



SAFEGUARDING ADULTS POLICY

DOCUMENT CONTROL

Document Reference / Version Number	Version 3 – February 2017
Title of Document	Safeguarding Adults Policy
Authors Name(s)	Anna Charlton
Authors Job Title(s)	Strategic Lead – Health & Wellbeing
Directorate(s)	Customer Services
Document Status	Final
Supersedes (Version & Date)	Version 2 – September 2014
Approved By	Strategic Lead – Health & Wellbeing (Second annual review)
Date of Approval	23rd September 2017
Publication / Issue Date	February 2017
Date of Annual Reviews	September 2018
Changes Made at Last Review	Reflected the RBSAB Policy Changes resulting from the Care Act 2014, implemented 2016
Full Review Date	September 2017
Distribution	Website and Intranet

Rochdale Boroughwide Housing Limited is a charitable community benefit society.

FCA register number 31452R.

Registered Office: Sandbrook House, Sandbrook Way, Rochdale OL11 1RY.

Registered as a provider of social housing. HCA register number: 4607



CONTENTS

Section	Page
General Considerations	4
Introduction and Context	4 - 6
Methodology	6/7
Aims and Objectives	7/8
Scope of the Policy	8
Policy Statement	8/9
The Safeguarding Process	9
Consultation	10
Equality and Diversity	10
Monitoring and Review	10
Links to Other RBH Policies and Procedures	10

1 General Considerations

1.1 The policy objectives are to:

- Recognise the legal framework for safeguarding established by the Care Act 2014
- Set out RBH's responsibilities for safeguarding adults and establish that safeguarding is everyone's business
- To help prevent and reduce the risk of significant harm to adults at risk from abuse or other forms of exploitation, whilst supporting individuals to maintain control over their lives and make informed choices.
- Ensure safeguarding issues are dealt with appropriately within RBH and that measures are in place to help protect those least able to protect themselves whilst continuing to support individuals to control their lives.
- Support RBH employees to deal effectively with sensitive safeguarding issues.
- To ensure RBH works effectively with the Safeguarding Adults Board and partners on safeguarding issues

1.2 The Care Act 2014 sets out a clear legal framework for how local authorities and their partners should protect adults at risk of abuse or neglect. The act makes Safeguarding Adults Boards (SABs) a statutory requirement, each local authority must have one. Each SAB must publish plans and annual updates which includes the integration of housing within care and support provision.

1.3 This policy encompasses all aspects of RBH's provision and service delivery. RBH has a strategic lead and an operational lead for adult safeguarding. Safeguarding is everybody's responsibility, this includes all employees across all grades and roles.

1.4 RBH has established a Nominated Officers Group who oversee the development of safeguarding policies and procedures and link with the Representative Body, Executive Management Team and employees. The group is responsible for reviewing and monitoring the policies and procedures to ensure they remain relevant within the operational capability of RBH and are reflective at all times of legislation and local practice. Each Designated Nominated Safeguarding Officer represents a team of front line employees, ensuring that each part of the business has a person to whom they can report concerns.

1.5 The Corporate Strategy sets out the priorities of RBH as a unique mutual society with tenant and employee members at its heart. It is designed to set out the future direction of RBH, our values and our vision.

2 Introduction and Context

2.1 Adult safeguarding means protecting a person's right to live in safety, free from abuse and neglect. The Care Act 2014 requires that each local authority must:

make enquiries, or cause others to do so, if it believes an Adult is experiencing, or is at risk of, abuse or neglect . An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom;

- set up a Safeguarding Adults Board;

- arrange, where appropriate, for an independent advocate to represent and support an Adult who is the subject of a safeguarding enquiry or Safeguarding Adult Review where the Adult has ‘substantial difficulty’ in being involved in the process and where there is no other suitable person to represent and support them;
- co-operate with each of its relevant partners in order to protect the Adult. In their turn each relevant partner must also co-operate with the Local Authority.

The Rochdale Safeguarding Adults Board policy objective is to promote well-being, prevent and **reduce the risk of significant harm** to adults at risk from abuse, neglect or other types of exploitation, whilst **supporting individuals in maintaining control over their lives** and in making informed choices without coercion.

RBH is one of the partners who will work with the local authority in order to protect adults with care and support needs experiencing or at risk of abuse or neglect.

2.2 The Care Act 2014 set out the principles which underpin all adult safeguarding work:

Empowerment – Personalisation and the presumption of person led decisions and informed consent

Prevention – It is better to take action before harm occurs

Proportionality – Proportionate and least intrusive response appropriate to the risk presented

Protection – Support and representation for those in greatest need

Partnership – Local solutions through services working with their communities.

Communities have a role to play in preventing, detecting and reporting neglect and abuse

Accountability – Accountability and transparency in delivering safeguarding

These principles will underpin our full policy review next year.

2.3 In the context of safeguarding ‘an adult’ is someone who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or 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 or neglect.

2.4 An adult at risk may therefore be a person who:

- Is elderly and frail
- Has a learning disability
- Has a physical disability
- Has a mental health need (including dementia)
- Has a long term illness / condition
- Misuses substances or alcohol
- Is a carer for family or friends
- Is unable to demonstrate capacity to make a decision and is in need of care

and support

- 2.5 Abuse is defined as :-
A violation of an individual's human rights and civil liberties by any other person or persons which result in significant harm.
- 2.6 Abuse can be considered single or repeated acts, or an act of neglect or failure to act. It could also occur where there is a dependency, or through an abuse of power or control of one person over another.
- 2.7 It can be viewed in terms of the following categories (this is not exhaustive):
- Physical
 - Sexual
 - Psychological/ emotional
 - Financial Abuse
 - Neglect
 - Discriminatory behaviour
 - Deprivation of liberty
 - Hate crime
 - Domestic Abuse
 - Female Genital Mutilation (FGM)
 - Honour based violence
 - Institutional abuse
 - Prevent
 - Modern Slavery and Trafficking
- 2.8 The Mental Capacity Act 2005 provides a statutory framework to empower and protect people who may lack capacity to make decisions for themselves. The Act establishes a way in which decisions can be made on their behalf regardless if they are life changing decisions or everyday decisions.
- 2.9 More recently the concept of ill treatment and wilful neglect has become part of safeguarding terminology following a spate of incidents within the care sector relating to the mistreatment of service users by those contracted to care for them. Section 44 of the Mental Capacity Act 2005 makes it a criminal offence to wilfully mistreat or neglect a person who lacks capacity.
- 2.10 Safeguarding is everyone's responsibility within RBH, from the Chief Executive down. Many RBH employees come into direct face to face contact on a regular basis with tenants, carers, families and others. This places RBH and its employees in an ideal position to monitor and observe those tenants and families where there are safeguarding concerns and alert the statutory agencies so they can intervene and protect individuals from harm. Everyone needs to have an awareness of safeguarding and must feel confident to report concerns. Employees must feel confident they will be taken seriously and follow up action will be taken.

3. Methodology

- 3.1 RBH developed a Safeguarding Adults Policy in 2010. Prior to that, it used RBC's interagency policy and procedure for safeguarding adults. The original policy and procedure was reviewed in 2012. Further reviews have since been undertaken for various reasons:

Safeguarding Adults Policy

- RBH becoming a mutual society;
- RBH are now members of the Rochdale Safeguarding Adults Board (RBSAB);
- Following the publication of RBC's new Safeguarding Policy;
- To respond to the greater integration of social care and housing providers when considering a persons care and support provision within the Care Act 2014;
- The introduction of personalised care budgets;
- Due to the increased profile of safeguarding
- Implementation of the Care Act in 2016 and its impact on the RBSAB policy..

3.2 The policy has been developed through a sub-group of the Safeguarding Nominated Officers group and has involved consultation with members, nominated officers and best practice developed by other Registered Providers.

4. Aims and Objectives

4.1 The aims of the policy (and associated procedures) are to clearly define the responsibility of RBH for monitoring and reporting safeguarding concerns and to ensure employees are clear on how to raise concerns. There is a network safeguarding nominated officers who ensure the correct processes are followed and where necessary report the concerns to the statutory authorities. The Community Safety Coordinator provides a lead for this group.

4.2 The policy sets out safeguarding adults in line with RBH's mutual values and corporate strategy.

Responsibility: All employees from the Chief Executive down take responsibility for safeguarding adults. All employees who come into contact with adults at risk have responsibility for ensuring they are confident to observe, monitor and report safeguarding concerns to a nominated officer who will ensure the statutory authorities are made aware of concerns at the earliest possible time.

Equity: The Safeguarding Policy has been developed in a fair and unbiased way giving due regard to legislative requirements and RBC's safeguarding adults policy. An Equality Impact Assessments has been undertaken which highlighted the need for effective equality monitoring of the safeguarding process.

Democracy: The policy has been developed through consultation with tenants at tenants forums and through the Services for All service improvement group, prior to being approved by RBH's Executive Management Team

Pioneering: RBH wish to have a pioneering role in safeguarding adults. RBH work in consultation with the Safeguarding Adults Board and RBC's head of Safeguarding Adults to ensure the policy works in conjunction with RBC's policy on safeguarding adults

Openness & Honesty: RBH's approach to safeguarding will be open and honest wherever possible with the adults being considered as a potential safeguarding concern. RBH has displayed full openness and honesty by developing this policy through consulting at with tenants and members.

Caring: Taking an effective safeguarding approach is vital to help protect adults who could be at risk, so this is an integral part of caring for our tenants and their families, and working with partners to meet their needs.

Championing: We encourage all employees to take responsibility for safeguarding adults and to have confidence in the reporting mechanisms and follow through procedures. The nominated officers group will champion safeguarding across RBH.

4.3 **Vision:**

People succeeding together to offer great services and places to live and work

Safeguarding is a basic service which all RBH employees are responsible for in the delivery of their normal duties.

5. **Scope of the Policy**

5.1 The policy is wide ranging and covers all adults who may be classed as at risk. There is a separate Safeguarding Children's Policy running in parallel.

5.2 The policy covers those tenants and family members (but not exclusively) living in:

- Independent Living Schemes
- Extra care schemes
- Group Homes for adults with learning disability
- Older peoples bungalows
- Adults living in hostels
- Adults living with carers of others who care for them within a general home
- Adults living within a general needs home
- Adults living in other Housing Association home or privately rented home where RBH are providing services
- Adults living in owner occupied home where RBH are providing services.

6. **Policy Statement**

6.1 RBH takes its responsibility on all aspects of safeguarding very seriously. Safeguarding is everyone business. RBH employees have a responsibility to be aware of the signs of abuse and how to report safeguarding concerns to the appropriate person. RBH is responsible for having procedures which are fit for purpose and to report safeguarding concerns to the correct statutory authority effectively to ensure there is no delay in responding to the person at risk .

- RBH wants to ensure that no person within its communities are regarded as an adult at risk, and that if an employee is aware of a person who may be at risk this can be identified and reported so that the correct support and protection can be instigated enabling the person to remain safe from harm

- RBH shall ensure that all employees and volunteers are properly equipped with the awareness to report safeguarding issues as an alerter to the correct officer. Therefore all employees and volunteers will receive training on safeguarding, alerter and reporting techniques.
- RBH shall ensure that all employees and volunteers who require it will be DBS checked at enhanced level on application for the post and then re checked when required.
- RBH will comply with the RBSAB information sharing protocol
- RBH will cooperate with RBSAB partner agencies to prevent abuse and neglect of adults with care and support needs

6.2 Training will be an integral part of the safeguarding policy. Nominated officers will undergo training to equip them with knowledge on reporting procedures and communication with RBC's safeguarding team. Nominated officers will be equipped support employees during and after safeguarding incidents. Refresher training will be undertaken every three years or in line with changes to the policy. All employees will receive safeguarding awareness training. Safeguarding training requirements will be identified through PDAs and will be discussed where relevant as part of regular supervision meetings.

7. The Safeguarding Process

7.1 Where an employee of RBH suspects a safeguarding concern, they should make a referral to a nominated officer. Each section has a trained nominated officer, who can then consider whether a safeguarding referral should be made to RBC. Reporting of concerns to nominated officers should over-ride all other guidance, including the Data Protection Act. Data protection is not a valid reason not to raise concern regarding safeguarding. Triggers for a potential safeguarding referral could be if:

- The person is an adult at risk and there is a concern that they are being, or are at risk of being abused or neglected and are at risk of significant harm.
- The adult at risk has capacity to make decisions about their own safety and well being but are denied from being able to do this.
- The adult at risk has capacity (as far as can be ascertained) but the nominated officer has decided to make a referral as an employee because of concerns about their well being.
- A crime has been committed (or may be committed if not reported) against an adult at risk without the mental capacity to report the crime themselves.
- Abuse or neglect has been caused by a member of staff, professional, volunteer or third party.
- Other people (including persons under 18) are at risk from the person.
- There is a concern about institutional abuse
- There is a concern about the person being at risk because inappropriate or no services are in place to support the person living independently.

7.2 Following any referral to RBC, the nominated officer is responsible for finding out the outcome of that referral and updating the employee who raised the initial concern. All safeguarding referrals will be recorded and monitored within RBH.

8. Consultation

- 8.1 This policy has been developed in consultation with tenants and members through the Services for All Service Improvement Group and SHiP (Sheltered Housing in Partnership). It has been developed through a sub-group of the nominated officers group, so had significant employee engagement. Consultation has also been undertaken with the Safeguarding lead for RBC.

9. Equality and Diversity

- 9.1 A full Equality Impact Assessment has been undertaken on the Safeguarding Adults Policy, and the outcomes of this policy will be monitored closely for the impact on particular groups.

10. Monitoring and Review

- 10.1 All RBH strategies, policies and procedures are reviewed on a regular basis in order to ensure that they are 'fit for purpose' and comply with all relevant legislation and statutory regulations.
- 10.2 This policy, including any other related procedures will be reviewed annually in order to ensure its continued appropriateness and formally reviewed and submitted to the appropriate 'approving body' at least once every three years.

11. Links to other RBH Policies & Procedures

- 11.1 The policy links to the following corporate objectives:-

Objective 1 – getting our core services right

It is through the delivery of our core services that we may become aware of safeguarding concerns. We have developed a system to ensure we respond appropriately to safeguarding concerns, making referrals to the local authority.

Objective 2 – Supporting People and Places

The objective of the safeguarding policy is to promote well being and prevent and reduce the risk of significant harm to adults at risk from abuse, neglect or other forms of exploitation, whilst supporting individuals in maintaining control over their lives and in making informed choices without coercion.

- 11.2 This policy links to a range of other policies within RBH and policies that impact on RBH:

- RBC Allocations Policy
- RBC Safeguarding Policy
- RBH Income Policy
- RBH Safeguarding Children Policy
- RBH HR Policy.
- RBH Safeguarding procedures – a full set of associated procedures are in place for this for adult safeguarding.
- RBH Whistleblowing Policy

