



# Adults at Risk Safeguarding Policy

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## Foreword

Refugees Welcome in Richmond (RWinR) is a group of local people who volunteer to support refugees, asylum seekers and vulnerable migrants in the London Borough of Richmond upon Thames (LBRUT).

We are currently an unconstituted group, led by a committee, and we are all volunteers. However, we are in the process of becoming a registered charity, and we plan for this legal status to change in the next six months.

We recognise our responsibility and duty of care, and seek to work to the highest standards to support our beneficiaries. We are committed to providing safe and effective community-based activity that harnesses the power and compassion of community, whilst protecting both our beneficiaries and our volunteers from harm, when involved in our services.

We work closely with LBRUT to identify housing and support for refugees settling into the borough focusing on those supported by national government schemes such as the Syrian Persons Relocation Scheme, Afghan Citizens Resettlement Scheme, Homes for Ukraine and Ukraine Family Scheme. We also work with other statutory partners and charities to provide language support, befriending, advocacy and donations.

RWinR is committed to ensuring people's individual rights and freedoms are protected and promoted through eliminating: neglect, abuse, exploitation, harassment and discrimination. We believe a safe organisation is one where we are all aware of our responsibilities to safeguard adults at risk.

RWinR is committed to ensuring that vulnerable people we support through our activities are not abused and that working practices minimise the risk of such abuse. This policy has been drawn up based on law and guidance that seeks to protect vulnerable adults.

A vulnerable adult as described by the Care Standards Act 2000 is a person aged 18 or over who has a condition of the following type:

- a learning or physical disability;
- a physical or mental illness, chronic or otherwise including addiction to alcohol or drugs;
- a reduction in physical or mental capacity.

The Care Act 2014 defines a vulnerable person as a person who is over 18 years who has needs for care and support (whether or not the local authority is meeting any of those needs):

- is experiencing or at risk of abuse or neglect;
- who as a result of those care and support needs is unable to protect themselves from either the risk or the experience of abuse or neglect;
- abuse can include physical, financial, material, sexual, psychological, discriminatory, emotional abuse and neglect. Abuse can take place in any setting and can be perpetuated by anyone.

Everyone who is involved in RWinR is a volunteer. The term staff in this document refers to our volunteers who directly deliver to our beneficiaries and our management committee who govern the organisation.

RWinR staff undertake to ensure:

- Staff are aware of indicators of abuse and know how to share their concerns appropriately
- All staff are subject to rigorous recruitment procedures

**Under review.** Next review date: 31/05/2023

- All staff are given appropriate support and training
- All allegations and suspicions of abuse will be taken seriously and responded to swiftly and appropriately.

All staff play a crucial role in helping to identify welfare concerns and indicators of possible abuse or neglect at an early stage.

RWinR is committed to referring these concerns via the Nominated Safeguarding Person (NSP) to the Richmond Council Adult Access Team: 020 8891 7971

SMS Phone: 07903 738043

Email: [adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)

Emergency Outside Office Hours: 020 8744 2442.

**\*\*ALWAYS PHONE 999 IF AN ADULT AT RISK IS IN IMMEDIATE DANGER\*\***

To ensure vulnerable adults are adequately protected RWinR will ensure:

- We have a Nominated Safeguarding Person (NSP) and a Deputy Safeguarding Officer who attend multiagency training at least once a year.
- All staff involved in delivering activities to adults receive training in basic adults at risk protection awareness every three years. This includes the trustees.
- We take all reasonable steps to recruit our volunteers safely, taking up references, requesting DBS checks where required, and once in post, inducting, managing and supervising them regularly.
- All staff have read and understood the Adults at Risk Policy and are aware of the indicators of abuse and how to respond to concerns or disclosures of abuse by vulnerable adults.
- All staff comply with the RWinR Code of Conduct.
- Beneficiaries are clear how to raise a concern about an RWinR volunteer and the service/activity they are delivering.

The Adults at Risk Policy is to be reviewed on an annual basis by the NSP and the management committee/Board of Trustees. The next review date is 31 May 2023.

## The role of the Nominated Safeguarding Person (NSP)

The NSP takes the lead responsibility for adult and child safeguarding including support for other staff and information sharing with other agencies, developing policies and staff training.

The NSP will:

- Refer suspected abuse/neglect of vulnerable adults to the Richmond Adult Access team. Urgent concerns must be reported directly even if the NSP is not available.
- Report allegations made against members of staff to the Local Area Designated Officer (LADO). This is known as the duty to refer.
- Develop and update Adults at Risk and other safeguarding policies ensuring staff are made aware of their responsibilities, and participants in RWinR activities know how to make a complaint or raise a concern.
- Ensure that confidential records are kept of any concerns about a vulnerable adult and of any conversation or referrals to statutory agencies.
- Provide support and advice to all members of staff within the setting regarding safeguarding concerns.
- Ensure all staff have appropriate adult safeguarding training.
- Develop clear rules regarding the use of the internet, social media, mobile phones and any other modern technology tools in relation to the activities of RWinR.

## Recruitment, induction and supervision of staff and volunteers

All reasonable steps will be taken to ensure unsuitable individuals are prevented from having any involvement with RWinR.

- RWinR commitment to safeguarding adults at risk be stated in all volunteer recruitment.
- A written application form is to be completed for applicants to all posts, including volunteers. The application form will include a question on any past

convictions, cautions, reprimands and final warnings as well as any pending cases. Applicants will be asked if they have ever had any complaints of abuse against them.

- An awareness of safeguarding adults at risk will be part of all job and role descriptions and the interview, and volunteers will be expected to take part in adult safeguarding training.
- Prior to appointment two references will be taken and proof of ID required.
- All volunteers will be required to have a DBS check. This needs to be in place prior to the volunteer undertaking any direct delivery of support to vulnerable adults.
- All new staff and volunteers will read and understand this policy as part of their induction process. We will ensure all staff and volunteers have a clear understanding of their roles and responsibilities regarding confidentiality and safeguarding issues including photography and social media.
- Staff and volunteers will be able to identify the signs of abuse and will be confident about the steps to take and to report any concern.
- Supervision and support of all volunteers will include monitoring of safeguarding practice and reviews of progress.

## Creating a safe environment

- A risk assessment will be completed, with mitigating actions, for all homes and private settings in which we are working. These risk assessments should be regularly reviewed with changes made to adapt to changes of circumstance.
- An extraordinary risk assessment can be made on the spot if a situation requires it. It should be reported to the DSL as soon as possible.
- Volunteers supporting activities for adults will be appropriately trained to ensure the safe provision of that activity including advocacy and befriending.
- The RWinR Lone Working Policy should be followed by all RWinR volunteers including recording home visiting appointments.
- We will maintain an accident book for recording incidents or accidents.

## Confidentiality

Every effort will be made to ensure that confidentiality is maintained for all concerned. Information will be handled and disseminated on a need to know basis only. This includes the following people:

- The RWinR NSP and Deputy Safeguarding Officer;
- The relevant SPA;
- The person making the allegation;
- Police;
- The RWinR Chair.

Information will be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure). Hard copies will be in a locked cabinet and online information on a Google Doc only shared by the safeguarding staff. Consent must be obtained to share information with third parties, for example police statements or investigations being passed on for the purpose of disciplinary proceedings.

These detailed records should be kept until RWinR is confident that the information is held accurately with the agency responsible for taking further action to safeguard the adult at risk, i.e. partner agencies, social services or the police. A chronology of decisions made and actions taken can then be kept on file, once the detailed records are deleted or destroyed.

Volunteers must agree to hold personal information relating to their work at RWinR confidentially, in line with the RWinR Privacy Policy.

Personal information and communications will be held confidentially. However, confidentiality may not be maintained if the withholding of information will prejudice the welfare of the adult.

## What to do if there are concerns

- Every member of staff is responsible for recognising and reporting an allegation of abuse. Should you suspect an incident of abuse you must inform of it and record it using a RWinR Safeguarding Disclosure Form.

- The RWinR Nominated Safeguarding Person or RWinR Deputy Safeguarding Person. You must do this as soon as is practically possible.
- Failing this, contact LBRUT Council Adult Access team on 020 8891 797.
- Tell the facts that you have been told or observed. Try not to give your interpretation but do share your instincts. Note the role of RWinR is to refer the concern or complaint to Adult Social Care and not to investigate.
- Details of the allegation or the grounds for suspecting abuse. Include the date and time of the incident, the people involved and note any observed injuries. Record people's appearances, behaviours and what has been said.
- RWinR will cooperate, as requested in any activities relating to an inquiry.

In all cases the following procedures must be followed. When an adult at risk wants to confide in you:

- Stay calm and listen carefully to them.
- Show them that you take what they are saying seriously.
- Encourage them and do not interrupt whilst they are recalling events.
- Ask questions only to clarify your understanding of what you are being told. Do not investigate. Do not ask them to repeat their account.
- Do not promise to keep the information secret. Explain that you have to pass the information on to those who can help. Tell them what you are going to do next.
- Do not confront any alleged abuser. As soon as you can, write down what the adult at risk has said, using their own words.
- Report to the NSP or to the Deputy as soon as you can. Prioritise reporting to them verbally immediately, and follow up as soon as possible by completing the RWinR Disclosure Form.
- Submit a RWinR Safeguarding Disclosure Form.

If the adult at risk has communication difficulties or English is not their first language, pass this information on so that an appropriate interpreter can be identified.

## Completing a RWinR Safeguarding Disclosure Form

To ensure your information is as helpful as possible a detailed record should be made, ideally at the time of the concern or observation. Depending on the circumstances, it might be preferable to make a verbal report to the NSP, which is followed-up by a written report.

Reports should be submitted by completing a RWinR Safeguarding Disclosure Form, which should be forwarded to the RWinR NSP as soon as possible. This form should not be shared with anyone other than the NSP or local LADO. RWinR will keep Safeguarding Disclosure Forms securely and the information will be confidential.

Date of authorisation of policy: under review

Name .....

Position .....

Signed .....

Date .....

Date for next review: 31 May 2023