

ADULT SAFEGUARDING POLICY

Policy, Procedure & Codes of Practice

Unique Community Charity believes that it is always unacceptable for any person to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all service users. Unique Community Charity is committed to providing a safe and supported environment to all service users.

In order to do this we recognise that:

- We have a duty of care to our service users and staff.
- The welfare of all service users is paramount.
- All service users whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to equal protection from all types of harm, abuse, or neglect.
- Working in partnership with individuals and significant others, ie family members, friends or advocates, appropriately is essential in promoting their welfare.
- Protecting adults at risk represents the commitment of organisation's to work together to safeguard adults at risk.
- The procedures aim to make sure that:
 - The needs and interests of adults at risk are always respected and upheld
 - The human rights of adults at risk are respected and upheld
 - A proportionate, timely, professional and ethical response is made to any adult at risk who may be experiencing abuse
 - All decisions and actions are taken in line with the Mental Capacity Act 2005.

CONTEXT

The Care ACT 2014 requires that each Local Authority must:

- Lead a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and stop it quickly
- Make enquiries, or ensure others do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect
- Carry out an enquiry that should establish whether any action needs to be taken to stop abuse or neglect, and if so, by whom
- Establish Safeguarding Adults Board, including the local authority, NHS and police, which will develop, share and implement a joint safeguarding strategy
- Arrange, where appropriate, for an independent advocate to represent and support an adult who is the subject of a safeguarding enquiry



- Or Safeguarding Adult Review where the adult had 'substantial difficulty' in being involved in the process and where there is no other appropriate adult to help them
- Cooperate with each of its relevant partners in order to protect adults experiencing or at risk of abuse or neglect.

Any relevant person or organisation must provide information to Safeguarding Adults Boards as requested.

The purpose of the policy is:

- To provide protection for adults who receive services from the Unique Community Charity.
- To provide staff and volunteers with guidance on procedures they should adopt in the event that they have or receive concerns that an adult may be experiencing, or be at risk of, abuse or neglect.
- Outline how as a staff member or volunteer, you should alert both internal and external agencies and report what you have heard, seen, suspect, or have been told.

At Unique Community we believe that safeguarding adults is everyone's responsibility. This policy applies to all staff, including Senior Managers and Board of Trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of Unique Community Charity.

We will endeavour to safeguard all service users through; valuing them; listening to them; and respecting them. We will do this by:

- Having a zero tolerance of all forms of abuse
- Supporting people with the same respect we would want for ourselves or a member of our own family
- Enabling people to maintain the maximum possible level of independence, choice and control
- Listening and supporting people to express their needs and wants
- Respecting people's right to privacy
- Ensuring people feel able to whistle blow or complain without fear of retribution
- Engaging with family members and carers as care partners whenever possible
- Fully adopting the London Multi-Agency Adult Safeguarding Policy & Procedures to safeguard adults from abuse
- Following the six key safeguarding principles that lay the foundation of adult safeguarding
- Implementing a code of conduct for staff and volunteers.
- Recruiting staff and volunteers safely ensuring all necessary checks are made.
- Sharing information about concerns within the organisation and with agencies who need to know, involving the individual and significant others, ie family member, friend or advocate, appropriately.
- Providing effective management for staff and volunteers through supervision, support and training.



We are also committed to reviewing our policy and good practice annually.



UNIQUE COMMUNITY CHARITY
Adult Safeguarding Procedures & Codes of Practice

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1. Safeguarding Procedures

1.1 Statement of values and principles

Unique Community Charity believes that:

- All organisations have a duty of care to participants who use their services or take part in their activities.
- All service users should be encouraged to fulfil their potential and inequalities should be challenged.
- Everybody has a responsibility to safeguard adults.

1.2 Adult At Risk - Safeguarding Procedure

At Unique Community Charity, we have identified the Artistic Director Natanliya Kharina as the Designated Safeguarding Lead (DSL) with overall responsibility for safeguarding.

You are not expected to be an expert in identifying abuse or investigating allegations, instead it is your duty as staff or volunteer to report any concerns to the DSL or other senior person in the organisation and support them in taking action where required.

The organisation's Designated Safeguarding Lead is the person tasked with making referrals to the local authority.

If a person is injured or in immediate physical danger, or if a crime has been committed, contact the police and other appropriate emergency services – dial 999 if necessary.

ALL BRENT Referrals go to:

[Brent Adult Safeguarding Board](#)

Office hours telephone: 02089374098 or 02089374099 to discuss your concern)

Outside office hours call the emergency duty team: 02088635250

You can also email: safeguardingadults@brent.gov.uk

ALL HARROW Referrals go to:



Harrow's safeguarding adults board (HSAB)

Office hours telephone: 020 8420 9453
At all other times: 02084240999
Email: safeguardingadults@harrow.gov.uk

1.3 Designated persons

'Designated persons' are those members of Unique Community Charity staff who have specific responsibility for ensuring effective safeguarding and protection procedures. These are as follows:

Artistic Director - Nataliya Kharina (DSL)

nataliya.kharina@uniquecommunity.org // 07415193742

Community Outreach Coordinator // Florentina Bowden(Deputy DSL)

florentina@uniquecommunity.org // 07931860763

Erina Davidenko // Chair of Board of Trustees (Trustee Responsible for DSL)

erinclubok@gmail.com // 07535647984

The role of the designated person is to:

- Receive and record information from staff, volunteers, or service users with concerns about abuse or neglect.
- Assess the information properly and carefully, clarifying or obtaining more information about the matter as appropriate and consulting with senior colleagues if necessary.
- Consult initially with the Adult Safeguarding Board to test out any doubts or concerns as soon as possible.
- If necessary, to make a formal referral to an Adult Safeguarding Board without delay.

Specialist advice and training is made available to designated persons.

1.4 Definition of safeguarding adults

Safeguarding adults means protecting a person's right to live in safety, free from abuse and neglect. Some adults with care and support needs are not always able to protect themselves.

Where someone is over 18 but still receiving children's services and a safeguarding issue is raised, the matter should be dealt with as a matter of course by the adult safeguarding team.

1.5 Definition of an adult at risk

An adult at risk is any person who is aged 18 years or over; Who 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 themselves, or unable to protect themselves against significant harm or exploitation.



An adult at risk may be a person who

- Is elderly or frail
- Has a physical disability and/or sensory impairment
- Suffers from mental illness
- Has a physical disability
- Is a substance mis-user
- Is homeless
- Is in an abusive relationship

It should be noted that disability or age alone does not signify that an adult is at risk.

1.6 Definition of Duty of Care:

All workplaces have a moral and a legal obligation to ensure the safety or well-being of all those associated with the organisation. This means that any service user, staff member, or volunteer, or the general public, is protected from any personal, physical, and/or emotional harm, when engaged in activities associated with the organisation.

Duty of care can be said to have reasonably been met when:

- All reasonable steps have been taken
- Reliable assessment methods have been used
- Information has been collated and thoroughly evaluated
- Decisions are recorded, communicated and thoroughly evaluated
- Policies and procedures have been followed
- Practitioners and managers seek to ascertain the facts and are proactive

1.7 Making Safeguarding Personal

Making Safeguarding Personal is a person centred and outcome focussed approach. This approach to safeguarding aims to ensure that the person (adult at risk) and/or their advocate in relation to the safeguarding enquiry, are fully engaged and consulted throughout and that their wishes and views are central to the final outcomes as far as possible. Unique Community have an open, sensible and inclusive attitude to safeguarding involving individuals at the heart of all interventions.

1.8 The Six Safeguarding Principles - embedded in the Care Act 2014

1.EMPOWERMENT - Supporting and encouraging those at risk to make their own decisions and informed consent. At Unique Community we want to ensure that our service users are involved with the key decisions they make about their lives. Wherever possible we inform the service users of the concerns at the earliest



opportunity and involve them in decisions about their care and support, giving them control of their situation. For service users who lack the capacity to understand whether they would benefit from a safeguarding referral, a best interest decision is made.

2.PREVENTION - Organisations should take action before harm occurs At Unique Community all of our work is aimed at preventing abuse by: raising awareness about abuse and neglect, training staff, making sure clear, simple and accessible information is available about what abuse is, how to recognise the signs and where to seek help.

3.PROPORTIONALITY - Any response should proportionate and least intrusive response appropriate to the risk presented. At Unique Community the response we make to suspected abuse is in line with the risks presented. Professionals must respect those at risk, think of their best interests, and only get involved as much as required.

4.PROTECTION - Support and representation for those in greatest need. All vulnerable individuals deserve protection from the risk of abuse and actual abuse. Organisations must ensure they know what to do when there are concerns, how to stop the abuse, how to offer help and support to those at risk.

5.PARTNERSHIP - Unique Community is committed to working with other organisations and agencies to safeguard adults at risk from abuse. Communities have a part to play in preventing, detecting and reporting neglect and abuse. Staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary to keep those at risk safe.

6.ACCOUNTABILITY - Accountability and transparency in delivering safeguarding. Through the records we keep and the role of alerting the Designated Safeguarding Lead's within the organisation, we hold ourselves accountable to our service users and outside agencies. Everyone is responsible for Safeguarding, as individuals, services and as organisations. Roles and responsibilities must be clear to the staff and to those at risk.

1.9 Code of conduct

All Unique Community Charity staff must:

- Maintain professional boundaries.
- Treat all service users with respect.
- Provide an example of good conduct you wish others to follow.
- Ensure that whenever possible there is more than one staff member present during activities with service users or at least that you are within sight or hearing of others.
- Respect a service user's right to personal privacy and encourage service users to feel comfortable and caring enough to point out attitudes or behaviour they do not like.
- Remember that someone else might misinterpret your actions, no matter how well intentioned.
- Be aware that physical contact with a service user may be misinterpreted.
- Recognise that special caution is required when you are discussing sensitive issues.



- Operate within the Unique Community Charity's specific policies and procedures.
- Challenge unacceptable behaviour and report all allegations/suspicions of abuse.
- Give guidance and support to inexperienced helpers, for example, volunteer assistants who may be working with Unique Community Charity temporarily.

Staff must not:

- Have inappropriate physical or verbal contact with any service users; children, young people, adults or adults at risk.
- Be drawn into inappropriate attention-seeking behaviour/make suggestive or derogatory remarks or gestures in front of service users.
- Jump to conclusions about others without checking facts.
- Either exaggerate or trivialise abuse issues.
- Show favouritism to any individual.
- Rely on your good name or that of the organisation to protect you.
- Believe "it could never happen to me".
- Take a chance when common sense, policy or practice suggests another more prudent approach.

1.10 Project planning, supervision, risk assessment and risk management

Unique Community Charity recognises that making arrangements for the proper supervision of service users is one of the most effective ways of minimising opportunities for service users to suffer harm whilst in our care.

1.10.1 Planning

- Project managers should plan and prepare a detailed programme of activities for the service users involved in a project.
- Planning should ensure that all service users should be adequately supervised and engaged in suitable activities at all times.
- Organisers should obtain, in writing, consent to join an organised project. The purchase of a ticket or place on a project shall be deemed to be such consent.
- Service users should be given full information about a project, including details of the programme of events, the activities.

1.10.2 Supervision

- Project managers must be satisfied that those staff who work on projects are fully competent to do so and that appropriate checks have been made.
- Staff must be adequately supported and work in pairs, where possible. If this is not possible the [Lone Working Policy](#) must be followed.
- Dangerous or inappropriate behaviour by service users should not be allowed.



1.10.3 Risk assessment in relation to safeguarding adults

The principle of risk assessment is to consider:

- The practical details of a project
- Things that could go wrong in a project
- The likelihood of things going wrong
- Impact of these things going wrong

Once this is done:

- You can identify measures to reduce the risk
- You can decide what to do if things go wrong
- You can allocate roles to monitor the safeguarding of service users

Risk assessment and risk management should be carried out for every project and should involve as wide a range of project stakeholders as possible.

See Appendix 1 for a risk management template.

1.11 Photographic procedures

- Avoid using service user's names in photographic captions. If the service user is named, avoid using them in the photograph. If the photograph is used, avoid naming the service user.
- Always a permission form to obtain consent for a service user to be photographed/videoed (**see Appendix 2 for an example permission form**).
- Obtain the service user's permission to use their image.
- Only use images of service users in suitable dress to reduce the risk of inappropriate use.
- Address the use of images of service users on the organisation's website. Avoid personal information about service users which could be used by an individual to learn more about a service user.
- Always issue written expectations of professional photographers or the press who are invited to an event, making clear the organisation's expectations of them in relation to policies & procedures.
- Do not allow photographers unsupervised access to service users.
- Do not approve photography sessions outside the event or at a service user's home.

1.12 Recruitment procedures



The Unique Community Charity has clearly defined recruitment procedures. In order to prevent unsuitable people working with service users in the organisation, we will ensure that:

- Posts are clearly defined and those necessitating an enhanced Disclosure & Barring Service check.
- A copy of our Policies & Procedures will be sent with the recruitment literature for these posts.
- All applicants for these posts will be asked to sign a declaration stating that there is no reason why they would be considered unsuitable to work with children or adults at risk and MUST declare all previous convictions which are then subject to DBS/PVG Scheme checks, as well as any cases pending against them. All such information will be treated in confidence and will not be used against applicants unfairly.
- At interviews for these posts, a question pertaining to good practice in safeguarding will be asked.
- Referees should be asked specifically about the applicant's suitability to work with children or adults at risk.
- Disclosure and Barring Service checks must be obtained by the Unique Community Charity for all new members of staff in these posts. The appointment can only be formally confirmed after this check is received. DBS checks should be renewed every 2 years. Freelance staff must supply or obtain their own DBS check. In this instance, checks must be no more than 2 years old.

1.13 Training

The Unique Community Charity will provide suitable training to all staff and volunteers in the organisation that is relevant to their particular role. This will include:

- Induction Training which includes familiarisation with the organisation's Policies & Procedures.
- Particular skills training.
- Comprehensive safeguarding training available on request to all staff.

1.14 Other Unique Community Charity Policies

The Adult Safeguarding Policy must be read in conjunction with the Unique Community Charity's Child Protection Policy; Equal Opportunities Policy; Complaints and Grievances Policy and Procedures; Disciplinary Policy and Procedures; Health and Safety Policy; Recruitment of Ex-offenders; Lone Working Policy.

Additional recommendations for Health and Safety for project practice include:

- Groups should not have more than 30 participants.
- An appropriate number of legally responsible adults are present.
- There must be adequate space.



- There must be access to a telephone in the building, or as an alternative, the practitioners must have a working mobile phone on their person.
- Equipment must meet safety standards.
- Risk assessments must be carried out.
- There must be a First Aid box which meets current Health and Safety (First Aid) regulations and a member of staff trained in First Aid.
- Regular and appropriate food and drinks are provided.
- Special needs are catered for.
- Practitioners should know the evacuation procedures of buildings and should tell the group.
- The charity guidelines on the use of social media must be adhered to at all times. **See Appendix 5 for Unique Community Charity guidelines for social networking.**

1.15 Whistle-blowing and complaints procedures

Unique Community Charity wishes to promote a culture in which staff may express any concerns they may have about a colleague's behaviour in relation to the safeguarding of adults, children and young people.

In order to achieve this, staff are encouraged to share any such concerns with a designated person without delay; concerns will be treated seriously and in the strictest confidence. Equally, Unique Community Charity recognises that a culture in which people are made to feel anxious and vulnerable is undesirable and it will use the appropriate training course to manage this area sensitively on behalf of all members of staff.

2. Response Procedures

Unique Community Charity recognises the importance of having clear procedures to enable staff to handle situations where an appropriate response is needed to an adult safeguarding concern.

Please see Appendix 3 for definitions of abuse.

2.1 Responding to reports of abuse / receiving a disclosure / an adult disclosing abuse GOOD PRACTICE GUIDANCE –

- Speak in a private and safe place
- Accept what the person is saying
- Don't 'interview' the person; but establish the basic facts avoiding asking the same questions more than once
- Ask them what they would like to happen and what they would like you to do



- Don't promise the person that you'll keep what they tell you confidential; explain who you will tell and why
- Explain that you will respect their wishes where possible, but that referrals and actions can be taken without their consent. Tell them what action you will be taking.
- Make a best interest decision about the risks and protection needed if the person is unable to provide informed consent
- Document rationale for sharing
- Explain how the adult will be involved and kept informed
- Provide information and advice on keeping safe and the safeguarding process

If you receive a disclosure of alleged abuse or develop a strong suspicion that abuse is taking place, you should follow the process below:

- Contact and ALERT your DSL or Deputy DSL immediately by telephone
- Record the allegation/concern immediately, clearly, accurately and factually (i.e. without including your opinions) in Unique Community's Adult Suspected Abuse Form found [HERE](#)
- Notify the organisation's DSL by telephone and send the information
- The DSL will make an informed decision on further actions including whether to make an urgent safeguarding referral

2.2 Recording and sharing information

Forms:

INCIDENT REPORT FORM

ADULT SUSPECTED ABUSE FORM

FURTHER ACTIONS TAKEN

In all situations, including those in which the cause of concern arises from a disclosure made in confidence, it is vitally important to record the details of an allegation or reported incident, regardless of whether or not the concerns are shared with an adult safeguarding board.

An accurate note should be made of:

- Date and time of the incident or disclosure
- Parties who were involved
- What was said or done and by whom
- Any action taken by the organisation to investigate the matter
- Any further action
- Where relevant, reasons why there is no referral to a statutory agency
- Names of persons reporting and to whom reported
- Be careful not to put in personal feelings

The record should be clear and factual as it may be needed by adult safeguarding boards investigating the incident and may, in the future, be used as evidence in court. Keeping such a record may also help protect Unique Community Charity.



2.3 The Designated Safeguarding Lead Response

The alerted Designated Safeguarding Lead may become aware of suspected abuse in the following ways:

- By receiving an allegation directly from the adult at risk
- By receiving an allegation from someone who is not the adult at risk
- By receiving a report from outside agencies or other activities the adult at risk may be involved with
- Developing a strong suspicion based on your own observations or experience.
- Receiving an alert from a staff member or volunteer

The alerted Designated Safeguarding Lead will discuss the suspected abuse/concern with the staff/team or professionals involved with the adult at risk and decide on the action to be taken. The action should be recorded on Unique Community's [Further Actions Taken Form](#).

2.4 Referral to Local Authority Safeguarding Team

The Designated Safeguarding Lead should record any report or suspicion on the local authorities' making clear notes of the case (dates, times, details of incident). If you are receiving the report from a third party, you should make them aware that you have a duty to share this information with the relevant statutory agency. As soon as you have recorded the details of the case, you should:

- Notify the relevant statutory agency within Brent or Harrow local authorities depending on which borough the person being safeguarded is a resident
- Ask for the safeguarding investigation and conclusion to be shared with Unique Community and follow up in 24 hours

Emergency situations

In a situation in which the Designated Safeguarding Lead, all staff and volunteers should call the London Borough of Brent or Harrow Safeguarding contact numbers. If there is an emergency situation or someone is in imminent danger call the police (999) or emergency services. If a criminal offence is witnessed or suspected, then this should be reported to the police as a matter of urgency.

ALL BRENT Referrals go to:

[Brent Adult Safeguarding Board](#)

Office hours telephone: 02089374098 or 02089374099 to discuss your concern)

Outside office hours call the emergency duty team: 02088635250

You can also email: safeguardingadults@brent.gov.uk



Local Services for adults at risk in Brent

<https://brentwellbeing.org.uk/wellbeing-services/>

ALL HARROW Referrals go to:

Harrow's safeguarding adults board (HSAB)

Office hours telephone: 020 8420 9453

At all other times: 02084240999

Email: safeguardingadults@harrow.gov.uk

Local Services for adults at risk in Harrow

- [Age UK Harrow](#)
- [Harrow Mencap](#)
- [Harrow Association of Disabled People](#)
- [Mind in Harrow](#)
- [Safeguarding Adults Services](#)

REMEMBER: It is important that everyone in the organisation is aware that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. That is a task for the professional adult safeguarding agencies following a referral to them of concern about an adult at risk. If something is divulged to you, remember to seek support for yourself. The Adult Safeguarding Boards will be able to help you.

Please see Appendix 4 for an example checklist for reporting suspected abuse.

2.5 Confidentiality policy, and retention and storage of documentation

As a general rule, all personal information that is acquired or held in the course of working with service users should be treated as confidential. Particular care should be taken with sensitive information.

Consideration should also be given to the Data Protection Act 1998 which requires that information is obtained and processed fairly and lawfully; that it is accurate, relevant and not held for longer than is necessary; and kept securely.

2.5.1 Handling and Safekeeping of Disclosure Information

As an organisation using the Disclosure and Barring Service to help assess the suitability of applicants for positions of trust, Unique Community Charity complies fully with the DBS Code



of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure Information.

- Disclosure information will never be kept in an applicant's personnel file and is only passed to those who are authorised to receive it.
- We recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it.
- We do not keep disclosure information for any longer than is absolutely necessary. This is generally a period of up to six months to allow for consideration and resolution of any disputes.

APPENDICES

Appendix 1: Risk management template

Project Name:

HAZARDS	RISKS	WHO IS AFFECTED?	LEVEL OF RISK	CONTROL MEASURES
Fire	If trapped, staff/members/parents/carers could suffer fatal injuries from smoke inhalation/burns	Staff/members/ Parents/carers	Severe	Fire escape procedures in place. All staff & members will be verbally informed of evacuation procedures at staff briefing. Core staff aware of individual roles within fire procedures. Make way down the back stairs (doors either side of main rehearsal space) lift not to be used and congregate in a green area to the right of the building, exit via glass doors.

Project Leader:

Date Produced:

Participants:



Appendix 2: Consent form for the use of photographs and video

Unique Community Charity recognises the need to ensure the welfare and safety of all service users.

In accordance with our adult safeguarding policy we will not permit photographs, video or other images of service users to be taken without the consent of the service user.

Unique Community Charity will follow the guidance for the use of photographs a copy of which is available.

Unique Community Charity will take all steps to ensure these images are used solely for the purposes they are intended. If you become aware that these images are being used inappropriately, you should inform Unique Community Charity immediately.

I _____ (service user) consent to **Unique Community Charity**

photographing and/or videoing _____ (service user) for the purposes

of fundraising, publicity or other purposes to help achieve Unique Community Charity's aims.

This might include (but is not limited to), the right to use them in their printed and online

publicity, social media, press releases and funding applications.

Signature:.....Date:

.....

Appendix 3: Definitions of Adult Abuse

What is Abuse?

Abuse is when someone causes us harm or distress. Abuse and neglect can take many forms. Abuse and neglect is not discriminatory, it can happen to anyone, anywhere. Abuse can consist of a single or repeated act of harm or exploitation. It may be perpetrated as a result of deliberate intent, negligence or ignorance. Abuse can be verbal, physical, emotional, psychological, or a result of neglect or an omission to act. Abuse can also occur when a vulnerable adult is persuaded to enter into a financial arrangement or sexual relationship to which they have not, or could not, consent to or understand e.g. as a result of physical or mental incapacity.

Types of Abuse Description from Statutory Guidance and/or other supporting guidance

What is Physical abuse?

Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions. In extreme circumstances unlawful or inappropriate use of restraint may constitute a criminal offence. Restraint covers a wide range of actions. It includes the use of active or passive means to ensure that the person concerned complies.

Restrictive interventions are defined as: 'deliberate acts on the part of other person(s) that restrict an individual's movement, liberty and /or freedom to act independently in order to;

- Take immediate control of a dangerous situation where there is a real possibility of harm to the person or others if no action is undertaken; and
- End or reduce significantly the danger to the person and others; and
- Contain or limit the persons freedom for longer than is necessary'

If restrictive interventions are carried out for any other purpose than those listed above, concerns should always be escalated through safeguarding procedures (DH 2014).

Female Genital Mutilation (FGM) is a very specific form of physical (and psychological) abuse. FGM is a procedure where the female genitals are deliberately cut, injured or changed, but where there is no medical reason for this to be done. FGM is also known as 'female circumcision' or 'cutting', and by other terms such as sunna, gudniin, halalays, tahur, megrez and khitan, among others. FGM is usually carried out on young girls between infancy and the age of 15, most commonly before puberty starts. It is illegal to practice FGM in the UK and is child abuse. It is also illegal to take girls who are British Nationals or who are permanent residents of the UK abroad for FGM. There is a mandatory duty on healthcare professionals to report any identified cases of FGM in females under the age of 18 years. FGM is very painful and can seriously harm the health of women and girls. It can also cause long-term problems with sex, childbirth and mental health.

Professionals working with women who have been subject to FGM may want to signpost them to appropriate health services for help and support.

What is Domestic abuse?

The Home Office defines domestic abuse as: any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over, 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 abuse and 'honour' based violence.

Honour Based Violence (HBV) is committed when families feel that dishonour has been brought to them. It will usually be a criminal offence and referring to the Police must always be considered. Women are predominantly (but not exclusively) the victims and the violence is often committed with a degree of collusion from family members and/or the community. Some victims of HBV may contact the Police or other organisations for help themselves. But many others are so isolated and controlled that they may be unable to seek help. Adult safeguarding concerns that may indicate HBV include domestic abuse, concerns about forced marriage, enforced 'house-arrest' and missing persons reports. Forced Marriage is a term used to describe a marriage in which one or both parties are married without their freely given consent or against their will. A forced marriage differs from an arranged marriage in which both parties' consent to the assistance of a third party in identifying a spouse. In a situation where there is a concern that an adult is being forced into a marriage that they cannot consent to, there will be an overlap between action taken under the forced marriage provisions and adult safeguarding processes.

If an adult safeguarding concern is raised about HBV or forced marriage, Police should be contacted as urgent action may need to be taken and they (in coordination with other relevant specialised organisations) have the necessary expertise to help manage the risk.

What is Sexual abuse?

Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure, sexual assault and sexual acts to which the adult has not consented or was pressured into consenting. Sexual exploitation involves situations, contexts and relationships where adults at risk receive something (e.g. food, accommodation, drugs, alcohol, cigarettes, gifts, money, affection) as a result of them performing sexual acts (and/or another/others performing such acts on them). Sexual exploitation affects men as well as women. People who are being exploited may not always perceive such behaviours as exploitation. In all cases those exploiting the adult at risk have power over them by virtue of their position, gender, age, physical strength, intellect, economic situation or other resources. There is a distinct inequality in the relationship.



What is Psychological abuse?

Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable and unjustified withdrawal of services or supportive networks.

What is Financial or Material abuse?

Financial or material abuse Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements including in connection with wills, property, inheritance or financial transactions and the misuse or misappropriation of property, possessions or benefit. An adult at risk may be persuaded to part with large sums of money/life savings. Such concern should always be reported to the Police and if relevant, local Trading Standards for further investigation. Local Trading Standards should be involved in the work of Safeguarding Adults Boards. Where this abuse is perpetrated by someone with authority to manage the adult at risk's finances, the Office of the Public Guardian should be informed (in relation to Deputies/Attorneys) or the DWP (for Appointees).

Such abuse may take the form of a 'Mate Crime'. The Safety Net Project define this as occurring 'when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual'. Mate Crime is often difficult for the Police to investigate due to its sometimes ambiguous nature but should be reported to the Police who will decide as to if a criminal offence has been committed. Mate Crime is committed by someone the adult knows and often happens in private. In recent years there have been several Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.

What is Modern slavery?

This type of abuse encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment. Serious and organised crime gangs make significant amounts of money from human trafficking. They exploit the social, cultural and financial vulnerabilities of the victim. They control almost all aspects of the victim's life with little regard for their welfare and health. However, adults who are enslaved are not always subject to trafficking. Someone is in slavery if they are forced to work through physical or mental threat, owned or controlled by an 'employer' (usually through abuse or threat of abuse), dehumanised and treated as a commodity (bought & sold as 'property'), physically constrained or has restrictions placed on his/her freedom of movement. Since 2015, specific authorities have had a duty to notify the Home Office of any individual suspected as a victim of slavery or human trafficking.

**What is Discriminatory abuse?**

This includes harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion. Examples of discriminatory abuse may include; denying access to communication aids, not allowing access to an interpreter, signer or lip reader. Harassment or deliberate exclusion on the grounds of a protected characteristic. Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic. Substandard service provision relating to a protected characteristic (SCIE 2015). Some forms of discriminatory abuse may also constitute a Hate Crime – defined by the Crown Prosecution Service as *‘Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person’s disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity.’*

There is no legal definition of hostility so the Police and CPS use the everyday understanding of the word which includes ill-will, spite, contempt, prejudice, unfriendliness, antagonism, resentment and dislike.

What is Organisational abuse?

This includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

What is Neglect and Acts of Omission?

This includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services and/or the withholding of the necessities of life, such as medication, adequate nutrition and heating. Neglect also includes a failure to intervene in situations that are dangerous to the person concerned or to others, particularly where the adult at risk lacks the mental capacity to assess risk for themselves.

What is Self – neglect?

This covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding. It should be noted that self-neglect may not always prompt a section 42 enquiry. An assessment should be made on a case by case basis. A decision on whether a response is required under safeguarding will depend on the adult’s ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support. If you feel you have come across something which may be abuse but are not sure, you are required to discuss this with your line manager or senior manager.

**What are Concerns related to Radicalisation?**

Prevent is part of the Government's counter-terrorism strategy CONTEST and aims to safeguard and provide support to divert vulnerable individuals at risk from being radicalised or groomed into supporting terrorist activity, before any crimes are committed. Radicalisation is comparable to other forms of exploitation, such as grooming and Child Sexual Exploitation. It is the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. Radicalisation is process rather than an event, and there is no single profile or pathway by which someone can be drawn into terrorism. There are instead a range of contributing factors including, peer pressure, bullying, family tensions, race/hate crime, lack of self-esteem or identity and personal or political grievances which can make people more vulnerable. Vulnerable individuals are often targeted and influenced by radicalisers either directly or increasingly in online chat rooms or through social media. The Counter-Terrorism and Security Act (2015) places a specific legal duty on specified authorities, including local authorities and health providers in the exercise of their functions, to have due regard to the need to prevent people being drawn into terrorism. The safeguarding procedure should still be followed with concerns related to radicalisation.

Appendix 4: Checklist for reporting suspected abuse**FILL IN THIS FORM IF YOU SUSPECT ABUSE**

1. Name of adult at risk
2. Age and date of birth
3. Location where abuse suspected
4. Religion
5. Ethnicity
6. First Language
7. Disability
8. Any special factors?



9. Advocate / significant other(s) Name

10. Home address and phone number (if available)

11. Are you reporting your own concerns or passing on those of somebody else?

12. Brief description of what has prompted the concerns: include dates, times etc of any specific incidents.

13. Any physical signs? Behavioural signs? Indirect signs?

14. Have you spoken to the adult at risk? If so, what was said?

15. Have you spoken to the Advocate / significant other(s)? If so, what was said?

16. Has anybody been alleged to be the abuser? If so, give details.

17. Have you consulted anybody else? If so, give details.

Your name and position:

To whom reported and date of reporting:

Signature

Today's date:



Appendix 7: Unique Community Charity guidelines for social networking.

Section one for employees of Unique Community Charity

- Unique Community Charity's team use social networking (such as Facebook and Twitter) to promote events, ticket offers, competitions, summer schools etc to their participants.
- Social media is also useful to maintain connections between group participants and form a legacy network after an event or course.
- Marketing teams at our venues already use social networking extensively, but generally for disseminating information and driving ticket sales rather than interaction.
- It is also possible to market and interact on behalf of Unique Community Charity via other companies' social media platforms, e.g. SOLT's Facebook page.
- Key objectives for social media use:
 - o Legacy relationships with participants of projects or courses.
 - o Maintaining awareness of our activities
 - o Encouraging repeat engagement with individuals
 - o Encouraging loyal advocates and ambassadors to publicise Unique Community Charity
 - o Communicating with participants in the manner most familiar to them.

Ground rules and best practice for staff

- Always use official theatre profiles rather than your personal accounts, or set up a new account for a particular event.
- Never become friends with or connect personally with participants, particularly young people.
- Be vigilant about privacy settings (e.g. using closed groups on Facebook, and restricting admin settings). Employ the standards of presentation and accuracy you would normally employ in email communication.
- Encourage colleagues to engage with your social media activity on a work basis but strictly restrict admin status.
- Discuss social networking with groups participants so as to give them a few ground rules about representing Unique Community Charity online and let them know you can help with any issues.
- Never disclose via social media:
 - o Offensive or inappropriate pictures or comments about Unique Community Charity, its customers or its staff
 - o Confidential information about Unique Community Charity, its customers or its staff
 - o Information that could embarrass you, your participants, your colleagues, your customers or Unique Community Charity
 - o Comments or material which could damage Unique Community Charity's reputation
 - o Company logos without written consent.



Concerns to be aware of

- Representing Unique Community Charity accurately and positively
- Balancing the time spent to maintain social media presence and the success of its use
- Child protection & Protecting adults at risk issues pertaining to internet safety
- Photographs, tagging, permissions
 - Never post a photograph without signed photography permission forms from those included in it.
 - Make sure a sentence relating to social media is included in your photography permission forms.
 - Never tag individuals in photographs – but it is not possible to prevent others from tagging themselves or others.
- Managing the way participants of all ages post comments, blogs, photos etc relating to Unique Community Charity
- Cyber bullying
 - If you are alerted to a serious case of cyber bullying, i.e. where bullies set up a hate site. It should be reported in the same way as a Child Protection issue and reported to the appropriate social media operator. Advice can be obtained from the Child Exploitation and Online Protection Centre.
- Control
 - Remember, any content posted via social media can often be re-posted elsewhere on the internet.
- Overuse of social media
 - Too much activity risks having multiple Unique Community Charity presences online and even conflicting messages and 'dead space' sites, which could be damaging rather than positive.
- The Internet Watch Foundation operates a hotline reporting system for members of the public and IT professionals to report their exposure to potentially illegal content online.

COMMUNICATION VIA TELEPHONE

Only designated safeguarding lead staff to make contact with service users. Staff will not use their personal mobile phone for this purpose. All company mobile phones are to be PIN locked so that data is not accessible by others.

USE OF COMPANY PHONES OUTSIDE OF WORKING HOURS

Staff members should turn their work phones off when they are not working for Unique Community. Status messages on WhatsApp and other instant messaging services and Voicemail messages should state that the phone will only be turned on during working hours.

COMMUNICATION VIA EMAIL

Staff will be required to email service users' personal email addresses. In such cases staff should use clear language to avoid any misunderstanding on the part of the recipient. It may be appropriate to copy in another staff member for transparency. Staff members who have concerns regarding the content of an email that they send or receive from a service user should consult the DSL or DDSL for guidance.

COMMUNICATION VIA SOCIAL MEDIA

Unique Community will use social media during this time to communicate with service users. Current social media applications the Unique Community staff will use include whatsapp, twitter, facebook and instagram. Contact with service users through such forums should only take place through organisational accounts. Unique Community will not follow service users' accounts and only invite members to follow Unique Community accounts.

If a Unique Community staff member receives content from a service user which they believe is inappropriate they will not forward the content or delete it but immediately contact the DSL to report the content and the DSL will follow the safeguarding incident procedure of Unique Community (see main safeguarding policy).

Current organisational accounts are as follows:

Application	Account Domain	Account Moderators
Twitter	https://twitter.com/uniquecomc https://twitter.com/YouthBrent	Nataliya Kharina (Artistic Director)
Instagram	https://www.instagram.com/communityunique/ https://www.instagram.com/brent_youth_theatre/	
Facebook	https://www.facebook.com/uniquecommunitycharity/?modal=admin_todo_tour https://www.facebook.com/brentyouththeatre/	

COMMUNICATION VIA DIGITAL PLATFORMS

When communicating with service users via digital platforms Unique Community staff will use Unique Community accounts and phones and ensure that the personal numbers of service users and freelancers are not shared.



Unique Community staff and Unique Community freelancers will be the only adults present in Unique Community digital platforms.

All parents will be informed of the platforms to be used and the dates and times of sessions and the adults who will be in these platforms.

Unique Community Staff will set clear rules of engagement for working on digital platforms. These rules will be in line with the Unique Community Three rules:

Staff will also remind service users that this is not a private space and whatever they share online will be seen by the group.

Any service user who breaks the above rules will be removed from the platform by Unique Community staff.

RECEIVING A DISCLOSURE ONLINE OR VIA MOBILE PHONE

We recognise that at times, members might disclose information to staff members via texts, calls or digitally.

If a staff member receives a worrying message that they think may indicate that the service user communicating with them is at immediate risk during or outside of work hours, they should immediately refer it for action to an executive staff member (DDSL/DSL), ideally by speaking to them in person (if the disclosure takes place in working hours) or by phone. The DDSL/DSL will follow the procedure below. If the staff member cannot get hold of the DDSL/DSL, or a more senior member of staff, they should also follow this procedure.

- Check with the service user – What is happening? Where are you? The staff member should not attempt to solve the problem.
- Contact the service user's parent/guardian, or – if applicable – the social worker/key worker associated with that service user. If there is no response:
Alert the emergency services (in most cases this will be the police) by calling 999 and giving as much information as possible.
- Write up an incident report on the situation within 24hrs.

SHARING WORK CREATED ONLINE

When Unique Community share work created online will take the following steps;

- Share the final edits with the service users before sharing.
- Do not use a service user's surname in photography or video content.
- Gain consent for the service user to be photographed and videoed
- Only use images of service users in suitable clothing to reduce the risk of inappropriate use.
- Only share content through Unique Community's official accounts.



If, for whatever reason, an advocate/ parent/carer or service user is not happy with the use of content, then Unique Community will not share the content.

Section two for freelance practitioners.

Ground rules for freelance practitioners.

Always consult your contact at Unique Community Charity before embarking on any social media activity relating to Unique Community Charity activity.

Never become 'friends' with or connect personally with service users, particularly young people under the age of 18 before, during or after your period of work with Unique Community Charity.

Never disclose via social media:

- Offensive or inappropriate pictures or comments about Unique Community Charity, its customers or its staff, and project participants;
- Confidential information about Unique Community Charity, its customers or its staff;
- Information that could embarrass you, your colleagues, your participants, students or Unique Community Charity;
- Comments or material which could damage Unique Community Charity's reputation;
- Company logos without written consent.

Refrain from using inappropriate language or refer to explicit content or behaviour on a site where you can be identified as an employee of Unique Community Charity. It is an act of gross misconduct to associate the Company name with any explicit material.

Never post a photograph without signed photography permission forms from those included in it – always liaise with the Managers about such permissions.

Never tag individuals in photographs.

Unique Community Charity reserves the right to request that certain subjects are avoided. We may ask you to withdraw certain posts, and remove inappropriate comments.

- Any social media activity relating to Unique Community Charity projects or events should be conducted through the official channels.
- Always consult your contact at Unique Community Charity before embarking on any social media activity relating to Unique Community Charity projects.
- Never become friends with or connect personally with service users, particularly young people.



Resources

<https://www.gov.uk/government/publications/care-act-statutory-guidance>

<https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets>

<https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>

<https://www.gov.uk/government/collections/mental-capacity-act-making-decisions>

<https://www.gov.uk/government/publications/adult-safeguarding-statement-of-government-policy>

<https://www.gov.uk/guidance/safeguarding-for-charities-and-trustees>