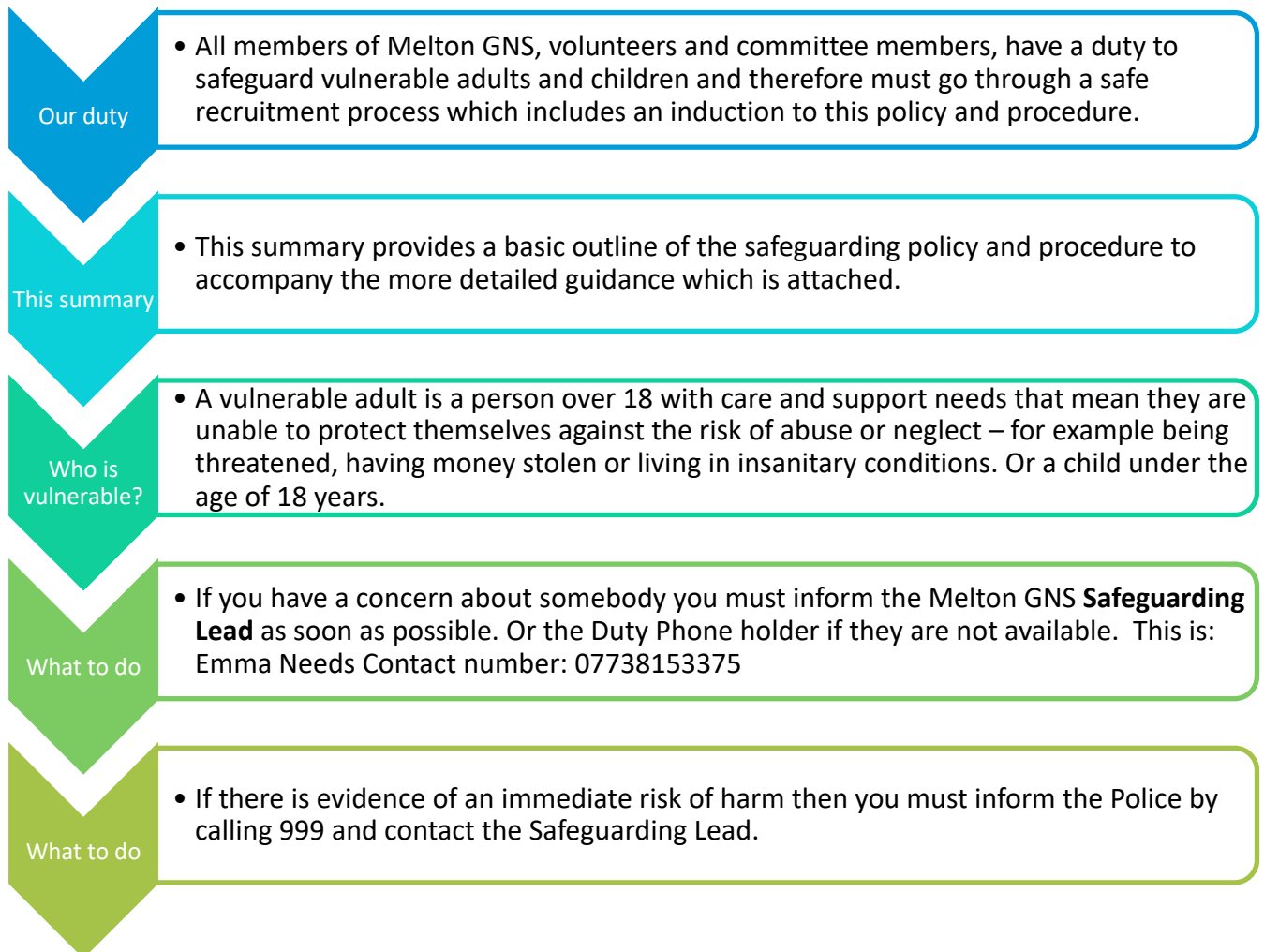


## Melton Good Neighbour Scheme Safeguarding Policy



How to respond if a person tells you about safeguarding situation:

- Take it seriously even if it sounds unlikely.
- Explain that you will need to tell the Safeguarding Lead, that you cannot keep it secret and that the information will only be disclosed to people who need to know about it.
- Reassure the person that they are not to blame and that it is good that they have told you.
- Do not inform anyone else except the Safeguarding Lead – for example family members.
- Do not probe and investigate or ask leading questions.
- Write down what you have been told using their own words, what you did and sign and date the record.

I have received and understood the safeguarding policy and procedure.

Signature:

Date:

## **Safeguarding Procedure and Guidance**

### **Safeguarding is everybody's business**

As Good Neighbours we want to help our neighbours enjoy a better quality of life. Volunteers and committee members have a unique opportunity to recognise possible safeguarding concerns at an early stage and ensure support is provided to vulnerable people, children or adults by making the correct professional support services aware of concerns.

Almost all reports about situations in which a vulnerable adult or child has experienced abuse or neglect say that although people had concerns there was often a failure to communicate concerns and for these to be acted upon. Therefore it is very important that you know who to report a concern to and how to get support.

### **What the law says**

The Care Act 2014 is the main law about safeguarding adults. A vulnerable adult is described as a person over 18 who:

- has care and support needs
- is experiencing, or is at risk of, abuse or neglect
- as a result of their care and support needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

If someone has care and support needs but is not currently receiving care or support from a health or care service they may still be considered an adult at risk

The Children Act 1989 and 2010 is the main law about safeguarding children. You are considered a child until your 18th birthday.

In addition to these laws there will be other laws that may apply. For example if a crime has been committed.

Abuse may be carried out by anybody including family members, neighbours, professionals, strangers or volunteers.

No volunteers or committee member will have unsupervised access to vulnerable adults or children through the scheme unless they have been through the safe recruitment procedure.

All staff and volunteers need to be aware of vulnerable adult issues and will have an induction about the policy and procedure.

## Reporting safeguarding concerns

Where there is a safeguarding concern you cannot keep information about abuse confidential. Staff and volunteers must respond to all concerns, worries, suspicions, disclosures and/or allegations. You will need to inform the GNS Safeguarding Officer at the very earliest opportunity. Melton GNS Safeguarding Lead is Emma Needs. Contact no: 07738153375

**Where there is evidence of immediate risk or threat of serious harm then the police, must be informed, call 999 and the GNS Safeguarding Lead must be informed straight away.**

If you are concerned about a safeguarding issue and the person is not at risk of immediate harm you or the safeguarding lead will call Customer First on 0808 800 4005 to report your concerns. Be ready to provide as much information as possible about the person you are concerned about including contact details and about your concerns. If a vulnerable adult confides in you and requests that the information is kept secret, it is important that you tell them who you may have to tell and why. Reassure the person that the information will only be disclosed to people who need to know about it. Where possible, consent must be obtained from the person before sharing personal information about them. Where an adult at risk with mental capacity has made a decision that they do not want any action to be taken and there are no public interest considerations, their wishes must be respected. The person must be given information and have the opportunity consider all of the risks and to fully understand the likely consequences of that decision over both the short and long term. However, in some circumstances, obtaining consent may be neither possible nor desirable, as the safety and welfare of the vulnerable adult is the priority.

You **must** make a referral about a vulnerable adult if:

- The adult considers they are being abused.
- The adult is caused distress or there is a deliberate attempt to cause the adult distress.
- Incidents are repetitive and targeted.
- A crime has been committed.
- The incident involves a member of staff or a volunteer.

**If you become aware of a safeguarding concern about a child you must report it.**

**All local authorities are required to have a strategy for preventing and responding to abuse or neglect. This includes detailed guidance about how agencies must work together.**

The following six key principles underpin safeguarding adults work:

- Empowerment – people being supported and encouraged to make their own decisions and give informed consent.
- Prevention – it is better to take action before harm occurs.
- Proportionality – the 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.
- Accountability – accountability and transparency in delivering safeguarding

## What to do if someone tells you about a situation of possible abuse or neglect

### Do

- Take seriously what the person says (however unlikely the story may sound) and show acceptance – for example by saying “I am glad you have told me”
- Keep calm.
- Look at the person directly.
- Be honest about your own position, who you have to tell and why.
- Let them know you will need to tell someone else – don’t promise confidentiality.
- Reassure them they are not to blame for the abuse – for example by saying “It’s not your fault”
- Be aware that the person may have been threatened harm if they tell someone.
- Ask questions for clarification only.
- Do seek medical attention if necessary.

### Don’t

- Say “Why didn’t you tell anyone before?” or “I can’t believe it” or “Are you sure this is true? Or ““I am shocked!”
- Never make false promises – for example promise you will not tell anyone because you may have to.
- Do not investigate or ask leading questions that suggest a particular answer. It is not your job to carry out an investigation and could do more harm than good. This is the responsibility of the safeguarding agencies.
- Think, ‘This can’t be true, I know the person they say has abused them, they’re a neighbor and seem lovely so I won’t do anything’
- Don’t cast doubt on what the person has told you or don’t interrupt or change the subject.
- Don’t say anything that makes the person feel responsible for the abuse.

### Concluding

- Reassure the person that they were right to tell you and that you take them seriously.
- Let the person know what you are going to do next and that you will do your best to keep them up to date with what is happening.
- Write down everything said, using their own words, and what was done as soon as possible after the event and date and sign the account.

## Recognising abuse or neglect in adults

Abuse can take many forms and therefore we can only give examples. There may be other situations that give you concern for a vulnerable adults safety and wellbeing. Abuse may be carried out by relatives, neighbours, strangers, professionals or volunteers.

Type of abuse	Examples	Signs
<b>Physical</b>	<p>Forcing a person into the shower</p> <p>Attacks on the body including hits or burns or force-feeding</p> <p>Misuse of medication</p>	<p>Injuries in the shape of objects</p> <p>Several injuries of a variety of ages</p> <p>Injuries that have not received medical attention</p> <p>Behaviour that indicates fear of the perpetrator</p>
<b>Psychological / emotional</b>	<p>Using threats to take away a person's choices</p> <p>Playing on a person's fears to control them</p> <p>Humiliating and damaging self-esteem</p>	<p>Problems getting to see the person on their own</p> <p>Person being withdrawn and anxious</p> <p>The person acting as if they are being watched all the time</p>
<b>Financial</b>	<p>Stealing or withholding assets</p> <p>Tricking people into giving assets away</p> <p>Getting a person into a financial contract that they do not understand.</p>	<p>Money disappearing from bank account</p> <p>Sudden loss of assets such as furniture disappearing</p> <p>Contact always coincides with the day a person's benefits are cashed</p> <p>A person who is normally on time with their rent is badly in arrears</p> <p>Missing bank account records</p>
<b>Sexual</b>	<p>Sexual activity without informed consent.</p> <p>Making a person watch pornography.</p> <p>Indecent exposure.</p> <p>Unwanted innuendo.</p>	<p>Deference/submission to the perpetrator</p> <p>Obvious discomfort when sitting</p> <p>Excessively sexualised behaviour around people</p> <p>Confusing boundaries in relationships</p>

<b>Discriminatory</b>	Abuse targeted at a perceived vulnerability such as a disability.  Abuse as a result of prejudice in relation to gender, race, skin colour, age or sexual orientation.	Hate mail Verbal abuse Criminal damage to property Being a target of bogus officials.
<b>Institutional</b>	A service based around the needs and wishes of staff and not the choices and preferences of service users	No respect for privacy No opportunity to go out of the institution Excessive sedation Service users are not told how to complain
<b>Neglect or self-neglect</b>	A failure to keep an adult at risk clean, warm and promote optimum health, or to provide adequate nutrition, medication, being prevented from making choices. Neglect of a duty of care or the breakdown of a care package that gives rise to safeguarding issues.  Self-neglect which is likely to lead to physical or mental deterioration.	Poor condition of home Inadequate heating or utilities Physical condition of person Untreated illness Lack of access to aids such as dentures, hearing aids or glasses.

## Domestic Abuse

Domestic abuse can also involve the abuse of an 'adult at risk'. Safeguarding Adults procedures only apply where the adult:

- 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. (Sec 42 Care Act)

The Government definition of domestic abuse is: 'Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over (Safeguarding Adults applies from age 18) who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse:

- psychological
- physical
- sexual
- financial
- emotional
- 'Honour' based violence
- Female Genital Mutilation
- forced marriage

'Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.' (Home Office 2013) Agencies that are concerned that an adult is subject to domestic abuse consider a referral to a multi-agency risk assessment conference (MARAC). Action should always be taken to pass on referrals for all incidents of domestic abuse relating to adults at risk, to Customer First. Where the victim is not an adult at risk, concerns should be raised directly with the police.

## **Female Genital Mutilation (FGM)**

Female genital mutilation/ FGM (sometimes referred to as female circumcision) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. The practice is illegal in the UK. Girls under the age of 15 are mainly at risk but it is important for everyone working with adults at risk to be mindful of this practice and refer any concerns to Customer First if they believe that the adult or a child within the family may be at risk of FGM. The police and Health colleagues will be notified in the Multi-Agency Safeguarding Hub.

## **Forced Marriage**

A forced marriage is where one or both people do not (or in cases of people lacking the mental capacity to make the relevant decisions, cannot) consent to the marriage and pressure or abuse is used. Forced marriage is recognised in the UK as a form of violence against women and men, domestic/child abuse and a serious abuse of human rights. The pressure put on people to marry against their will can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel like they are bringing shame on their family). Financial abuse (removal of wages or deprivation of finances or necessities) can also be a factor. All Forced Marriage alerts relating to adults at risk are to be submitted to Customer First on 0808 800 4005.

## **Honour Based Violence**

Honour Based Violence (HBV) is a crime or incident which has or may have been committed to protect or defend the honour of the family or community. It is a collection of practices used to control behaviour within families or other social groups, to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when a relative has shamed the family and/or community by breaking their honour code. Women are predominately but not exclusively the victims of so called Honour Based Violence which is used to assert male power in order to control female autonomy and sexuality. Honour Based Violence can be disguised from other forms of violence as it is often committed with some degree of approval and/or collusion from family and/or community members. Such crimes cut across all cultures, nationalities, faith groups and communities and should be referred within existing adult protection procedures where the victim is an 'adult at risk' as defined by the Care Act 2014.

Where children or adults at risk are identified as being victims of, involved in, or witness to Honour Based Violence, contact should be made with Customer First on 0808 800 4005.

## Modern Slavery

Modern slavery encompasses human trafficking, domestic servitude and forced labour. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment. Possible indicators of modern slavery • Marked isolation from the community • Seeming under the control and influence of others and relying on others to communicate on their behalf • Restricted freedom of movement • Unusual travel times • Unfamiliarity with the local neighbourhood • Signs of physical or psychological abuse such as looking malnourished or unkempt or appearing withdrawn • Poor living conditions such as unhygienic, overcrowded accommodation or living and working at the same address • Few or no personal effects and no identification documents • Reluctance to seek help often characterized by hesitation to speak to strangers or professionals and limited eye contact • Fear of law enforcement This list is not exhaustive. The signs of slavery are often hidden, making it difficult to recognise victims. Where modern slavery is suspected and the victim is an adult at risk, a Safeguarding Adults referral should be made to Customer First on 03456 066 167. All other victims should be referred to the police directly by dialing 101. However, if you think a person is in immediate danger, call 999 and ask for the police. Advice and Guidance can be sought from the Modern Slavery Helpline on 08000 121 700.

## Radicalisation

Radicalisation is not included as a type of abuse in the Care Act Guidance. It is however important to include it to raise awareness and ensure volunteers know what to do.

The Prevent Strategy (Home Office 2011) recognises that the presence of key vulnerabilities such as a learning disability, autism or mental health problems can increase an individual's susceptibility towards radicalisation and to be influenced by extremism.

Early intervention is required to protect and divert people away from the risk they face before illegality occurs. Any concerns that an adult at risk is being radicalised must be referred to the MASH via Customer First on 03456 066 167.

## Recognising abuse or neglect in children

Although the Good Neighbour Scheme is aimed at adults you may come into contact with children or be told something that causes you concern. Many of the examples of abuse or neglect of adults also apply to children. However there are also other signs to be aware of.

**Physical** harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

**Psychological or emotional** abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve



telling children that they are worthless or unloved or bullying (including cyber bullying), causing children frequently to feel frightened or in danger.

**Sexual abuse** involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving high levels of violence, whether or not the child is aware of what is happening. It may include non-contact activities, such as involving children in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse as can other children.

**Neglect** is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. It may include a failure to:

- protect a child from physical and emotional harm or danger
- ensure adequate supervision
- ensure access to appropriate medical care or treatment
- respond to a child's basic emotional needs.

## Further information

Further information about Suffolk County Council's safeguarding adults policies, procedures and forms may be found at [www.suffolk.gov.uk](http://www.suffolk.gov.uk). Further information about Suffolk County Council's approach to safeguarding children may be found at [www.suffolkscb.org.uk](http://www.suffolkscb.org.uk)

The Multi-Agency Safeguarding Hub (MASH) is made up of a range of organisations in Suffolk who are responsible for safeguarding adults and children.

These organisations include:

- Suffolk County Council
- Suffolk Police
- health services
- District and Borough Council  
Housing Services
- Education
- Probation
- The Youth Offending Service

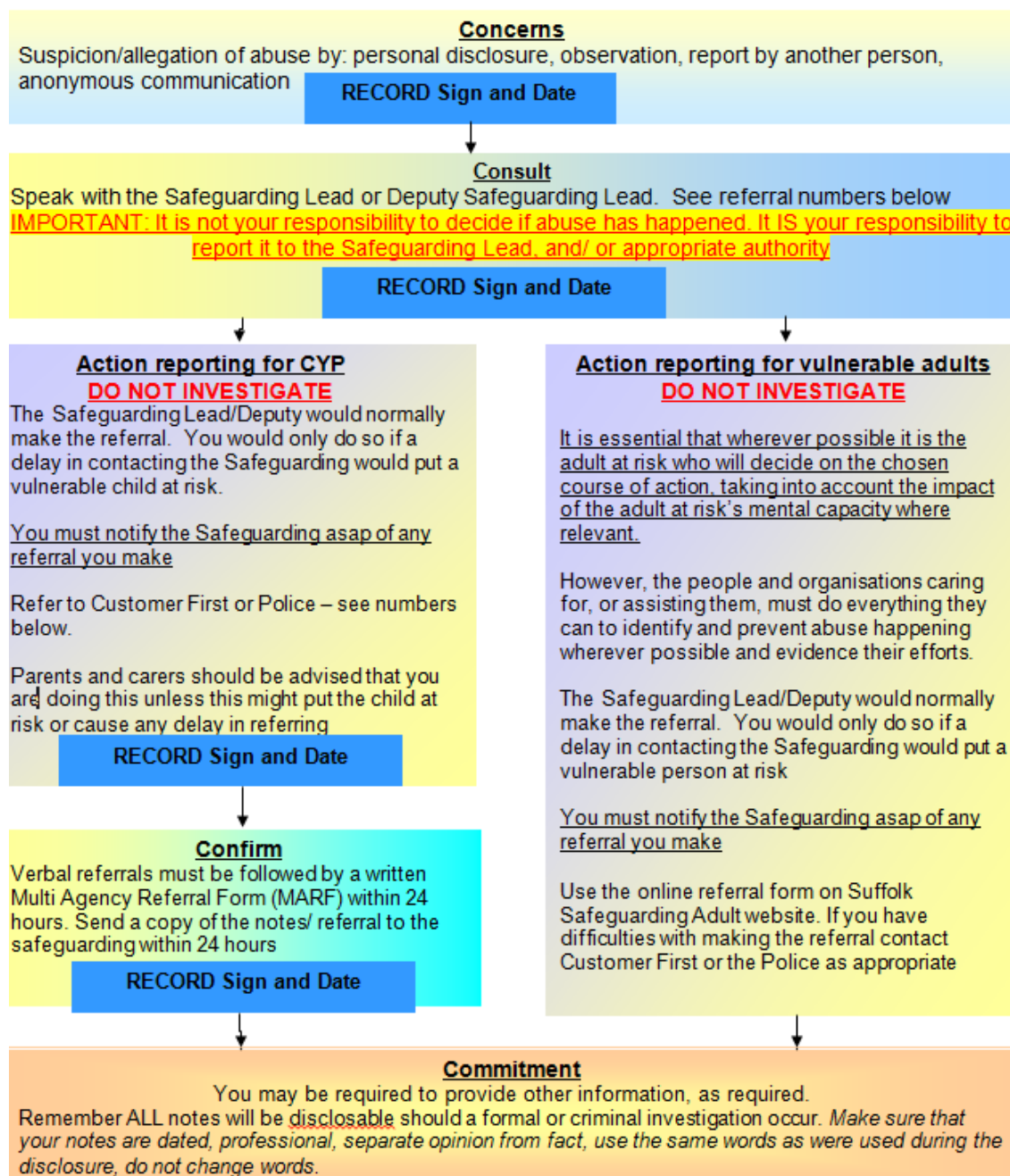
The MASH consists of around 60 professionals. Most of these staff are based at Landmark House in Ipswich, with some designated professionals working remotely.

**Professional referrers (For Good Neighbour Schemes this is the Safeguarding Lead)**

If you would like to discuss whether the situation you are concerned about should be the subject of a safeguarding referral, please contact the MASH Consultation Line on **0345 6061499**.

The referral process for volunteers is to report to the Safeguarding Lead. This chart provides guidance about the next stages.

### Flowchart for referral for actual or suspected abuse



**Contacts:**

Customer First, if you are a professional call [03456 066 167](tel:03456066167). Members of the public call [0808 800 4005](tel:08088004005)  
Professionals wanting guidance on making a referral call the MASH Professionals Consultation line [03456 061 499](tel:03456061499)

**Call the police on 999 if it is an emergency**