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## Safeguarding Vulnerable Adults Policy

**Wise Age** is a registered charity with a Board of Trustees responsible for the success of the organisation, its compliance with legal and contractual requirements, its long-term strategy etc. Wise Age is also a Company Limited by Guarantee whose Directors are also the Trustees of the charity. The Board appoints a Chief Executive Officer to run the organisation on an ongoing basis. Wise Age does not directly employ people but engages self-employed consultants via a consultancy agreement to deliver services to the organisation and its clients.

### Introduction

Wise Age Ltd. is committed to ensuring that vulnerable people are not abused and that working practices minimise the risk of abuse.

Living a life that is free from harm and abuse is a fundamental right of every person. All of us need to act as good neighbours and citizens in looking out for one another and seeking to prevent the isolation which can easily lead to abusive situations and put adults at risk of harm.

Wise Age Ltd. is committed to working with the main statutory agencies – local councils, the police and NHS organisations and other local voluntary organisations to promote safer communities, to prevent harm and abuse and to deal with suspected or actual cases of abuse. Our procedures aim to make sure that the safety, needs and interests of adults at risk are always respected and upheld. This includes upholding human rights.

Wise Age Ltd. is committed to working within the framework of the London multi-agency policy and procedures (<http://www.scie.org.uk/publications/reports/report39.asp>) to:

- improve inter-agency working
- avoid people falling between the gaps in services
- reduce duplication of work
- gain a better understanding of safeguarding across all agencies
- ensure alignment of language used across agencies.

All staff and volunteers, in whatever setting and role, are the frontline in preventing harm or abuse occurring and empowering the person at risk to take action where concerns arise.

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## Who is an 'adult at risk'?

An 'adult at risk' is someone who is 18 years or over who may be in need of community care due to a mental health problem, learning disability, physical disability, age or illness. As a result, they may find it difficult to protect themselves from abuse.

## What is abuse?

There are many different types of abuse, including:

- Physical – this is 'the use of force which results in pain or injury or a change in a person's natural physical state' or 'the non-accidental infliction of physical force that results in bodily injury, pain or impairment'.
- Sexual – examples of sexual abuse include the direct or indirect involvement of the adult at risk in sexual activity or relationships which they do not want or have not consented to.
- Emotional and psychological – this is behaviour that has a harmful effect on the person's emotional health and development, or any form of mental cruelty that results in mental distress, the denial of basic human and civil rights such as self-expression, privacy and dignity.
- Institutional – institutional abuse is the mistreatment or neglect of an adult at risk by a regime, or individuals within settings and services, that adults at risk live in or use. Such abuse violates the person's dignity, resulting in lack of respect for their human rights.
- Discrimination – discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunities to some groups or individuals.
- Financial and material – this is the use of a person's property, assets, income, funds or any other resources without their informed consent or authorisation. It includes theft, fraud, exploitation and the misuse or misappropriation of property, possessions or benefits.

## What to do if an adult experiencing abuse tells you about it

If an adult experiencing abuse or neglect speaks to you about this, assure them that you are taking them seriously. Listen carefully to what they are saying, stay calm and get a clear and factual picture of the concern.

Be honest and avoid making assurances that you may not be able to keep, for example, complete confidentiality. Be clear and say that you need to report the abuse. Do not be judgemental and try to keep an open mind.

Do not keep concerns relating to potential abuse of vulnerable adults to yourself. Confidentiality may NOT be maintained if the withholding of information will prejudice the welfare of the adult.

All staff (professionals and volunteers) of any service involved with adults at risk should inform the relevant manager if they are concerned that an adult has been abused or may be at risk of harm.

If you hear about an incident of abuse from a third party (this is when someone else tells you about what they have heard or seen happen to a vulnerable adult at risk), encourage them to report it themselves or

help them to report the facts of what they know.

### **What to do if you suspect abuse**

Everyone with a duty of care to an adult at risk should:

- act to protect the adult at risk
- deal with immediate needs and ensure the person is, as far as possible, central to the decision making process
- report the abuse to an appropriate person or service
- if a crime has or may have been committed, contact the police to discuss or report it
- record the events using the form at Appendix 1 of this document, below.

A concern may be a direct disclosure by the adult at risk, or a concern raised by staff or volunteers, others using the service, a carer or member of the public, or an observation of the behaviour of the adult at risk, or the behaviour of another.

### **How to make a report of suspected abuse**

All concerns of abuse or neglect of a vulnerable adult at risk can be reported to:

The Chief Executive of a member of the Board of Directors, using the form at Appendix 1 of this Policy, below:

In addition, you can report concerns of abuse or neglect of a vulnerable adult at risk to the relevant Local Authority – below please find the details for those Local Authorities where current Wise Owls clients live. (Information correct at 4<sup>th</sup> February 2020.)

### **Safeguarding Adults (Hackney)**

To tell the London Borough of Hackney about a concern for someone aged over 18:

- call 020 8356 5782 (9am to 5pm, Monday to Friday)
- email [adultprotection@hackney.gov.uk](mailto:adultprotection@hackney.gov.uk)
- fill in a [referral form](#) and send it to us

On a weekend, bank holiday or a weekday after 5pm, call the out of hours service on 020 8356 2300.

### **Safeguarding Adults (City of London)**

If you are an adult experiencing abuse or neglect, or if you are worried about an adult you think may be at risk, please contact the City of London **Adult Social Care Team**.

- Call **020 7332 1224** - 9am - 5pm, Monday to Friday.

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3 Birkbeck Street, LONDON E2 6JY  
Tel +44 020 8123 6047  
[contact@wiseage.org.uk](mailto:contact@wiseage.org.uk)

- Call **020 8356 2300** - for all other times, including weekends and Bank Holidays
- Email: [the Adult Duty Team](#)
- Full contact details for the [Adult Social Care Team](#)

## Safeguarding Adults (Tower Hamlets)

If you think you or someone you know in Tower Hamlets is being abused or neglected, you should call the Adult Social Care Assessment and Intervention Team on 020 7364 5005.

You can follow this up with a [Safeguarding alert form](#) if you like but it's not necessary.

Email the form to [adultcare@towerhamlets.gov.uk](mailto:adultcare@towerhamlets.gov.uk) and we'll get back to you promptly.

You can also visit your local library, Idea Store or leisure centre when open where staff can help you to report abuse.

If you think a crime has been committed and it's an emergency situation, you should call 999. For non-emergencies call 101.

However, if a **serious crime** has taken place or there is a need for an immediate police response to protect the adult at risk, consider **dialling 999**.

## What happens when I make a report of suspected abuse?

Referrals to the Safeguarding Adults Team (Hackney) and Adults Social Care Team (City of London) will be taken from anyone who has a concern that an adult is at risk. Details from the referrer about the allegation of abuse will be needed so it is helpful to have the facts of the circumstances ready to hand.

The referral may be passed to the local safeguarding adults team or allocated to a worker who will seek to:

- clarify the circumstances of the alleged abuse or neglect
- take any immediate steps to protect the adult at risk, if needed
- decide if the safeguarding adult procedures are the required and appropriate response to the situation
- work in partnership with other agencies, like the police or health services, where necessary.

The allocated worker will call a multi-agency strategy meeting where details of the investigation and responsibilities will be agreed. Protecting adults at risk is the responsibility of all the agencies working together and they will all follow the 'Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse.' (<http://www.scie.org.uk/publications/reports/report39.asp>)

## Personnel and Training

The lead member of staff for ensuring the implementation of the safeguarding adults policy is the Chief Executive, supported by the Board of Director. They will maintain an overview of safeguarding concerns, take a lead on liaising with other agencies and keeping informed about

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**LONDON  
COMMUNITY  
RESPONSE FUND**



Department  
for Work &  
Pensions

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**European Union**  
European  
Social Fund

local developments in safeguarding. They will ensure that all staff and volunteers at Wise Age Ltd. have access to relevant training and support.

### **Allegations of abuse by volunteers or staff**

Volunteers and staff themselves may be the subject of an allegation of abuse. If you are the subject of such an allegation or made aware of an allegation then you must immediately report this to the lead member of staff responsible for ensuring the implementation of the safeguarding vulnerable adults policy. In these instances Wise Age Ltd. will report to the relevant authority and ensure that they are given all assistance pursuing any investigation. Suspension and/or disciplinary action may be taken.

In these circumstances Wise Age Ltd. will be as supportive as possible to the employee or volunteer concerned, who will also be encouraged to seek appropriate external help and support.

### **Staff and volunteer recruitment**

When staff and volunteers are being recruited to roles that involved regular direct work with vulnerable adults this will be taken into account by Wise Age Ltd. in the recruitment process, which will include DBS checks, take up of appropriate references, and relevant interview questions to ensure safer recruitment.

**Approved for Use by the Board of Trustees: March 2020**

**Review by date: March 2021**

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**The form you should use to report a safeguarding concern to Wise Age is on the following pages.**

**Safeguarding / cause for concern reporting form**

This form is used for reporting causes for concern as well as suspicions and disclosures of possible abuse; therefore, not all sections may be appropriate. Please complete with as much information as possible, using verbatim reports from people involved where possible. Send this form to the Chief Executive or a member of the Board of Directors. This information will be kept securely.

**Subject(s) Details**

Name of subject(s)	
Current address	
Postcode	
Telephone number	
Date(s) of birth	
Gender of subject(s)	
Does anybody you are concerned about have a disability  If yes, please give details	Yes <input type="checkbox"/> No <input type="checkbox"/>
Subject/ families first language	
Any communication barriers that need to be considered?  If yes, please give details	Yes <input type="checkbox"/> No <input type="checkbox"/>

Your name	
Your job title/ role	
Your email address	
Your telephone number	
Date and time you are completing this form	

What is your reason for contact with the subject? For example, environmental health investigation, ASB dispute, customer services contact, housing/support visit. etc.	
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Are you likely to have ongoing contact with the subject(s) If yes, please give details	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are they aware that you are passing on information about your concerns? Have they given consent for this? If yes provide details regarding who has given consent and how (in person/ on telephone etc.) <b>Remember, it is good practice to gain consent but if you have concerns you should pass on the information to a DSO regardless.</b>	

Details of most recent contact (please give, date, time, location, who subject was accompanied by, actions/interventions taken	
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What is your concern leading to this referral? Please give as much	
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factual information as possible including the <b>time and date</b> of any incident	
Is the subject of concern already known to social care?  If yes, please give details, including if they are on a Child Protection Plan, have been or are a Looked After Child in local authority care	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>

Are you aware of any of the following within the household?

Domestic Abuse	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Substance Misuse	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>





Disabilities	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Learning Difficulties	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Mental Illness	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Sexual Exploitation	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
If yes to any of above, please give details	

**Significant others in Subject life – including family and perpetrator**

(You may not know all of this information, but please record as much information as you know. Write “unknown” where you do not have the information.)

Name	Name	Name	Name
------	------	------	------



Address	Address	Address	Address
Relationship to subject	Relationship to subject	Relationship to subject	Relationship to subject
Contact Number(s)	Contact Number(s)	Contact Number(s)	Contact Number(s)

**Key agencies involved**

Please list in the boxes below the key agencies involved with the child / young person / family or adult. This will include details of a GP, Health Visitor, Midwife, Mental Health worker, Social Care worker, School/College/Nurse, Offender Manager, Police, other. Please supply all information that you know, or state "unknown."

Name	Name	Name	Name
Agency	Agency	Agency	Agency
Address	Address	Address	Address
Contact number(s)	Contact number(s)	Contact number(s)	Contact number(s)

**Approved for Use by the Board of Trustees: March 2020**

**Review by date: March 2021**

