



SAFEGUARDING

Policy

March 2022

POLICY

KeySteps is committed to keeping safe the adults with care and support needs, with whom it works, and all those who come into contact with us. KeySteps acknowledges its duty to respond appropriately and promptly to any allegations, reports or suspicions of abuse, in line with current legislation and guidelines. Everyone has the right to live in safety, free from abuse and neglect.

This policy will enable staff, volunteers, service users and trustees to work to prevent and recognise abuse in order to stop it, and to support the victim. The policy applies to all staff, including trustees, paid staff, volunteers and anyone working on behalf of KeySteps. Safeguarding is everyone's responsibility.

KeySteps supports people who are homeless or at risk of becoming homeless. We run regular drop-in sessions (in person when possible), give advice, support and help by phone, email and letter, and carry out home visits after a tenancy is established.

Many of our service users have mental health problems, addictions, physical ill-health, learning difficulties and memory problems and live alone. They are vulnerable adults who may be unable to protect themselves and be at risk of abuse.

Abuse is intentional harm done to another person. It may also be the failure to prevent neglect or harm, whether deliberate or unintentional. An abuser is often a person in a position of trust and power, and may be a health and care professional, a relative, friend or neighbour, or a stranger.

Abuse includes:

- physical abuse
- sexual abuse
- psychological or emotional abuse
- financial or material abuse
- neglect and acts of omission
- discriminatory abuse
- institutional or organisational
- domestic
- modern slavery
- cyber-bullying

KeySteps aims to follow the six principles of safeguarding in the 2014 Care Act:

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

In order to implement the policy, KeySteps will work:

- to act in the best interest of people who lack capacity to decide their response to abuse
- to take seriously any allegation of abuse or neglect
- to ensure that all in the organisation know that there is a duty to share information to safeguard vulnerable adults
- to provide effective management for staff, trustees and volunteers through supervision, support and training
- to manage services in a way which promotes safety and prevents abuse
- to recruit staff, volunteers and trustees safely, ensuring all necessary checks are made
- to build trusted relationships with service users and work to improve their confidence and self-esteem and to promote wellbeing and independence.

KeySteps will:

- ensure that all trustees, staff, volunteers and service users are familiar with this policy and procedures
- act within its privacy policy, usually gaining permission from service users before sharing information about them with another agency
- pass information to the North Somerset Council Adult Safeguarding Team via Care Connect and to the police when a person is at risk
- inform service users that where a person is in danger, a child at risk, or a crime has been committed, information will be passed to another agency without the service user's consent if this is not granted
- ensure that the Designated Named Persons understand their responsibility to refer incidents of adult abuse to the Adult Safeguarding Team at North Somerset Council.

PROCEDURE

Preventing Abuse

KeySteps is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and to ensuring that all those involved within KeySteps will be treated with dignity and respect. This policy needs to be read in conjunction with the following policies:

- Equal Opportunities Policy
- Complaints Policy
- Whistleblowing Policy
- Disciplinary and Grievance Policies and Procedures
- Data Protection & Privacy Policy
- Recruitment Policy

KeySteps is committed to safe recruitment of paid staff, trustees and volunteers. A DBS check for staff and volunteers working with vulnerable adults will be obtained, references taken up and training on safeguarding adults provided for staff, volunteers and trustees.

Information will be made available to clients about the complaints policy. The Safeguarding Policy will be available to service users.

Recognising the Signs of Abuse

KeySteps will ensure that staff, volunteers and trustees recognise signs of abuse such as:

- unexplained injuries
- change in appearance - unkempt, weight change
- change in behaviour - appears afraid, lack of confidence
- self-harm
- loss of money or possessions

If abuse is suspected, this should first be discussed with the person confidentially, and their consent to share information obtained, if possible. However, it must be reported if suspicions remain. If necessary, advice can be obtained from the Adult Safeguarding Team via Care Connect without mentioning a name before a formal referral is made.

Designated Named Person for Safeguarding Adults

KeySteps has appointed two individuals who are responsible for dealing with any safeguarding adult concerns. In their absence, a deputy will be available. The Designated Named Persons for safeguarding adults are:

Wendy Griggs, Trustee

01934 834143

07522241455

Maggie Lyons Manager

01934 617617

07488343358

Should these people be unavailable, then trustees, staff or volunteers should contact Care Connect or the police directly. See page 7 for contact details.

The roles and responsibilities of the Designated Named Persons are:

- to ensure that all staff, volunteers and trustees receive training and are aware of what they should do, and to whom they should report, if they have concerns of abuse or neglect
- to ensure that abuse is recognised, responded to, recorded and reported to a Designated Named Person, who will refer the case to the North Somerset Council Adult Safeguarding Team via Care Connect.
- to follow up referrals, ensure the issues have been addressed and consider any recommendations from the safeguarding process

- to ensure that staff, trustees and volunteers adhere to good practice with regard to confidentiality and security and follow the principle of safe enquiry - this is because a perpetrator may increase abuse when they realise their behaviour is being challenged
- 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
- to ensure incidents that have resulted in, or risk significant harm to, beneficiaries or other people who come into contact with a charity through its work are reported to the Charity Commission

Responding to People Who Have Experienced or are Experiencing Abuse

KeySteps 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.

If an allegation of abuse is received:

- reassure the person concerned, listen to what they are saying and ask what they would like to happen - do not contact the alleged abuser
- inform them the information will be treated seriously and confidentially and will be reported to a Designated Named Person
- remain calm and do not show shock or disbelief
- report to a Designated Named Person
- record securely what has been told or witnessed as soon as possible
- do not start to investigate or ask detailed, or probing, questions
- do not promise to keep it a secret - information may need to be shared either within KeySteps or with other agencies, for example, to prevent a crime being committed.

If abuse is witnessed or 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 oneself, staff, volunteers and service users safe
- to inform a Designated Named Person
- If a trustee, staff member or volunteer feels unable to raise their concern with a Designated Named Person, they can refer directly to the North Somerset Council Adult Safeguarding Team via Care Connect.

The alleged victim will be told that this will happen and consent will be obtained. A referral must be made without consent if it is suspected that a crime has been committed.

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.

Managing Allegations Made Against a Member of Staff, Volunteer or Trustee

KeySteps will ensure that any allegation made against a member of staff, volunteer or a trustee will be dealt with swiftly.

Where a member of staff, volunteer or trustee 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 Named Person will liaise with the North Somerset Council Adult Safeguarding Team to discuss the best course of action and to ensure that KeySteps' disciplinary procedures are co-ordinated with any other enquiries taking place, as part of the ongoing management of the allegation.

KeySteps has a Whistleblowing Policy, which staff will be supported to use if they have concerns.

Recording and Managing Confidential Information

KeySteps is committed to maintaining confidentiality wherever possible and information concerning safeguarding should be shared only with those who need to know.

All allegations and concerns must be recorded. The information should be factual and not based on opinions, with a record of what the person has said, what has been seen by oneself and witnesses, if appropriate, and evidence.

The information will be gathered, recorded and stored in accordance with our Privacy Policy. Access to this information will be restricted to the Designated Named Persons (Wendy Griggs & Maggie Lyons).

Disseminating/Reviewing Policy and Procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, trustees, volunteers and service users. The Designated Named Persons will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually by the Trustees. The Designated Named Persons for Safeguarding Adults will be involved in this process, recommend any changes and ensure that any changes are clearly communicated to staff, trustees and volunteers.



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03/2022

CONTACT DETAILS

Care Connect, 01275 888801, Monday-Friday 8am-6pm;
outside these hours 01454 615 165.

Police 999 in an emergency - 101 if not an emergency.


Charities Commission 0300066 9197, in office hours, or see website.

Designated Named Persons (see above).

North Somerset Safeguarding Adults Board – www.nssab.co.uk – for information about abuse and safeguarding.

MONITORING

This policy will be reviewed every year, and after an incident, in accordance with government and local requirements.

Signed		Date	25 Apr 2022 (UTC)
Print Name	K M Knight	Position	Trustee

Version	2.1	Date	03/2022	Review Due	03/2023
Reason for Change/s	Updating and clarifying information following training course.				

Version	2	Date	04/2020	Review Due	11/2021
Reason for Change/s	Updating / reformatting.				