



## Adult Safeguarding Policy and Procedure

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For the purpose of this document Guildford Nursery School and Family Centre will be referred to as GNSFC. When we say “parent” we mean “parents and carers”.

GNSFC is committed to safeguarding and promoting the welfare of adults and expects all staff and volunteers to share this commitment. We make every effort to provide an environment in which children and adults feel safe, secure, valued and respected, and feel confident to talk if they are worried, believing they will be effectively listened to.

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## POLICY

### 1. Context

Adult safeguarding work is about protecting adults with care and support needs from abuse and neglect, and about responding well when adults with care and support needs are experiencing or are at risk of abuse or neglect.

Adult safeguarding work in Surrey takes place in the context of:

**The Care Act 2014:** This sets out the duties and powers in law around adult safeguarding issues. It says the local authority is the lead agency on responding to adult safeguarding concerns and that Safeguarding Adults Boards (SAB) have the strategic lead for their area.

**The Care and Support Statutory Guidance:** This gives detail about what must and should be done in relation to adult safeguarding issues. As it is statutory guidance, it must be followed unless you have good reason not to.

**Surrey Safeguarding Adults Board Policy and Procedures:** This gives the framework for multi-agency responses to adult safeguarding concerns.

### 2. Policy Statements

GNSFC is committed to safeguarding adults at risk and we will not tolerate the abuse of adults with care and support needs. We are committed to promoting wellbeing, preventing harm and responding effectively if concerns are raised.

GNSFC is committed to the aims of adult safeguarding:

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Stop abuse or neglect wherever possible.

- Safeguard adults in a way that supports them in making choices and having control about how they want to live.
- Promote an approach that concentrates on improving life for the adults concerned.
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect.
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult.
- Address what has caused the abuse or neglect.

To contribute to meeting these aims, we will

- Manage our services in a way which minimises the risk of abuse occurring.
- Work with adults with care and support needs and other agencies to end any abuse that is taking place.

To achieve these aims we will

- Ensure that all managers, employees and volunteers have access to and are familiar with this safeguarding adult policy and procedure and their responsibilities within it.
- Ensure concerns or allegations of abuse are always taken seriously.
- Ensure all staff receive training in relation to safeguarding adults at a level relevant to their role.
- Ensure that people using our services, and where relevant their relatives and their friends, have access to information about how to report concerns or allegations of abuse.
- Ensure there is a named lead person to promote adult safeguarding awareness and practice within GNSFC.

This policy and procedure have been developed to be consistent with the Surrey Safeguarding Adults Board Adult Safeguarding Policy and Procedures.

### **3. Definitions**

#### **3.1. Who does adult safeguarding apply to?**

The definition of adults that adult safeguarding processes may apply to is set out in section 42 of the Care Act 2014. They are people who:

- are aged 18 years or more, and
- have needs for care and support (whether or not these are currently being met),
- are experiencing, or are at risk of, abuse or neglect, and
- as a result of those needs are unable to protect themselves against the abuse or neglect or the risk of it.

This includes adults with physical, sensory and mental impairments and learning disabilities, however those impairments have arisen, such as whether present from birth or due to advancing age, chronic illness or injury.

Also included are people with a mental illness, dementia or other memory impairments, and people who misuse substances or alcohol.

In this policy and procedure, the term “adult” means people coming within this definition.

#### **3.2. What is abuse?**

Abuse can take many forms and the circumstances of the individual should always be considered. It may consist of a single act or repeated acts. The following are examples of issues that would be considered as abuse or neglect:

- Physical abuse includes hitting, slapping, pushing, kicking, misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions.
- Domestic abuse is “an 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” (Home Office, 2013). Domestic violence and abuse

may include psychological, physical, sexual, financial, emotional abuse; as well as so called 'honour' based violence, forced marriage and female genital mutilation.

- Sexual abuse includes rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.
- Psychological abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks.
- Financial and material abuse includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Modern slavery includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment.
- Neglect and acts of omission include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- Discriminatory abuse includes abuse based on a person's race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.
- **Organisational abuse** includes neglect and poor 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.
- **Self-neglect** covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding. A safeguarding response in relation to self-neglect may be appropriate where:
  - a person is declining assistance in relation to their care and support needs, and
  - the impact of their decision, has or is likely to have a substantial impact on their overall individual wellbeing

### 3.3. What is an adult safeguarding enquiry?

Section 42 of the Care Act 2014 says that when the tests are met (an adult who is experiencing or at risk of abuse or neglect which they cannot protect themselves from because of their care and support needs) there must be an adult safeguarding enquiry.

The objectives of an adult safeguarding enquiry are to

- Establish facts.
- Ascertain the adult's views and wishes.
- Assess the needs of the adult for protection, support and redress and how they might be met.
- Protect from the abuse and neglect, in accordance with the wishes of the adult.
- Make decisions as to what follow-up action should be taken with regard to the person or organisation responsible for the abuse or neglect.
- Enable the adult to achieve resolution and recovery.

The Care Act does not specify what an enquiry will consist of, nor does it create any powers for carrying out an adult safeguarding enquiry. An adult safeguarding enquiry is simply the collection of whatever actions using existing powers, duties and processes is needed to meet the purposes. The benefit of putting the matter in to an adult safeguarding framework is:

- To ensure there is proper recognition of the abuse and neglect issue.
- To help the multi-agency response to the concern do the best at involving the right organisations and people, sharing information between them, having a shared understanding of the risks and how to respond to them, and to minimise duplication of effort.
- To give a focus on ensuring the care and support needs of the person are taken into account.

## **4. Raising awareness**

GNSFC disseminates information about safeguarding adults to staff and volunteers through thorough safeguarding inductions, regular team meetings, training and supervision. Policies and procedures outline safe practices and the steps to take if there are any concerns. As stated in the Care and Support statutory guidance, Paragraph 24.195, anyone who expresses a concern will be treated seriously and will receive a positive response from managers.

## **5. Key Roles**

Every member of staff and volunteer has a responsibility to act on concerns of possible abuse and must inform GNSFC's Safeguarding Concerns Manager.

### **5.1. The role of the local authority in an adult safeguarding enquiry**

Though the actions to carry out an adult safeguarding enquiry and the actions to apply what has been learned when the enquiry has been completed might be undertaken by a range of organisations, local authorities have a particular role which they cannot delegate to others.

Where an adult safeguarding enquiry is required, the local authority must

- Decide what enquiries it thinks are necessary to make up the adult safeguarding enquiry;
- Make those enquiries or cause others to make them; and
- When the enquiry is completed it must decide whether any action should be taken, and if so, what and by whom.

In Surrey, this role is taken on by the social work team in adult social care or, where the adult's care and support needs relate to serious mental health issues, by the integrated health and social care services for people with mental health needs. For the purposes of clarity, in this policy and procedure the term "adult social care" is used to mean the relevant service for that person.

Where the local authority requires another organisation to carry out enquiries in connection with an adult safeguarding concern, the local authority is required to ensure that these enquiries are carried out satisfactorily. Where they have not been, the local authority may need to carry out those enquiries itself.

The local authority may also decide to carry out enquiries itself rather than require another organisation to do so if there are issues that mean the local authority is best placed to make those enquiries. This might arise, for example, where a conflict of interest might arise if the other organisation were to undertake then enquiries.

### **5.2. Safeguarding Adults Decision Maker (SAD)**

This is the person who makes the decisions in s42 Care Act 2014 on behalf of the local authority on the piece of adult safeguarding work. The decisions they make are:

- Whether or not there will be an adult safeguarding enquiry
- What that enquiry will consist of
- When that enquiry has been completed
- Whether there needs to be a Safeguarding Plan as a result of the enquiry
- Whether to refer the matter to Surrey Safeguarding Adults Board for consideration for a Safeguarding Adults Review

### **5.3. Safeguarding Adults Manager (SAM)**

The SAM role is defined in the Surrey Safeguarding Adults Policy and Procedures. It is the person responsible for overseeing the carrying out of an adult safeguarding enquiry. In Surrey this will typically be a Team Manager or a senior Social Worker in an adult social care team. One person can act as both SAD and SAM, or this can be split between two people.

### **5.4. Lead Enquiry Coordinator (LEO)**

This is the person who will lead on the carrying out of the enquiry, under the instruction of the SAM. In Surrey this will typically be a Social Worker in an adult social care team. Where the adult safeguarding

enquiry is being led by a team in Surrey and Borders Mental Health Trust it might be a Social Worker, Nurse or Occupational Therapist in that team.

### **5.5. Safeguarding Concerns Manager**

The Safeguarding Concerns Manager has the responsibility to decide whether it is appropriate to refer a safeguarding concern to the local authority and what other actions might be needed. This will be the Family Centre Manager at Guildford Family Centre, or Headteacher of GNSFC.

All staff will always endeavour to gain parent/carers consent to refer a safeguarding concern to the local authority unless to do so could put them at greater risk of harm or impede a criminal investigation.

### **5.6. Organisational lead for safeguarding adults**

The organisational lead for safeguarding adults at GNSFC is the Family Centre Manager. They will ensure this policy and procedure is regularly reviewed and updated and they are responsible for ensuring all staff and volunteers have the appropriate training and information to fulfil their role.

## **6. The role of all staff**

### **6.1. Expectations on all staff and volunteers**

Anyone who may come in to contact with adults with care and support needs, whether in a volunteer or paid role, must understand their own role and responsibilities regarding adult safeguarding.

- They must be aware of the Surrey Safeguarding Adults Board Adult Safeguarding Policy and Procedures.
- They must keep their knowledge and skills up to date by meeting the training requirements expected of their role.
- They must understand what is expected of them if they become aware that an adult with care and support needs is experiencing or is at risk of abuse or neglect.
- They must take all reasonable actions in line with those expectations.
- They must take all reasonable actions to prevent adults with care and support needs from experiencing abuse and neglect.

### **6.2. Expectations on managers**

Managers of volunteers and staff must:

- Ensure the people they manage are made aware of the expectations on them regarding adult safeguarding issues.
- Have access to the support they need in order to meet those expectations.

## **7. Support to staff to meet these expectations**

Staff are supported by their line managers, members of SLT including the Safeguarding Concerns Manager. There is clear guidance in the form of policies and procedures, and staff are made aware of where to access this.

## **8. Safe Employment**

GNSFC is committed to achieving best practice in respect to the safe recruitment of employees and volunteers. Staff involved in safer recruitment procedures have received appropriate training to do so and we are committed to working within best practice as established by the Disclosure and Barring Scheme (DBS).

## **9. Information sharing arrangements**

GNSFC follows the principles for information sharing as outlined in the Surrey Multi-Agency Information Sharing Protocol (MAISP).

## **10. Training and Supervision**

All staff access safeguarding training which is relevant to their role. Training is recorded by the HR Manager. Training is available through the Surrey Safeguarding Children Partnership, Surrey Safeguarding Adults Board, School's safeguarding and also external providers.

Awareness of this safeguarding policy/procedure is covered within the induction programme of all new employees or volunteers. Staff will receive training on safeguarding adults at a level commensurate with their roles.

## **11. Prevention of abuse and neglect**

Staff and volunteers should speak with their line manager but they can also access the following policies to aid them in determining whether abuse has occurred and how to respond:

- Complaints Policy
- IT Policy, including staff use of mobile phones
- Health & Safety Policy
- Low Level Concerns Policy
- Recruitment and Selection Policy
- Safeguarding and Child Protection Policy
- Staff handbook / Code of Conduct
- Whistleblowing Policy