decision must be made. Even when a person is assessed as lacking capacity, they must still be encouraged to participate in the safeguarding process and will have access to skilled advocates.

Responding to a disclosure

It is vital to listen carefully to what the person is saying, reassure them they will be involved in decisions about what will happen and get as clear a picture as possible but avoid asking too many questions at this stage. Then you must be assured the individual is safe from harm or any further harm by making an immediate evaluation of the risk to the adult at risk and others.

Staff and volunteers with support and guidance from their line manager, or the Safeguarding Lead must consider whether there are any immediate actions that need to be taken in order to keep the adult, or others, safe from harm.

This involves taking actions in relation to the adult at risk and others, including:

- making an immediate evaluation of the risk to the adult at risk and others.
- taking reasonable and practical steps to safeguard the adult at risk as appropriate.
- liaising with the police where an immediate police presence is required or to discuss any risk management issues.
- arranging any necessary emergency medical treatment; note that offences of a sexual nature will require expert advice from the police.
- making sure that other women who use the service (and staff/volunteers) are not at risk.

Good practice: responding to a disclosure

- Assure the person that you are taking the concerns seriously.
- Do not be judgemental or jump to conclusions.
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can.
- Make sure they have all the aids and support they may need to communicate as clearly as possible.
- Use open-ended questions using the TED principles; Tell me, Explain, Describe.
- Do not start to investigate or ask detailed or probing questions.
- Help the adult stay as much in control of their situation as possible, what do they want to happen now? What do they think needs to change?
- Explain that you have a duty to tell your manager, you cannot keep secrets.
- Reassure the person that they will be involved in decisions about them.
- Explain next steps including what adult safeguarding processes are.
- Ask the adult for their consent to share what they have told you with adult safeguarding.
- If the adult does not wish to consent explain that you must still share the information with your manager and still may need to talk with adult safeguarding, however you will involve them in this decision but, if others are at risk or if the risks to them are High, you may have to do this without their consent.

Deciding whether to raise a safeguarding concern

In deciding whether to raise a safeguarding concern, consider the following questions:

- Is the person an 'adult at risk' as defined within the Care Act? (**See Page 5**)
- Is the person experiencing, or at risk of, abuse and neglect?
- What is the nature and seriousness of the risk?
- What does the adult at risk want to happen now?

The adult at risk should experience the safeguarding process as empowering and supportive. Practitioners should seek to agree actions with the adult at risk, taking into consideration their desired outcomes of any support provided.

Good practice guide:

Desired outcomes are those changes that the adult at risk wants to achieve from the support they receive, such as wanting the abuse to stop, maintaining family relationships or friendships, feeling safe at home, getting access to other services, restricted or no contact with certain individuals or pursuing the matter through the criminal justice system.

Consent to share the information with adult safeguarding should be sought where possible. There may be circumstances where consent cannot be obtained because the adult lacks the capacity to give it or is subject to coercion or undue influence. There are occasions when you may need to raise a concern without the person's consent, for example:

- It is in the public interest, for example, or there is a risk to other 'adults at risk', or children, or the concern is about organisational abuse, or the concern or allegation of abuse relates to the conduct of an employee or volunteer within an organisation providing services to adults at risk, or the abuse or neglect has occurred on property owned or managed by an organisation with a responsibility to provide care.
- The person lacks capacity to make specific decisions to consent and a decision is made to raise a safeguarding concern in the person's 'best interests' (Mental Capacity Act 2005).
- A person is subject to coercion or undue influence, to the extent that they are unable to give consent.
- It is in the adult's vital interests (to prevent serious harm or distress or life threatening situations).

If you are not sure whether you should raise a safeguarding concern, you should seek advice from your line manager and/or the Safeguarding Lead.

Operational responsibilities

- Safeguarding Leads have a responsibility to keep up to date with national developments within Safeguarding Adults guidance and legislation and to inform/train all staff and volunteers accordingly.
- The Safeguarding Leads (Trustee and CEO) and all employees must have Safeguarding Adults Training every three years.
- The Refuge4Pet's CEO is responsible for ensuring the Safeguarding Policy is up to date and meets the current reporting requirements and expectations of the Local Safeguarding Adult's Board.
- Refuge4Pets have a nominated trustee who has overall responsibility for Safeguarding Adults.
- Safeguarding discussions are a mandatory part of one-to-one line supervision, peer supervision and team meetings.
- Ensuring all concerns and allegations of abuse are taken seriously by trustees, staff and volunteers and responded to appropriately – this may require a referral, in line with the procedure, to Safeguarding Adults Services and in emergencies the Police.
- Undertaking checks on staff and volunteers, at the recruitment stage, through the Disclosure and Barring Checks Service.
- Evaluating and reviewing these policies and procedures every year or when significant changes in legislation requires it.
- Work collaboratively with Cornwall, Plymouth, Devon and Torbay Safeguarding Adults Boards, keep up to date with and adhere to their policies and procedures.

Responsibilities of Refuge4Pet’s staff and volunteers

- To have read and understood the Safeguarding Adult Policy and procedures.
- To take appropriate action in line with the policies of Refuge4Pets.
- To declare any existing or subsequent convictions. Failure to do so will be regarded as gross misconduct, possibly resulting in dismissal.

Support for those who report abuse

All those making a complaint or allegation or expressing concern, whether they are staff, victim-survivors accessing support, carers or members of the general public should be reassured that:

- They will be taken seriously.
- Their comments will be treated confidentially wherever possible, but their concerns may be shared if a child or young person is at risk of significant harm.
- Staff and volunteers will be given support, if necessary, in line with the Public Interest Disclosure Act 1998.

People accessing our service have the right:

- To be made aware of this policy, which is on our website.
- To be advised when Refuge4Pets is going to make a Safeguarding Adults report unless in doing so it is likely that the person could experience further harm, or others will be put at risk of harm.
- To be involved in the process of reporting a Safeguarding issue as appropriate.
- To understand how their data is stored within Refuge4Pets.

Record keeping

It is essential that staff document the incident and any actions or decisions taken. Practitioners and line managers must ensure all actions and decisions are fully recorded. It is possible that your records may be required as part of a police investigation. Be as clear and accurate as you can. Record the information about the concern/allegations, your decisions and any advice given to, or by, you in making these decisions.

Ensure that appropriate records are maintained, including details of:

- The nature of the safeguarding concern/allegation – **see the good practice guide below.**
- The wishes and desired outcomes of the adult at risk and their consent to share information about the concern with the adult safeguarding team.
- The support and information provided to enable the adult at risk to make an informed decision.
- Assessments of capacity, where indicated.
- The decision and reasons of the organisation to raise a safeguarding concern (or not).
- Record accurately, and as soon as possible, all details of disclosure/ suspicion, including everything that was seen or heard, and any subsequent action taken, and discussions held (Appendix 2, Safeguarding Decision Report Form).
- The information should be factual, and any opinion should be stated as such.
- The account should include name, address and date of birth of all individuals involved and the time and date of the report.
- Safeguarding Decision Forms are recorded on Lamplight and covering the information in Appendix 2. They are collated by the Designated Safeguarding Lead for reporting and to be reviewed at quarterly Safeguarding Review meetings.
- If it is decided not to report to a relevant statutory agency a full explanation of how this decision was reached must be documented in case files/Lamplight and agreed by the Designated Safeguarding Lead or Safeguarding Lead.

Referring a concern

Referral procedure – see flowchart (appendix 1)

All cases of abuse or suspected abuse must be referred on as follows:

1. Take the matter, at the earliest possible time, to the Designated Safeguarding Lead (CEO) or Safeguarding Lead (Trustee) in their absence where it will be decided as to whether further action needs to be taken.
2. If the decision is to make a referral without the consent of the person accessing support, the Designated Safeguarding Lead (CEO) or Safeguarding Lead (Trustee) in their absence must be consulted.
3. The Designated Safeguarding Lead (CEO) or Safeguarding Lead (Trustee) in their absence authorise and support a referral to the Local Adult Safeguarding Service, who will assume a lead role in investigating the adult at risk issue. The Safeguarding Leads will make sure the referral is followed in writing within 48 hours. In an emergency the Police should be contacted immediately.
4. If it remains unclear whether a case meets the adult at risk thresholds the Designated Safeguarding Lead will contact or authorise contact with the Adult Safeguarding Service at the local authority. They can provide advice, consultation and help in accessing services.

Action must still be taken if the allegation is withdrawn and there is a significant risk to the welfare of a child or young person, an adult at risk or the lives of others.

See appendix 4 for local adult safeguarding contacts and policies

The adult at risk has the right:

- To be made aware of this policy.
- To have alleged incidents recognised and taken seriously.
- To receive fair and respectful treatment throughout.
- To be involved in any process as appropriate.
- To receive information about the outcome.

Procedural guidance

Training:

Refuge4Pets will make sure that all staff and volunteers are given basic Safeguarding Adult Training. New recruits will receive training on the organisations Safeguarding Policy during their induction.

Suspicion:

Any suspicions or concerns of Adult Safeguarding issues must always be raised with a Safeguarding Lead, at the earliest possible time. (See Flow Chart, Appendix 1, referral procedures). Following the discussion a decision will be made about the course of action to be taken. Clear dated written records detailing the concern and the decision as to what action is to be taken must be kept (Safeguarding Decision form Appendix 2). If a disclosure/referral is to be made without the consent of the person accessing support, this must be discussed with the Designated Safeguarding Lead (CEO, or Safeguarding Lead (Trustee) in their absence.

Confidentiality

- Absolute confidentiality cannot be guaranteed, so be clear with people who use our service about where boundaries lie and when confidentiality may be broken.
- Confidentiality will not be broken **unless** there is a concern about **significant risk of harm to an adult at risk or an individual's life is at risk**.
- If confidentiality cannot be maintained, the information will only be shared with relevant people and outside of these people will remain subject to the Confidentiality and Information Sharing Policy. Support will be provided to the person accessing support if appropriate.

Should staff and volunteers feel they need someone to talk to during the process; this should be discussed with their line manager and/or a Safeguarding Lead and extra external supervision may be accessed if appropriate.

Our principles

- Our responsibility is not to investigate adult safeguarding concerns but to share information appropriately.
- We will explore all options related to the risks and benefits of a safeguarding referral.
- We will be non-judgmental in our practice.
- Wherever possible we will inform people about any safeguarding referrals.
- No safeguarding decisions are made by one worker alone.
- All safeguarding referrals need to be discussed with and approved by the Designated Safeguarding Lead or Safeguarding Lead.
- We will encourage and empower women to refer themselves to safeguarding.
- Where possible we maintain an open and trusting relationship with the person as this will help to keep her safe.

Escalation

If a safeguarding referral has been made or there is already involvement of Adult Services, but the worker has concerns that the response from Adult Services is not at the appropriate level, or necessary actions are not being taken by Adult Services to safeguard person, then we consider using the local escalation or resolution procedures to ask for decisions and actions to be reviewed. See Appendix 4 for links to local Adult Safeguarding Policies and Escalation procedures.

Responding to allegation of abuse against persons in a position of trust

Where an allegation of abuse is made against someone in a position of trust (i.e., someone whose job role involves regular contact and/or caring/supervisory responsibility for adults at risk) the Safeguarding Leads, should make a decision whether to make a "position of trust referral". This would be done via the Local Authority Designated Officer (LADO). It is not the responsibility of anyone within Refuge4Pets to investigate whether or not a person who is using our service is being abused. This is the responsibility of Adult Safeguarding Services, the LADO and the police.

Allegations made against staff/volunteers

If an allegation of abuse is made against a member of staff or a volunteer:

- This must be reported immediately to the CEO or a Trustee in their absence.
- The usual disclosure / suspicion and referral procedures must be followed.
- The member of staff / volunteer could be suspended from duties pending investigation. This is not an assumption of guilt but serves to allow the appropriate investigation to take place and protects the member of staff / volunteer from further allegations.
- A risk assessment will be carried out to determine whether or not the staff member is suspended from work or assigned other duties. Consideration may be given to enabling the member of staff/volunteer to complete duties that do not involve direct contact with women using our service, subject to individual circumstances. At all times, the safety and wellbeing of women using our service will be the primary consideration.
- Full investigation will be carried out in line with Refuge4Pet's Disciplinary Procedures.

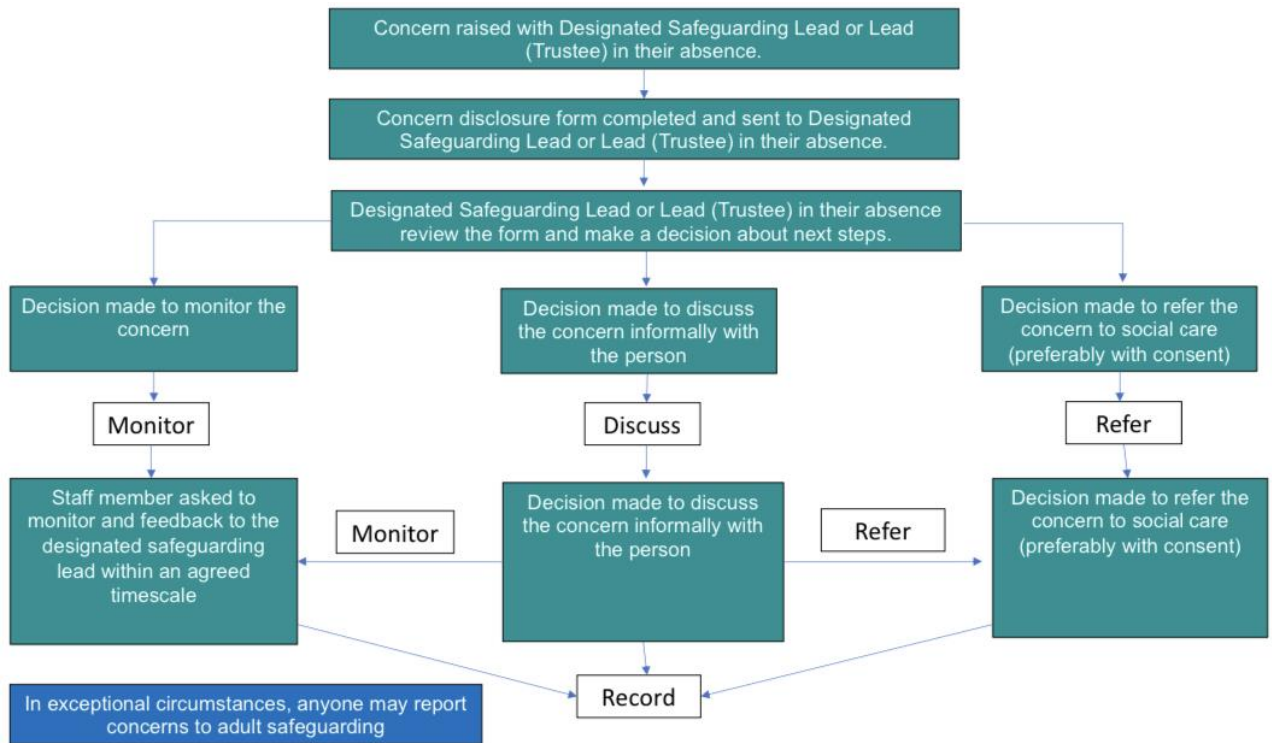
Support for people accessing support

Remember if it is safe and appropriate to do so, keep the person accessing support informed of any developments and make sure that they have access to any support they may need.

Monitoring and review:

This policy will be reviewed annually, or more frequently if there are updates to adult safeguarding policy, legislation or guidance.

Appendix 1 – Safeguarding Guidance Flow Chart



Appendix 2 - Safeguarding Decision Form

NB: This should be completed as a Word document and uploaded to Media on Lamplight.

<p>Details of the Disclosure/Suspicion Everything that was seen/heard keep details factual, do not paraphrase, opinions must be stated as such.</p>	
<p>Location where disclosure made</p>	
<p>Discussions held, decisions made, actions taken Including referrals. If no referral made full explanation of how decision reached, this must be agreed by Safeguarding Lead or Champion.</p>	
<p>Name, Address and Date of Birth of individuals involved</p>	
<p>Time and Date of this Report</p>	
<p>Name</p>	
<p>Job role</p>	
<p>Sign</p>	

Please provide your line manager with a copy of this report and upload onto Lamplight.

Appendix 3 – Local Adult Safeguarding Referral Contacts and Policies

Cornwall

Adult Safeguarding line for professionals 01872 326433 (or public 0300 1234 131 / out of hours 01208 251300) or email adultsafeguardingconcerns@cornwall.gov.uk.

<https://www.cornwall.gov.uk/safeguardingadults>

Referral form: <https://www.cornwall.gov.uk/media/qykcipm/adult-safeguarding-triage-referral-form-jan-2020.docx>

High Risk Behaviour Panel (high risk behaviour or self neglect)

<https://ciossafeguarding.org.uk/sab/p/information-for-professionals/high-risk-behaviour-multi-agency-policy-and-panel-referral-form>

Isles of Scilly 0300 1234 105 (out of hours 01720 422699)

<https://www.scilly.gov.uk/health-social-care/safeguarding-adults>

Plymouth

Adult safeguarding 01752 668000 (no email available).

<https://www.plymouth.gov.uk/adultsandchildrensocialcare/adultcareandhealth/adultsafeguarding>

Online form at link above.

Torbay

Adult safeguarding 01803 219700 / safeguarding.alertstct@nhs.net.

<https://www.devonsafeguardingadultspartnership.org.uk/reporting-a-concern/report-your-concern-torbay-local-authority-boundaries/>

Referral form: <https://www.devonsafeguardingadultspartnership.org.uk/wp-content/uploads/sites/25/2021/10/Safeguarding-Adult-Concern-Referral-Form-1.docx>

Devon

Adult Safeguarding (Care Direct) 0345 1551 007 (8am-8pm, or 0345 6000 388 for Emergency Duty outside those hours) / csc.caredirect@devon.gov.uk.

<https://www.devonsafeguardingadultspartnership.org.uk/reporting-a-concern/report-your-concern-devon-local-authority-boundaries/>

Referral form for professionals on link above, along with guidance.

Adult Safeguarding Criteria and Escalation Procedures

Each area has an adult safeguarding policy which sets out the criteria for safeguarding referrals, and includes an escalation policy or procedure. This is a process for resolving differences of opinion as to the level of risk of concern about a person. If we are unhappy with a local authority's response to concerns raised about risk to an adult, we can use the escalation process to ask for it to be reviewed.

Cornwall and Isles of Scilly

- Safeguarding policy <https://ciossafeguarding.org.uk/assets/1/adult-safeguarding-policy.pdf>
- Threshold guidance: <https://ciossafeguarding.org.uk/assets/1/threshold-guidance-final-04012018.doc>
- Escalation Procedure: https://ciossafeguarding.org.uk/assets/2/cios_sab-escalation-procedure-october-2020.pdf
- For all policies see <https://ciossafeguarding.org.uk/sab/p/safeguarding-resources/adult-safeguarding-policies-standards-and-guidance-local>

Plymouth

- Multi Agency Safeguarding Manual: <https://www.plymouth.gov.uk/adultsandchildrensocialcare/adultcareandhealth/adultsafeguarding/multiagencyadultsafeguardingmanual>
- Escalation process: <https://www.plymouth.gov.uk/multiagencyadultsafeguardingmanual/contents/210escalationprocessresolveprofessionaldisagreement>

Torbay and Devon

- Safeguarding Adults Procedure and Guidance: <https://www.devonsafeguardingadultspartnership.org.uk/document/multi-agency-safeguarding-adults-guidance-and-procedures/>
- Escalation Protocol: <https://www.devonsafeguardingadultspartnership.org.uk/document/safeguarding-adults-escalation-protocol/>