

Document Name: **Safeguarding Policy**

Document Type: **Policy**

Document Number: **CCM P043**

**Last Reviewed at Trustee Meeting held on: 29<sup>th</sup> January 2024**

Document History:

Version	Date	Change	Author	Reviewer/Authoriser
9_0	12-11-2021	Admin updates	Jonathan Lee	John Dixon
10_0	17-05-2023	Admin updates	Jonathan Lee	John Dixon
11_0	17-01-2024	Revised update	Amelia Glanville	Catherine Carne
12_0	05-06-2024	Change of Officer	Jonathan Lee	Catherine Carne

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## 1.0 ORGANISATION

### 1.1. Details of the organisation covered by this policy:

Name: inHope trading name of inHope (Bristol) Ltd  
 Registered Address: 32 Stapleton Road, Easton, Bristol, BS5 0QY  
 Telephone No.: 0117 330 1230  
 E-mail: [admin@inhope.uk](mailto:admin@inhope.uk)  
 Charity Registration: 298528  
 Company Registration: 02214814

Insurance provider: Ansvar Insurance, Policy Number CCP 6072585.  
 Includes Public Liability Insurance.

### 1.2. **The Safeguarding Officer for inHope is:** Catherine Carne (Trustee)

E-mail: [safeguarding@inhope.uk](mailto:safeguarding@inhope.uk) Tel: 0117 405 7112

### 1.3. **The Deputy Safeguarding Officer for inHope is:** vacant

E-mail: [safeguarding@inhope.uk](mailto:safeguarding@inhope.uk) Tel: 0117 405 7112

### 1.4. InHope has their registered offices and primary administrative office location at the address given above. The services of inHope operate from a range of locations in the Bristol area and occasionally beyond (for specific organised events and activities). These addresses are given in CCM D122.

Hybrid working means that some staff will, by agreement, work from their home, or occasionally at other locations.

### 1.5. The range of activities undertaken by the services of inHope are described on the website ([inHope.uk](http://inHope.uk)). In all service areas any one-to-one work will be with adults. We do not provide services for unaccompanied minors (those who are under 18 years of age). The South and East Bristol Foodbank does indirectly support children but in the context of their family who are being supported by the Foodbank. Those who are under 18 and join us in a student placement capacity do so with adult supervision, as explained in the Volunteering Policy CCM P023.

### 1.6. InHope operate a housing franchise – Hope into Action: Bristol. Under the franchise a wide number of partners including Hope into Action UK, partners churches, and the Hope into Action: Bristol team themselves could find themselves becoming aware of a safeguarding concern or issue. InHope’s procedure CCM P106 seeks to bridge any gap between this policy and the Hope into Action policy.

## 2.0 COMMITMENT

The leadership (Trustees, CEO and Senior Management Team) of inHope recognises the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”.

Whilst not reflected within the work of inHope we also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.”

As a Leadership we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

This policy and the associated policies and procedures have been prepared with reference to the safeguarding standards published by the Thirtyone:eight (formerly CCPAS, Churches' Child Protection Advisory Service) and others.

The Leadership undertakes to:

- Endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- Provide on-going safeguarding training for all its workers and will regularly review the operational guidelines attached.
- Ensure that the premises meet the requirements of the Equality Act 2010 and all other relevant legislation, and that it is welcoming and inclusive.
- The Leadership agrees not to allow this document to be copied by other organisations.

## 3.0 AIM

- 3.1. The purpose of this policy is to outline the duty and responsibility of staff, volunteers and trustees working on behalf of the organisation in relation to Safeguarding Vulnerable Adults.
- 3.2. All adults have the right to be safe from harm and must be able to live free from fear of abuse, neglect and exploitation.

*“Abuse is a violation of an individual’s human and civil rights by any other person or persons”.* Kent and Medway Safeguarding Vulnerable Adults (2010).

#### **4.0 OBJECTIVES**

- 4.1. To explain the responsibilities the organisation and its staff, volunteers and trustees have in respect of vulnerable adult protection.
- 4.2. To provide staff with an overview of vulnerable adult protection.
- 4.3. To provide a clear procedure that will be implemented where vulnerable adult protection issues arise.

#### **5.0 CONTEXT**

For the purpose of this policy ‘adult’ means a person aged 18 years or over.

##### **5.1. What do we mean by abuse?**

- 5.1.1. Abuse of a vulnerable adult may consist of a single act or repeated acts. It may occur as a result of a failure to undertake action or appropriate care tasks. It may be an act of neglect or an omission to act, or it may occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not, or cannot, consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the individual.
- 5.1.2. Concerns about abuse may be raised and reported to the social services agency as a result of a single incident or repeated incidents of abuse. However for some clients the issues of abuse relate to neglect and poor standards of care. They are ongoing and if ignored may result in a severe deterioration in both physical and mental health and even death.

##### **5.2. Who is included under the heading 'vulnerable adult'?**

- 5.2.1. An Adult (a person aged 18 or over) who 'is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. (*Definition from 'No Secrets' March 2000 Department of Health*).
- 5.2.2. This could include people with learning disabilities, mental health problems, older people and people with a physical disability or impairment. It is important to include people whose condition and subsequent vulnerability fluctuates. It may include an individual who may be vulnerable as a consequence of their role as a carer in relation to any of the above.
- 5.2.3. *It may also include victims of domestic abuse, hate crime and anti-social abuse behaviour.* The persons’ need for additional support to protect

themselves may be increased when complicated by additional factors, such as, physical frailty or chronic illness, sensory impairment, challenging behaviour, drug or alcohol problems, social or emotional problems, poverty or homelessness.

- 5.2.4. Many vulnerable adults may not realise that they are being abused. For instance an elderly person, accepting that they are dependent on their family, may feel that they must tolerate losing control of their finances or their physical environment. They may be reluctant to assert themselves for fear of upsetting their carers or making the situation worse.
- 5.2.5. It is important to consider the meaning of 'Significant Harm'. The Law Commission, in its consultation document 'Who Decides,' issued in Dec 1997 suggested that; 'harm' must be taken to include not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also 'the impairment of, or an avoidable deterioration in, physical or mental health; and the impairment of physical, intellectual, emotional, social or behavioural development'.
- 5.2.6. An adult may also become vulnerable by virtue of the context or environment in which they find themselves or into which the organisation might put them in the course of its everyday work.

## 6.0 TYPES OF ABUSE

- 6.1. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent.
- 6.2. Abuse can occur in any relationship and it may result in significant harm to, or exploitation of, the person subjected to it.
- 6.3. The following lists the main types of abuse as outlined by the Social Care Institute for Excellence (2015), and in the Department of Health 'No Secrets' 2000 report (now replaced by the Care Act 2014):
  - 6.3.1. **Physical abuse** – including, but not limited to, hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
  - 6.3.2. **Sexual abuse** - including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
  - 6.3.3. **Psychological abuse** – including, but not limited to, emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
  - 6.3.4. **Financial or material abuse** – including, but not limited to theft, fraud, exploitation, pressure in connection with wills, property or inheritance or

financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- 6.3.5. **Neglect and acts of omission** – including, but not limited to ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- 6.3.6 **Self Neglect** – including, but not limited to, lack of self-care to the extent that it threatens personal health and safety e.g., personal hygiene, health or surroundings. Not accessing health and social care services as needed.
- 6.3.7. **Discriminatory abuse** – including, but not limited to race, sex, culture, religion, politics, disability, age or sexuality and other forms of harassment, hate crime or similar treatment.
- 6.3.8. **Modern Slavery**- including, but not limited to, human trafficking, domestic servitude and forced labour.
- 6.3.9. **Institutional abuse** - institutional abuse, although not a separate category of abuse in itself, requires specific mention simply to highlight that adults placed in any kind of care home, day care, or other establishment are potentially vulnerable to abuse and exploitation. This can be especially so when care standards and practices fall below an acceptable level as detailed in the contract specification. Adults who reside in communities (faith motivated or otherwise) established by the organisation are also included within this clause.
- 6.3.10. **Spiritual Abuse** - in the context of faith there is also the risk of spiritual abuse which can be defined as any attempt to exert power and control over someone using religion, faith, or beliefs. Spiritual abuse can happen within a religious organization or a personal relationship. Spiritual abuse is not limited to one religion, denomination, or group of people.

6.4 **Multiple forms of abuse** may occur in an ongoing relationship or an abusive service setting to one person, or to more than one person at a time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm. Any or all of these types of abuse may be perpetrated as the result of deliberate intent and targeting of vulnerable people, negligence or ignorance.

#### 6.5. **Domestic abuse**

- 6.5.1. Home Office Definition 2004: ‘Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are, or have been intimate partners or family members, regardless of gender or sexuality’.
- 6.5.2. Women’s Aid Definition: ‘Domestic violence is physical, sexual, psychological or financial violence that takes place within an intimate or family-type relationship and that forms a pattern of coercive and controlling behaviour.’

This can also include forced marriage and so-called “honour crimes”. Domestic violence may include a range of abusive behaviours, not all of which are in themselves inherently “violent”.

- 6.5.3. Most research suggests that domestic violence occurs in all sections of society irrespective of race, culture, nationality, religion, sexuality, disability, age, class or educational level.
- 6.5.4. Both definitions would therefore also include incidents where extended family members may condone or share in the pattern of abuse e.g. forced marriage, female genital mutilation and crimes rationalized as punishing women for bringing ‘dishonour’ to the family.
- 6.5.5. It is important to recognise that Vulnerable Adults may be the victims of Domestic Abuse themselves or be affected by it occurring within their household. This is likely to have a serious effect on their physical and mental wellbeing.

## **7.0 LEGAL FRAMEWORK**

- 7.1. The following legal acts are pertinent to this policy:
- 7.2. Human Rights Act 1998, the Mental Capacity Act 2005 and Public Interest Disclosure Act 1998, Data Protection Act 1998, Freedom of Information Act 2000, Safeguarding Vulnerable Groups Act 2006, Deprivation of Liberty Safeguards, Code of Practice 2008, The Care Act 2014, The Domestic Abuse Act 2021
- 7.3. The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they must go about this.
- 7.4. The Human Rights Act 1998 gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR).
- 7.5. The Public Interest Disclosure Act 1998 (PIDA) created a framework for whistle blowing across the private, public and voluntary sectors. The Act provides almost every individual in the workplace with protection from victimisation where they raise genuine concerns about malpractice in accordance with the Act’s provisions.

## **8.0 THE ROLE OF KEY AGENCIES**

### **8.1. Adult Social Services**

8.1.1. The Department of Health's 'No secrets' guidance document requires that authorities develop a local framework within which all responsible agencies work together to ensure a coherent policy for the protection of vulnerable adults at risk of abuse.

8.1.2. All local authorities have a Safeguarding Adults Board, which oversees multi-agency work aimed at protecting and safeguarding vulnerable adults.

### **8.2. Child Social Care**

8.2.1. We should be ready to address safeguarding concerns in relation to children we come into contact with or are aware of in relation to disclosures received by inHope staff or volunteers.

8.2.2. All local authorities have a Child Safeguarding Board which oversees multi-agency work aimed at protecting and safeguarding children.

### **8.3. The Police**

8.3.1. The Police play a vital role in Safeguarding Adults with cases involving alleged criminal acts. It becomes the responsibility of the police to investigate allegations of crime by preserving and gathering evidence. Where a crime is identified, the police will be the lead agency and they will direct investigations in line with legal and other procedural protocols.

## **9.0 PREVENTION**

### **9.1. Recruitment Procedure**

The Leadership will ensure all workers and volunteers will be appointed, trained, supported and supervised in accordance with current legislation and good practice. This includes ensuring that:

9.1.2. There is a written job, or role, description / person specification for the post.

9.1.3. Those applying have completed an application form.

9.1.4. Those short listed for employment have been interviewed.

9.1.5. Written references have been obtained and followed up where appropriate.

9.1.6. Qualifications where relevant have been verified.

9.1.7. A Disclosure and Barring Service (DBS) check has been completed for the appointed person where necessary. Refer to DBS Check Procedure CCM P096.

9.1.8. A suitable induction programme is provided for the successful applicant.



9.1.9. Applicants for employment have been given a copy of the organisation's safeguarding policy, and volunteers are directed to the policy via inHope's website.

9.1.10. New members of staff complete a probationary period.

9.1.11. Training will be provided, as appropriate, to ensure that staff and volunteers are aware of these procedures. Specialist training will be provided for the member of staff with safeguarding responsibilities.

## 9.2. Training

Training will be provided, as appropriate, to ensure that staff, volunteers and trustees are fully aware of this and all associated procedures including future updates. Specialist training will be provided for the Safeguarding Officer. Staff and volunteers will be made aware of any changes in relevant legislation and/or practices relating to the safeguarding of vulnerable adults and children.

## 10.0 ADVICE FOR HANDLING SAFEGUARDING CONCERNS

In the event of an incident or disclosure:

### 10.1. DON'T

- Confront the alleged abuser.
- Ask leading questions or make assumptions.

### 10.2. DO

- Take all allegations and suspicions seriously.
- Make sure the individual is safe.
- Assess whether emergency services are required and if needed call them.
- Listen without judgement.
- Offer support and reassurance. Ascertain and establish the basic fact, without investigating.
- Ask open questions such as "what happened?", "how did it make you feel?"
- Explain that you will need to take notes and report it.
- Where possible, seek their consent to report.
- Make careful notes of facts including dates, times and persons present, without elaborating, and obtain agreement on the details.
- Take all necessary precautions to preserve forensic evidence.
- Follow correct procedure as outlined in section 14 of this policy as soon as practicable.
- Explain the procedure to the individual making the allegation, without making promises or agreeing to keep secrets.
- Maintain confidentiality.

- Immediately speak to the relevant manager, or senior manager, or the Safeguarding Officer, or Deputy Safeguarding Officer.
- Speak to your manager and seek the support you need.
- Keep calm.

10.3. It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies.

## **11.0 RESPONDING TO AN ALLEGATION**

11.1. If there is an active concern for the safety of a child or vulnerable adult, the matter should be reported to local Social Services and/or the Police as soon as is practicable. This can be done by anyone who has received the disclosure, or by the manager, Safeguarding Officer, or Deputy using the details outlined in section 14. The Safeguarding Officer and Deputy are available to advise if you are in any doubt as to how to proceed.

11.2. The Safeguarding Officer and/or Deputy may need to inform others depending on the circumstances and/or nature of the concern or allegation. This may include the Chair of Trustees of inHope.

11.3. Suspicions must not be discussed with anyone other than those nominated above.

11.4. If further advice is needed, and your manager, and the Safeguarding Officer and Deputy Safeguarding Officer are absent, or if the suspicions in any way involve the Safeguarding Officer or Deputy Safeguarding Officer, Thirtyone:eight are available for advice and can be contacted on 0303 003 1111.

11.5. Once section 14 has been followed, you are required to inform the Safeguarding Officer and Deputy Safeguarding Officer by sending all relevant documentation, which could be inHope's disclosure form CCM F044, or a copy of the Adult Social Care referral form, via email to [safeguarding@inhope.uk](mailto:safeguarding@inhope.uk). Please report any further developments in the same way.

11.6. A case will be deemed closed when the Safeguarding Officer and Deputy, together with anyone with a legitimate interest is satisfied that legal obligations have been fulfilled.

11.7 Safeguarding files are kept secure digitally.

## 12.0 HOW TO REPORT ADULT SAFEGUARDING TO STATUTORY AUTHORITIES

### 12.1. Police

12.1.1. If you have an emergency, call the Police on 999.

12.1.2. If it is not an emergency, but it is a Police matter, call 101.

### 12.2. Adult Social Care (also known as Adult Social Services, and Adult Safeguarding)

Either:

12.2.1 Complete the online form via this link:

<https://www.bristol.gov.uk/residents/social-care-and-health/adults-and-older-people/report-suspected-abuse>

Or,

12.2.2 Call 0117 922 2700, 8.30am to 5pm, Monday to Friday. There is an answerphone service outside these hours.

## 13.0 HOW TO REPORT CHILD SAFEGUARDING TO STATUTORY AUTHORITIES

### 13.1. Police

13.1.1 If you have an emergency, call the Police on 999.

13.1.2 If it is not an emergency, but it is a Police matter, call 101.

### 13.2. CHILD Social Care (also known as CHILD Social Services, and CHILD Safeguarding, AND FIRST RESPONSE)

Either:

13.2.1. Complete the online form via this link:

<https://www.bristol.gov.uk/residents/social-care-and-health/children-and-families/concerns-about-a-child/first-response-for-professionals-working-with-children/make-a-referral-to-first-response> Or,

13.2.2. Call 0117 903 6444.

#### 14.0 RELATED POLICIES, PROCEDURES, AND PRACTICE GUIDES

CCM F044	Safeguarding Policy – Disclosure Form (see Appendix A)
CCM G045	Dealing with Angry Clients Guide
CCM G051	Responding Appropriately to an Allegation of Abuse
CCM F016	Service User Incident Form
CCM P086	Complaints Procedure
CCM F002	InHope Complaint Form
CCM F087	InHope Complaint Investigation Form
CCM P046	Data Protection Policy
CCM P047	Adult Disclosure of Childhood Sexual Abuse
CCM P048	Lone Working Policy
CCM P049	Risk Management Policy
CCM P023	Volunteering Policy
CCM P106	HiA:Bristol Safeguarding Procedure
CCM D122	InHope Premises List

#### 15.0 REFERENCES, INTERNET LINKS, AND FURTHER SOURCES OF INFORMATION

- 15.1. 'No Secrets' report.  
<https://www.gov.uk/government/publications/no-secrets-guidance-on-protecting-vulnerable-adults-in-care>
- 15.2. Social Care Institute for Excellence (2015)  
<https://www.scie.org.uk/publications/atagance/atagance69-adult-safeguarding-types-and-indicators-of-abuse.pdf?res=true>
- 15.3. If someone discloses that they have been a victim of a sexual assault the Sexual Assault Referral Centre (SARC) can be contacted on 0117 342 6999, or via <https://www.thebridgecanhelp.org.uk/>
- See also Somerset and Avon rape and sexual abuse support (SARSAS) on the following number: 0117 929 9556.
- Or via: <https://www.sarsas.org.uk/>
- 15.4. Hate crimes can be reported via SARI 0117 942 0060 or via <https://www.sariweb.org.uk/>
- 15.5. To report people trafficking, contact the modern slavery helpline on 08000 121 700. Unseen can be contacted via: <https://www.unseenuk.org/>

**Appendix A** Safeguarding Policy – Disclosure Form; CCM F044

Safeguarding Policy – Disclosure Form

**Safeguarding Policy – Disclosure Form**

Initial cause for concern form which must be discussed with the inHope Safeguarding Officer, or their Deputy, as set out in the Safeguarding Policy, ref. CCM P043.

Date:

Time:

Name of individual cause for concern is about:

Date of Birth or Age (if known):

Address (if known):

Describe the concern:

Observations to support cause for concern:

Description and location of any visible marks, bruising etc.:

Details of any action taken:

Name of alleged abuser, relationship to individual concerned (if known):

Name of person completing form:

Signature:

Date:

Name of Safeguarding Officer or Deputy:

Signature:

Date: