

Safeguarding Adults Policy Statement



This policy will enable Bovey Tracey Town Council to demonstrate its commitment to keeping safe the vulnerable adults with whom it works alongside. Bovey Tracey Town Council acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that staff, volunteers, service users and carers, and management committee can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up in order to enable Bovey Tracey Town Council to:

- promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- to ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- and to stop that abuse occurring.

The Policy and Procedures relate to the definitions from the Care Act 2014 with an adult who:

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

The policy applies to all staff, councillors, volunteers, agency staff, students and anyone working on behalf of Bovey Tracey Town Council.

It is acknowledged that significant numbers of vulnerable adults are abused and it is important that Bovey Tracey Town Council has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

In order to implement the policy, Bovey Tracey Town Council will work:

- to promote the freedom and dignity of the person who has or is experiencing abuse
- to promote the rights of all people to live free from abuse and coercion
- to ensure the safety and well being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- to manage services in a way which promotes safety and prevents abuse
- recruit staff and volunteers safely, ensuring all necessary checks are made
- provide effective management for staff and volunteers through supervision, support and training

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Bovey Tracey Town Council:

- will ensure that all councillors, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
- will work with other agencies to safeguard
- will act within it's confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
- will pass information to Devon Safeguarding Adults Board when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to vulnerable adults or children
- will inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- will make a referral to Care Direct as appropriate
- will endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- will ensure that the Designated Safeguarding Lead understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Care Direct/Devon Safeguarding Adults Board)

The Designated Safeguarding Lead in Bovey Tracey Town Council is the Town Clerk.

They should be contacted for support and advice on implementing this policy and procedures.

This policy should be read in conjunction with the Devon Safeguarding Boards Policy and Procedures documents which are available at:

<https://new.devon.gov.uk/devonsafeguardingadultsboard/>

Hard copies are kept within the Town Clerk's Office.

Procedures Template

1. Introduction

Bovey Tracey Town Council provides a service to its parishioners. These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by Bovey Tracey Town Council. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. Bovey Tracey Town Council is committed to the belief that the protection of vulnerable adults from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, trustees of the organisation, management committee members, staff and volunteers act appropriately in response to any concern around adult abuse.

2. Preventing abuse

Bovey Tracey Town Council is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Bovey Tracey Town Council will be treated with respect.

Therefore, this policy needs to be read in conjunction with the following policies:

- Equal Rights and Diversity
- Complaints
- Disciplinary and Grievance
- Data Protection

Bovey Tracey Town Council is committed to safer recruitment policies and practices for paid staff and volunteers. This may include DBS disclosures for staff and volunteers, ensuring references are taken up and adequate training on Safeguarding Adults is provided for staff and volunteers.

The organisation will work within the current legal framework for reporting staff or volunteers that are abusers.

Information will be available about abuse and the complaints policy and Safeguarding Adults policy statement will be available to service users and their carers/families.

3. Recognising the signs and symptoms of abuse

Bovey Tracey Town Council is committed to ensuring that all staff, councillors and volunteers have a basic awareness of signs and symptoms of abuse. Bovey Tracey Town Council will ensure that the Designated Safeguarding Lead and other members of staff, councillors and volunteers have access to training around Safeguarding Adults.

"Abuse is a violation of an individual's human and civil rights by any other person or persons" (No Secrets: Department of Health, 2000).

Abuse includes:

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- physical abuse: including hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- sexual abuse: including rape, indecent assault, inappropriate touching, exposure to pornographic material
- psychological or emotional abuse: including belittling, name calling, threats of harm, intimidation, isolation
- financial or material abuse: including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- neglect and acts of omission: including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- discriminatory abuse: including racist, sexist, that based on a person's disability and other forms of harassment, slurs or similar treatment
- institutional or organisational: including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

4. Designated Safeguarding Lead for safeguarding adults

Bovey Tracey Town Council has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. The Designated Named Person(s) for Safeguarding Adults within Bovey Tracey Town Council is:

The Town Clerk
01626 834217
07772 844445
Info@boveytracey.gov.uk

Should the above post holder be unavailable then staff, councillors or volunteers should contact Adult Social Care Direct directly. See below for contact details.

Care Direct
0345 155 1007 (Mon – Fri 8am – 8pm and Sat 9am – 1pm)
0845 6000 388 (Emergency Duty Service - out of hours only)

The roles and responsibilities of the named person are:

- to ensure that all staff including volunteers are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing, or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded and referred to Care Direct to the allocated Social Worker/Care Manager where necessary.

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- to follow up any referrals and ensure the issues have been addressed.
- consider any recommendations from the Safeguarding Adults process
- to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- to ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.
- if appropriate staff or volunteers will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and it's outcome.

5. Responding to people who have experienced or are experiencing abuse

Bovey Tracey Town Council recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform the Designated Safeguarding Lead in your organisation
- To record what happened in the secure office file kept within the Town Clerk's Office

All situations of abuse or alleged abuse will be discussed with the Designated Safeguarding Lead. If a member of the council, staff member or volunteer feels unable to raise this concern with the Designated Safeguarding Lead then concerns can be raised directly with Adult Social Care Direct. The alleged victim will be told that this will happen. This stage is called the alert.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Adult Social Care Direct team.

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If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

The Designated Safeguarding Lead may take advice at the above stage from agencies:

Adults with care and support needs

Care Direct is considered the lead agency for adult referrals. They can normally be contacted at:

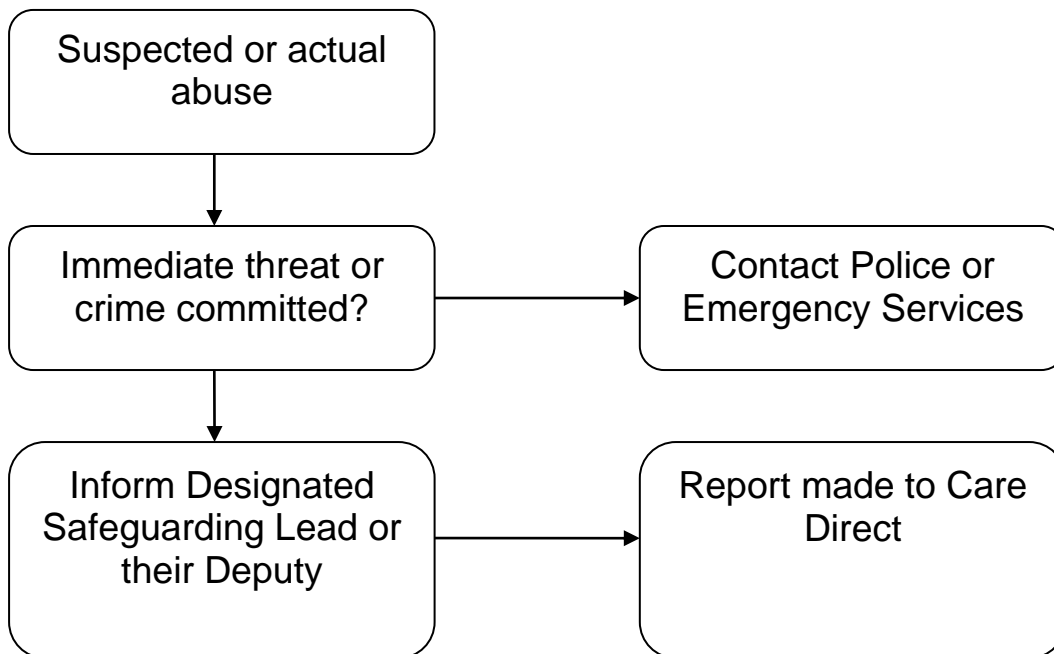
0345 155 1007

Monday-Friday 8am-8pm

Saturday 9am-1pm

Referrals should be emailed to csc.caredirect@devon.gov.uk

An Emergency Duty Team which offers an emergency crisis service for matters which cannot wait until the local office opens (both children and vulnerable adults). They operate from **Monday to Friday** 5 pm to 9 am (4pm – 9am on Fridays) and also at weekends and Bank Holidays **0845 6000388**



6. Managing allegation made against member of staff or volunteer

Bovey Tracey Town Council will ensure that any allegations made against members or member of staff will be dealt with swiftly.

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Where a member of staff/volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Safeguarding Lead will liaise with Adult Social Care Direct to discuss the best course of action and to ensure that Bovey Tracey Town Council's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

Bovey Tracey Town Council will follow the District Council's whistle blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

7. Recording and managing confidential information

Bovey Tracey Town Council is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see Bovey Tracey Town Council's Confidentiality Policy.

All allegations/concerns should be recorded in the secure safeguarding file kept within the Town Clerk's office. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

This information will be secured in a locked filing cabinet in the Town Clerk's Office within the organisation. Access to this information will be restricted to the Designated Safeguarding Lead.

8. Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, councillors, volunteers, service users, parents and carers. The Designated Safeguarding Lead will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually by the Personnel Committee. The Designated Safeguarding Lead will be involved in this process and can recommend any changes. The Designated Safeguarding Lead will also ensure that any changes are clearly communicated to staff, councillors and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes.