

Safeguarding Policy



Introduction

I Am Confident makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe. We will ensure that our activities are safe for our staff, volunteers and users. Unfortunately, people may pose a risk to adults at risk and may wish to harm or abuse them. Also, accidents can happen unless steps are taken to minimise them. Therefore, safeguarding is everybody's business.

Purpose

The safeguarding policy is important to our organisation because we want every adult that we work with to feel safe and secure. I Am Confident exists to preserve and protect the good mental and physical health of women over the age of 18 in Bournemouth, Poole and the surrounding area in particular, by the provision of advice, guidance and support on a range of issues, such as depression, anxiety, isolation, loneliness and confidence. We are committed to providing safeguarding adults with care and support needs and to promote their wellbeing

I Am Confident comes into contact with adults at risk through the following activities: running support sessions for adults

The types of contact with adults at risk will be in a setting with other adults or offering one to one support in an adjacent room. We have contact with vulnerable adults through the delivery of our sessions, the offer of one to one support and general contact when they enquire about our sessions and have a follow up call with one of our staff.

This policy seeks to ensure that I Am Confident undertakes its responsibilities with regard to protection of adults at risk and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations

We expect that all trustees, staff and volunteers will follow this policy.

Legislation

The principal pieces of legislation and Government Initiatives governing this policy are:

- Human rights Act 1998
- Sexual Offences Act 2003
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006
- Deprivation of Liberty Safeguards
- Disclosure & Barring Service 2013
- The Care Act 2014 – statutory guidance
- Making Safeguarding Personal Guide 2014

Bournemouth, Dorset and Poole multi-agency Safeguarding Adults Policy and Procedures

Definitions

Safeguarding is about embedding practices throughout the organisation to ensure the protection of adults at risk wherever possible and responding to circumstances that arise.

Abuse and harm can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender, or culture. It can take a number of forms, including the following:

- Physical abuse
- Domestic violence
- Coercive behaviour
- Controlling behaviour
- Forced marriage
- Exploitation by radicalisation
- Sexual abuse
- Sexual exploitation
- Psychological abuse
- Financial or material abuse
- Modern slavery
- Human trafficking
- Discriminatory abuse
- Internet/cyberbullying
- Organisational abuse
- Neglect and acts of omission
- Self-neglect

Definition of Adults at risk

An adult at risk anyone aged 18 or over who:

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

This **may** include a person who:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless

I Am Confident works with women who have mental health and wellbeing problems, many of them have been exposed to domestic violence, coercive behaviour, controlling behaviour. Some may have suffered sexual abuse or exploitation. Others may have encountered abuse in other areas. We are committed to working towards helping them to connect with the right referral systems in order to help them, if these issues should surface.

We are committed to ensuring that no abuse or harm occurs to the women while they are in our sessions and that they have a safe space to share.

Mental Capacity

IAC recognises that if an adult has capacity, then they can make their own decisions, even if the decisions may be seen to be unwise or eccentric.

The staff and volunteers have a responsibility to ensure that the adult is given support to reach a decision for themselves about their safety where possible under the terms of the Mental Capacity Act of 2005.

However, if the adult lacks capacity, poses a risk to other adults or a serious crime has been committed, then staff and volunteers at IAC have a responsibility to act and make a safeguarding referral.

1. Where the adult lacks capacity, for example if at the time, the person has an impairment of, or disturbance in the functioning of the mind or brain
The MCA says that a person is unable to make their own decision if they cannot do one or more of the following four things:
 - understand information given to them
 - retain that information long enough to be able to make the decision
 - weigh up the information available to make the decisioncommunicate their decision – this could be by talking, using sign language or even simple muscle movements such as blinking an eye or squeezing a hand
2. If the adult poses a risk to other adults with care and support needs or children (regardless of the capacity of the adult or victim)
3. If a serious crime has been committed

IAMConfident will not tolerate the abuse of adults We will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case-by-case basis. As adults may have different preferences, histories and life styles, the same process may not work for all.

These are the 5 statutory principles according to the Mental Capacity Act 2005 and the Code of Practice.

1. Every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise. This means that it must not be assumed someone cannot make a decision for themselves just because they have a particular medical condition or disability, or because they lack capacity in other areas.
2. People must be supported as much as possible to make their own decisions before anyone concludes that they cannot do so. This means that every effort should be made to encourage and support the person to make the decision for himself/herself. If a lack of capacity is established, it is still important that the person is involved as far as possible in making decisions.
3. People have the right to make what others might regard as unwise or eccentric decisions. Everyone has their own values, beliefs and preferences which may not be the same as those of other people. People cannot be treated as lacking capacity for that reason.
4. Anything done for or on behalf of a person who lacks mental capacity must be done in their best interests.
5. Anything done for, or on behalf of, people without capacity should be the least restrictive of their basic rights and freedoms. This means that when anything is done to, or for, a person who lacks capacity the option that is in their best interests and which interferes the least with their rights and freedom of action must be chosen.

Responsibilities

All staff (employed, contractors or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

We expect all staff to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

Additional specific responsibilities

Trustees have responsibility to ensure: the policy is in place and is appropriate to the charity's aims.

The Founder (Hayley Stephens) has responsibility to: oversee the implementation of safeguarding.

The Management Team have responsibility to ensure: the policy is accessible and sufficient resources are allocated to ensure the policy is effectively implemented.

NSO is Hayley Stephens. This person's responsibilities are:

- To ensure the policy is effectively implemented and reviewed.
- To ensure that staff (paid and unpaid) have access to appropriate training and information and promote the welfare of adults at risk.
- To receive staff's concerns about safeguarding.
- Take forward concerns about responses.
- Keep up to date with local arrangements for safeguarding and DBS (usually NSO)
- Develop and maintain effective links with relevant agencies.

DNSO is Sandy Carter. This This person's responsibilities are:

- To help to ensure the policy is effectively implemented and reviewed and there is strategic oversight of safeguarding.
- To receive staff's concerns about safeguarding.
- Take forward concerns about responses.
- Keep up to date with local arrangements for safeguarding and DBS (usually NSO)
- Develop and maintain effective links with relevant agencies.

We are committed to Making Safeguarding Personal by safeguarding by taking into account the individual choices and requirements of everyone involved. We believe that "Nothing about me should be done without me."

Link with other policies

The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of policies and procedures within the organisation. These include: whistle blowing, health and safety policy, EDI policy, data protection policy.

Safe recruitment

IAmConfident ensures safe recruitment through the following processes: Equality, Diversity and Inclusion Policy, Health and Safety Policy, Whistleblowing Policy and Data Protection Policy.

Disclosure and Barring Service and Recruitment

The organisation helps employers make safer recruitment decisions and prevents unsuitable people from working vulnerable groups.

IAmConfident is committed to treating those with a criminal record fairly. If someone declares a conviction, or it is revealed by a criminal record check, we will discuss this with the person and risk access if the information suggests there is a risk to working with adults at risk, and take appropriate action.

In order to avoid DBS gaps, the organisation will annually review that DBS are in place for staff, volunteers and trustees.

In addition to checks on recruitment for roles involving contact with adults at risk, for established staff the following processes are in place:

Whistleblowing

The organisation is dedicated to the highest standards of operation, probity, and accountability. In line with this commitment, employees, volunteers, and others with serious concerns about any aspect of our work are encouraged to come forward and voice those concerns. In the first instance if you have safeguarding concerns or want to complain about a lack of action on a safeguarding concern, speak to the NSO or the lead safeguarding trustee. However, if you have continuing concerns, e.g. your concerns are not acted on, you are encouraged to use our Whistleblowing Policy and contact the appropriate authorities (the local safeguarding boards and/or Police). Advice is available from Protect - free confidential advice for people who witnessed wrongdoing in their workplace but are not sure how to raise their concerns (<https://protect-advice.org.uk> 020 3117 2520).

Recruitment – the following good practice recruitment processes will be followed:

- Providing the following safeguarding statement in recruitment adverts or application details –‘recruitment is done in line with safe recruitment practices.’
- Job or role descriptions for all roles involving contact with adults at risk will contain reference to safeguarding responsibilities.
- There are person specifications for roles which contain a statement on core competency with regard to adults at risk protection/ safeguarding
- Shortlisting is based on formal application processes/forms and not on provision of CVs
- Interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification
- Checking gaps in work history
- DBS checks/DBS Update Service will be conducted for specific roles for all staff (paid or unpaid) working with adults at risk. Portable/carry over DBS checks from another employer will not be deemed to be sufficient. It is a criminal offence for individuals barred by the DBS to work or apply to work with children or adults at risk in a wide range of posts

- No formal job offers are made until after checks for suitability are completed (including DBS and 2 references).

Organisations will ensure that their established staff and roles are regularly reviewed through e.g.

- A 3 year rolling programme of re-checking DBS certificates/annual check of Update Service is in place for holders of all identified posts.
- Existing staff (paid or unpaid) who transfer from a role which does not require a DBS check to one which involves contact with children/adults at risk will be subject to a DBS check.

Thirtyoneeight will provide our DBS checks.

Communications training and support for staff

IAmConfident commits resources for induction, training of staff and volunteers effective communications and support mechanisms in relation to Safeguarding

Induction will include:

- Discussion of the Safeguarding Policy (and confirmation of understanding)
- Discussion of other relevant policies
- Ensure familiarity with reporting processes, the roles of trustees and NSO (and who acts in their absence)
- Initial training on safeguarding including: code of conduct, safe working practices, safe recruitment, etc.

Training

All staff who, through their role, are in contact with adults at risk will have access to safeguarding training at an appropriate level. Sources and types of training will include: annual safeguarding training and updates via thirtyoneeight. Local training is provided with Gateway Church.

Code of Conduct

We will develop Codes of Conduct appropriate to roles with the organisation and staff in such positions are expected to follow them.

Communications and discussion of safeguarding issues

Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice:

- Staff and volunteer team meetings
- Trustees meetings
- One to one meetings (formal and informal)
- Annual rereading of policies

Support

We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include:

- Cascading down of information from local Safeguarding Boards and national agencies.
- Provision of a clear and effective reporting procedure which encourages reporting of concerns.
- Encouraging open discussion (e.g. during supervision and team meetings) to identify and barriers to reporting so that they can be addressed.

- Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with.

Professional boundaries

Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.

IAMConfident expects staff to protect the professional integrity of themselves and the organisation. The following professional boundaries must be adhered to:

- **Giving and receiving gifts from adults:** IAMConfident does not allow regular gift giving from or to paid and unpaid staff, though a small gift under £10 may be accepted at Christmas if given as a thank you. However gifts may be provided by the organisation as part of a planned activity’.
- **Staff contact with user groups.** The following is prohibited
 - **Use of abusive language**
 - **Inappropriate response to behaviour or language**
 - **Use of punishment or chastisement**
 - **Passing on service users’ personal contact without permission.**
 - **Accepting money as a gift or borrowing money from a service user.**
 - **Accepting responsibility for any valuables on behalf of a client**
 - **Developing inappropriate relationships with family members of service users or service users themselves.**

The following policies also contain guidance on staff (paid or unpaid) conduct: E safety policy, Staff Conduct policy and Conflict of Interests policy

If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures.

Identifying a Concern

Adults at risk may be at obvious risk of abuse or harm and so everyone should immediately follow the Reporting process below.

At other times staff and volunteers may be unsure but are concerned about an adult. If so they should discuss this as soon as possible with NSO and DNSO Trustee and if there is still a continuing concern they should follow the Reporting process below.

The national charity [Hourglass](#) operates a 24 hour advice service. You can discuss the situation, without providing names, with the local adult teams (also if you are unsure if the safeguarding concerns override consent)

BCP Council: 01202 123654

Dorset Council: 01305 22101

Reporting

The process outlined below details the stages involved in raising and reporting safeguarding concerns at IAmConfident

If you are concerned about an adult's welfare:

The process outlined below details the stages involved in raising and reporting safeguarding concerns at IAmConfident

If you are concerned about an adult's welfare:

1. and believe they are in immediate danger - call the police and /or an ambulance on 999. Record what took place and the action taken and report to the NSO ASAP.

If not go to 2.



2. If the adult has disclosed information you should:

- Stay calm, treat them seriously, offer them support and listen to them but do not probe or conduct a mini-investigation
- Write down what they tell you using their own words as soon as possible
- Keep any evidence safe
- Discuss with the adult what they would like done about it,
- Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this. (You can seek advice from the local adult teams).
- Do not attempt to discuss this with the person alleged to have caused the harm

If the adult has given you permission to report it, or you have decided to go against their wishes go to 3



3. Discuss with NSO as soon as possible and within the same working day and a decision is taken whether to take further action. If you are unable to discuss with the NSO or line manager and believe the concern needs immediate action then you should undertake the next steps yourself.

If yes then go to 4.



4. NSO records concerns using as much information as possible such as what was said, what was observed, when, where and who else was there, date, time and place of disclosure/concerns.



5. NSO makes appropriate referral within 24 hours of disclosure or concern raised.



6. Followed up in writing within 48 hours with copy kept in the organisation's Incidents file.

Allegations Management

IAmConfident recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation. An allegation may relate to a person who works with adults who has:

- behaved in a way that has harmed, or may have harmed an adult;
- behaved towards an adult in a way that indicates they may pose a risk of harm

The process for raising and dealing with allegations is as follows:

First step- Any member of staff (paid or unpaid) from (insert name of organisation) is required to report any concerns in the first instance to the NSO. [You may refer to making a written record at this stage e.g. 'A written record of the concern will be completed by (insert - the individual /line manager/ safeguarding manager/ peer)].

Second step- contact local authority for advice.

To report concerns for someone in the BCP Council area;

- Email ASCHub@bcpcouncil.gov.uk
- Telephone 01202 123654
- Safeguarding concern Form, to be completed and sent to BCP ASC Hub [Online Safeguarding Concern Form](#)
- Out of hours service
Tel 0300 1239895 evenings and weekends, including Bank Holidays

Third step – follow the advice provided

If the information indicates an identifiable adult with care and support needs is experiencing or is at risk of abuse or neglect then the process in 9 Reporting should be followed.

If IAmConfident removes an individual (paid worker or unpaid volunteer) from work with an adult with care and support needs (or would have, had the person not left first) because the person poses a risk of harm to adults, the organisation must make a referral to the Disclosure and Barring Service. It is an offence to fail to make a referral without good reason.

Monitoring

The organisation will monitor the following Safeguarding aspects:

- Safe recruitment practices
- DBS checks undertaken
- References applied for new staff
- Records made and kept of supervision sessions
- Training – register/ record of staff training on adult safeguarding
- Monitoring whether concerns are being reported, actioned and outcomes
- Checking that policies are up to date and relevant
- Reviewing the current reporting procedure in place

Presence and action of NSO responsible for Safeguarding is in post.

Data Protection and Sharing information

Information will be gathered, recorded and stored in accordance with the Data Protection Act 2018 and UK GDPR and following policies Data Protection Policy, Confidentiality Policy.

All staff must be aware that they have a professional duty to share information with other agencies to safeguard adults. However, information will be shared on a need to know basis only, as judged by the NSO based on the following principles:

- Information will be shared on a need to know basis when it is in the best interest of the individual and especially to protect people with care and support needs.
- Confidentiality must not be confused with secrecy
- Informed consent must be obtained, but if this is not possible and other adults are at risk, it may be necessary to override the requirement
- It is inappropriate to give absolute confidentiality in cases where there are concerns about abuse, particularly when other people may be at risk or there is a legal duty to report criminal activity.
- Any exchange of information must be in accordance with the Data Protection Act 2018, the Human Rights Act 1998, and Caldicott Principles

All staff must be aware that they cannot promise service users or their families/ carers that they will keep secrets.

Conflict resolution and complaints

Conflicts in respect of safety of adults at risk will be taken forward by Hayley Stephens NSO.

Communicating and reviewing the policy

IAmConfident will make clients aware of the Safeguarding Policy through a statement to users/clients about safeguarding arrangements on our website.

This policy will be reviewed by Hayley Stephen NSO and Sandy Carter DNSO, every year and when there are changes in legislation.

Contacts

Nominated Safeguarding Officer: Hayley Stephens

Trustee lead with safeguarding responsibilities: Sandy Carter

For concerns about an immediate risk or harm to an adult at risk ring 999

If you suspect that an adult is being abused or neglected then contact BCP Council

- Email: asc.contactcentre@bcpcouncil.gov.uk
- Telephone 01202 123654
- Out of Hours Service: Tel. 0300 1239895 Evenings and weekends, including Bank Holidays

Or Dorset Police: Tel 101

If you suspect that an adult is being abused or neglected then contact Dorset Council

- on 01305 221 016 during office hours
- on 01305 858 250 for the Out of Hours Service