

NAILSEA & DISTRICT COMMUNITY TRANSPORT

SAFEGUARDING POLICY Version 2

VERSION HISTORY

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1.0 BACKGROUND

1.1 Nailsea and District Community Transport is keen to promote wellbeing for everyone we support and to prevent abuse and harm. We aim to promote a culture that encourages candour, openness and honesty at all levels.

1.2 'Safeguarding' means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

1.3 This policy aims to act in conjunction within relevant legislation and good practice. Including:

Human Rights Act 1998

Sexual Offences Act 2003

The Mental Capacity Act 2005

Equality Act 2010

Care Act 2014

General Data Protection Regulations 2018

2.0 WHO MIGHT NEED SAFEGUARDING SERVICES?

2.1 'Safeguarding' can apply to an adult who:

- Has needs for care and support, and;
- Is experiencing, or at risk of, abuse or neglect; and
- Due to care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

2.2 These adults for example may be:

- Frail due to age, ill health, physical disability or cognitive impairment, or a combination of these
- Have a learning disability
- Have a physical disability and/or a sensory impairment

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- Have mental health needs including dementia or a personality disorder
 - Have a long-term illness/condition
 - Users of substances or alcohol
 - Unable to demonstrate the capacity to make a decision and is in need of care and support.

This list is not exhaustive.

3.0 WHAT IS ABUSE?

3.1 There are many different ways in which someone can be abused. Assumptions must not be made, but it is enough to suspect abuse to report it.

3.2 People may report abuse to you in many ways, for example:

- They may tell you
- Another person who knows them may tell you; this may be a family member, colleague or member of the public
- You may see something such as a bruise or other mark, or notice a change in the person's behaviour

3.3 Here is a list of types of abuse with examples and potential indicators. In all examples there may be other signs as this is not a complete list. Read more about:

- Physical abuse
- Sexual abuse
- Financial abuse
- Discriminatory abuse
- Emotional/Psychological abuse
- Neglect (and acts of omission)
- Self- neglect
- Organisational/institutional abuse
- Domestic abuse
- Modern slavery

3.4 Physical abuse.

3.4.1 Examples: hitting, slapping, pinching, pushing, misuse of medication and inappropriate holding or restraint. It may also include inappropriate sanctions or punishment and rough handling.

3.4.2 Possible indicators:

- History of unexplained falls

- Unexplained bruising in well protected or soft parts of the body e.g. ears or buttocks
- Multiple bruising in different stages of healing
- Unexplained burns - unusual location or type
- Unexplained fractures
- Unexplained lacerations or abrasions
- Slap, kick punch or finger marks
- Injury shape similar to an object
- Untreated medical problems
- Weight loss due to malnutrition or dehydration

3.5 Sexual abuse

3.5.1 Examples: rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual acts or indecent exposure to which the adult has not consented or was pressured into.

3.5.2 Possible indicators:

- Sudden change in behaviour
- Sudden onset of confusion
- Incontinence
- Withdrawal
- Overt sexual behaviour/language by the adult
- Self-inflicted injury
- Difficulty in walking
- 'Love bites'
- Pain/itching/bleeding or bruising in genital area
- Bruising to upper arms and thighs

3.5.3 People find sexual abuse particularly difficult to speak about. Patience and empathy is essential.

3.6 Financial abuse

3.6.1 Examples: fraud, theft, taking property without permission, assuming ownership of money or items, scamming (which can be in person, by letter, phone and internet), coercion in relation to an adult's financial affairs including the writing of or changing a Will, and misuse of benefits. Financial abuse can involve small and large amounts of money or value of property.

3.6.2 Possible indicators:

- Sudden inability to pay bills
- Sudden debt
- Unexplained or unusual patterns of cash withdrawal from an account

- Lack of belongings that the adult can clearly afford
- Extraordinary interest by family in an adult's assets
- Purchase of items that the adult would not usually buy or need
- Personal items going missing
- The main interest shown by a family member is financial and not the in relation to the care of the adult

3.7 Discriminatory abuse

3.7.1 Examples: discriminatory abuse is often on the grounds of age, race, gender or gender identity, culture, religion, sexual orientation or disability.

3.7.2 Other examples of abuse include:

- Hate crime (acts of violence or hostility directed at people because of who they are or who someone thinks they are)
- 'Mate crime' (sometimes used to describe a crime committed against an adult by someone who has befriended them)
- Derogatory comments
- Harassment
- Being denied medical treatment on grounds of age or mental health

3.8 Emotional/Psychological abuse

3.8.1 Examples: threats of harm or abandonment, blackmail, deprivation of contact, humiliation and ridicule, blaming, controlling, intimidation, coercion, harassment, isolation, cyber bullying, shouting and swearing, unreasonable support of services or support networks, denial of cultural or religious needs, denial of access to the development of social skills.

3.8.2 Possible indicators:

- Change in appetite, weight loss or gain
- Low self esteem
- Upset and tearfulness
- Confusion and agitation
- Insomnia
- Avoiding eye contact, withdrawal
- Isolation, unable to make contact
- Distress
- Poor hygiene, resulting from restricted access to facilities
- Uncharacteristic behaviour

3.9 Neglect (and acts of omission)

3.9.1 Examples: ignoring medical, emotional or physical needs; failure to

provide access to appropriate health, care and support or educational services; withholding the necessities of life including medication, adequate nutrition and heating.

3.9.2 Possible indicators:

- Poor environmental conditions
- Inadequate heating and lighting
- Poor physical condition of the adult
- Malnutrition
- Clothing is ill-fitting, unclean or in poor condition
- Isolation of the adult
- Withdrawal, unhappiness or change in demeanour
- Carer's reluctance to engage with professionals
- Carers not allowing contact by professionals with the adult

3.10 Self-neglect

3.10.1 Examples: Self-neglect can sometimes be as a result of a person's choice of lifestyle and covers a wide range of behaviour including neglect to care for one's personal hygiene, health or surroundings and can include hoarding when it becomes extreme (including animal hoarding). In these circumstances there is no abuser.

3.10.2 Possible indicators:

- Living in grossly unsanitary conditions
- Suffering from untreated illness or disease/condition
- Suffering from over or under eating to the extent that if untreated the adult's physical or mental health could be impaired
- Creating a hazardous situation that would likely cause serious physical harm to the adult or cause substantial loss of assets

3.11 Organisational/Institutional abuse

3.11.1 Examples: Neglect, poor practice within an institution such as a care home or hospital and also poor practice in relation to care provided in the adult's own home. This can be only one incident or a series of incidents which are neglect or poor practice as a result in organisations poor policies, procedures and practice.

3.11.2 It is important not to jump to the wrong conclusions too quickly but the following list may be possible indicators of institutional abuse:

- Inappropriate care of possessions, clothing and living area
- Lack of personal clothes and belongings
- Un-homely or stark living environments
- Deprived environmental conditions and lack of stimulation

- Illegal confinement or restrictions
- Inappropriate use of power or control
- People referred to, or spoken to with disrespect
- Inappropriate physical intervention

3.12 Domestic abuse

3.12.1 The Home Office definition of domestic abuse (2013):

- Incident or pattern of incidents of controlling, coercive or threatening behaviour, violence, or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality
- Includes psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence
- Includes anyone aged 16 or over

3.13 Modern slavery

3.13.1 Modern slavery includes slavery, human trafficking, forced labour and domestic servitude.

3.13.2 Traffickers are those who arrange for the people to move from place to place to do the tasks that they are made to do. It includes moving within the UK and doesn't have to be from abroad. Very often the traffickers trick victims into believing that they are arranging for them to have a better life.

3.13.3 The Modern Slavery National Helpline is 08000 121700.

4.0 APPLICATION OF THIS POLICY

4.1 This policy applies to all staff and volunteers including trustees and anyone working on behalf of NDCT.

4.2 NDCT believes that no one should ever experience abuse of any kind. We all have a responsibility to promote the welfare the people we support.

4.3 We seek to keep people safe by:

- Listening to people, valuing people and respecting all.
- Appointing a designated safeguarding officer (DSO).
- Robust recruitment of staff and volunteers, ensuring 2 independent references are sought from previous employer (where possible) and a DBS check is carried out. Disclosures to be made on application form and signed by applicant.

- Providing effective management of staff and volunteers, including support for staff who have any concerns they wish to discuss or who need information regarding 'safeguarding' and safeguarding training for all staff and volunteers.
- Recording and storing information professionally and securely, sharing information according to GDPR guidelines, sharing information professionally only on a need to know basis.
- Relevant risk assessments are managed by the Operational Manager and the contents are available to staff and volunteers, as needed, to ensure a safe environment for all.
- All organisational policies and procedures are known to all staff and volunteers and available for checking at all times.
- Staff/volunteers may only enter an individual's home when invited to do so by that individual. They must only enter to carry shopping to the kitchen if needed by the passenger. To enter the home for any other reason the Operational Manager must be informed, in the absence of the OM the office must be informed.

4.4 Staff and volunteers must never:

- Enter a person's home without the person's permission.
- Never act in a way that could be construed as abusive.
- Never restrain a passenger without their permission. Always ask a passenger's permission before assisting with their seat belt / restraining wheelchair / lap belt.
- If holding a person is used to prevent personal injury to a passenger or other person, a detailed record of the event must be made and discussed with the Operational Manager.
- Never engage in rough, physical or sexual games or horseplay, or inappropriate touching.
- Never make sexually suggestive comments (even in fun).
- Never allow the use of inappropriate language to go unchallenged.
- Never allow allegations to go unrecorded or not acted upon.
- Never do things of a personal nature for an individual that they can do for themselves.
- If a person should accidentally hurt a passenger, or misunderstand/misinterpret something a person has done or if a passenger seems unduly distressed then the incident should be documented in writing and discussed with the operational manager as soon as possible.
- All accidents must be logged appropriately.

4.5 If someone discloses to you they have suffered abuse:

- Do not promise confidentiality - we have a duty to report.
- Actively listen but do not ask leading questions.

- Do not tamper with any evidence. Preserve any evidence for police if appropriate.
- Try not to appear shocked, let someone talk if they wish to.
- If someone is in immediate risk of harm call 999

- Report to the Operational manager - who will contact the North Somerset Safeguarding Team 01934 888801.
- Write down the disclosure. Note what was said, using the exact words and phrases spoken, wherever possible. Describe the circumstances in which the disclosure came about, note the setting and anyone else who was there at the time. Separate out factual information from your own opinion.

4.6 The Designated Safeguarding Officer (DSO) is the Office & HR Coordinator who is available to provide support with dealing with any concerns of staff or volunteers.

5.0 REVIEW

5.1 This policy will be reviewed once a year to ensure that it conforms to current legislation.