



Safeguarding Adults: Policy and Procedure

1. Policy Statement

The Springfield Project operates from a Christian ethos, and is committed to the wellbeing of all people, physically, mentally, emotionally and spiritually. The Springfield Project practices in an empowering way and believes that all everyone has the right to self-determination and to make choices about how they live their lives. The Springfield Project seeks to establish and maintain an environment where everyone using our services feels secure, able to seek advice and support and where service users know that they are listened to. The Springfield Project recognises that it may work with service users who may need more support to enable them to make independent choices and to live life to the full.

This Safeguarding Adults policy outlines the Springfield Project's responsibilities in relation to safeguarding adults with care and support needs. The policy seeks to ensure the safety of adults with care and support needs by outlining clear procedures and ensuring that all staff members and volunteers are clear about their responsibilities.

This Policy should be read in conjunction with the Staff Code of Conduct, Confidentiality Policy, Equal Opportunities Policy, Professional Boundaries Guidance and Whistle-blowing Policy.

The development of this policy has been based on the *Care Act 2014* and *Adult Safeguarding: Multi Agency Policy & Procedures for the protection of adults with care and support needs; West Midlands 2015*.

2. Definitions

This Policy relates to the safeguarding of adults with care and support needs. An adult with care or support needs is defined as someone over the age of 18 who is, or may be, in need of social care services by reason of mental health, age or illness, and who is, or may be, unable to take care of themselves, or protect themselves against significant harm or exploitation.

For the purposes of this policy The Springfield Project defines abuse as any behaviour that causes the recipient significant harm. This would include physical, emotional, psychological, sexual and financial abuse and neglect.

The characteristics of adult abuse can take a number of forms and cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Victims may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries.

There may be some situations where victims are unaware that they are being abused or have difficulty in communicating this information to others

3. Policy Principles

- The Springfield Project will operate the requirements of Safer Recruitment as set out in local safeguarding board procedures.
- The Springfield Project will ensure all staff undergo a DBS check that is regularly reviewed (at least every 3 years). This will include a check of the Adults barred list.
- The Springfield Project will ensure all staff are familiar with this policy and that relevant staff are trained in its' implementation.
- The Springfield Project will ensure that service users are aware of this policy and are able to access it. Service users will be made aware of the limitations to confidentiality where there are safeguarding concerns.
- The Springfield Project will ensure that service users are clear about who they can go to for help and what action will be taken if they report issues of abuse.
- Where we are asked to provide a service to a person who has been convicted of offences against adults with care and support needs Springfield Project staff will complete a comprehensive risk assessment to ensure suitability for the service.
- The Springfield Project will ensure that all staff have access to, and are aware of, the Springfield Project policies on Professional Boundaries and Whistle Blowing in order that they can take the appropriate steps should they be concerned that a member of staff is behaving inappropriately towards adults with care and support needs. The Springfield Project will fully support any staff member who "blows the whistle" on suspected abuse within The Springfield Project in line with the organisation's Whistle Blowing policy.

4. Reporting Procedures

Everyone within The Springfield Project has a responsibility to safeguard the physical and emotional health of adults with care and support needs. Within The Springfield Project there are Designated Leads for Safeguarding Adults with care and support needs. The Designated Leads will ensure that at least one of the named officers is available to staff and volunteers at all times, ensuring that contact numbers are available to all staff and volunteers.

Sarah Robbins	Chief Executive Officer
Sue Round	Assistant Chief Executive Officer

5. RESPONDING TO SUSPICIONS OF ABUSE

- Where a member of staff or volunteer is concerned about a risk of harm to an adult with care or support needs, the Springfield Project Designated Lead for Safeguarding Adults should be informed as soon as possible.
- In consultation with the staff member, the Designated Lead for Safeguarding Adults will decide what action will be taken, including a decision on whether to report the matter to the police and/or raise a safeguarding concern.
- If the decision is made to raise a Safeguarding concern this should be communicated with the service user, unless to do so would further increase risk.
- *It is not the responsibility of anyone within The Springfield Project to conduct **formal** investigations into the abuse of adults with care and support needs. This is the responsibility of statutory services and the police.*
- The member of staff should make a written record of the allegation or suspicion of abuse or neglect. The record must be signed and dated and placed on file.
- If there is an immediate risk to the adult with care and support needs, where there is an emergency situation or where a crime has been committed, the details of the concern should be passed on the police. In other situations where there is concern of abuse or neglect of an adult with care and support needs the Designated Lead should make a referral to the Birmingham City Council Adults and Communities Access Point. Current contact details of the relevant teams can be found in Appendix A.

6. RESPONDING TO ALLEGATIONS OF ABUSE AGAINST PERSONS IN A POSITION OF TRUST

Where an allegation of abuse is made against someone in a position of trust (ie someone whose job role involves regular contact and/or caring/supervisory responsibility for adults with care and support needs) the designated Safeguarding Adult lead, in conjunction with a senior manager, should make a decision whether to inform the alleged perpetrator's employer and / or the police.

7. RESPONDING TO ALLEGATIONS OF ABUSE AGAINST A STAFF MEMBER

- Information and allegations of this nature should be reported to the designated lead for Safeguarding Adults and to the Chief Executive Officer as soon as possible in order for a full investigation to be carried out and to enable The Springfield Project to follow the relevant safeguarding and personnel procedures.
- It is important that the organisation sends out very clear messages about behaviour that will not be tolerated. For this reason it may be necessary to suspend a staff member against whom an allegation is made whilst an investigation is carried out.
- Full records of any allegation made and any subsequent investigation should be kept using the appropriate paperwork
- All allegations of a serious nature and /or where a criminal offence appears to have been committed or if it is felt other people are at risk, will be referred to the police
- If a staff member is found to have behaved inappropriately or abusively in any way, in addition to the matter being reported to the police, this will be dealt with in accordance with Springfield Project disciplinary procedures and consideration given as to whether a referral to the Disclosure and Barring Service (DBS) and other regulatory bodies is required.
- Where a staff member is concerned about reporting a possible incident of abuse they are encouraged to refer to The Springfield Project's Whistle Blowing policy which outlines the protection they are afforded.

8. RESPONDING TO SUSPICIONS OF VIOLENT EXTREMISM (the PREVENT agenda)

This may involve adults with care and support needs being exploited and coerced into risky and illegal behaviour based around ideology. It is important to be cautious in assessing violent extremism to avoid inappropriately labelling or stigmatising individuals because they fit a specific profile. Where staff have concerns of this nature they should discuss these with the designated Safeguarding Adults lead or another manager within the organisation at the earliest opportunity.

9. INFORMATION SHARING

Where The Springfield Project is concerned about the abuse of an adult with care and support needs, staff will consider whether it is in the interest of that person to share information with other agencies.

Before information is shared The Springfield Project expects staff to consider the following questions:

- Is an adult with care and support needs in immediate danger?
- What is the purpose of sharing a piece of information?
- Does the adult with care and support needs give consent to the sharing of information?
- If not, why not?
- What will you do if the service user withholds consent?
- Will sharing or not sharing information put the adult with care and support needs at increased risk?

- The Springfield Project needs to balance its duty to protect adults with care and support needs with organisational ethos regarding an adult's right to self-determination and choice. In deciding whether to share information on a safeguarding adults issue The Springfield Project will consider the following variables:
 - Wishes of the service user and capacity to make informed decisions
 - Extent of vulnerability
 - Nature and extent of abuse concerned
 - Length of time abuse has been occurring
 - Impact on the individual concerned
 - Risk of abuse being repeated
 - Risk to other adults with care and support needs

The Springfield Project will normally only disclose information with consent from the service user. Where the service user withholds consent staff will work with the designated Safeguarding Adults lead to assess the appropriateness and necessity of sharing information without consent.

Sarah Robbins
Chief Executive Officer
12th March 2019

The policy will be reviewed in March 2020

Appendix A

How to report abuse:

In an emergency phone 999.

If you think there has been a crime contact the police straightaway.

Call West Midlands Police on 0345 113 5000 or 101. From outside the West Midlands phone 0345 113 5000.

If it is not an emergency and you want to report adult abuse please call the “Adults & Communities Access Point” (ACAP) on 0121 303 1234 and press option 1 on your keypad

You may also email your concerns but we would encourage you to call us first wherever possible to ensure that we are aware of your concerns.

Please send any e-mail messages for ACAP to the ACAP@birmingham.gov.uk inbox.

If you need to send secure and sensitive information to ACAP and if you have an `approved government secure email address there is a secure GCSX inbox: secure.PSSACAP.Inbox@birmingham.gcsx.gov.uk

If you are a member of staff (paid or unpaid) from any organisation / agency please confirm your telephone call by sending a completed copy of the Multi-agency alert form by email or by fax: 0121 303 6245

Access the [Multi Agency Alert Form](#) here, a [Microsoft Word version](#) is also available.

Out of Hours Access

In an emergency outside office hours, on weekends and during Bank Holidays phone the **Emergency Duty Team on 0121 675 4806** or the police and tell them you are worried about possible adult abuse. They will then put you in touch with the right person to talk to.

The Emergency Duty Team is available at the following times:

5.15pm to 8.45am (Monday to Thursday) or **4.15pm to 8.45am** (Friday to Monday)

Someone who is in a ‘Position of Trust’

If your enquiry is about someone who is in a ‘**POSITION OF TRUST**’ please phone 0121 303 6906.

You can find out more about people in a ‘position of trust’ in [Birmingham’s Local Practice Guidance, Guidance Note 5](#).

