

Policy Statement

Frinton Walton and District (FWD) u3a recognises that some people are potentially at risk of abuse and neglect which may be perpetrated by various members of society including volunteers, members, relatives, friends and neighbours. The reasons for this abuse and neglect may not be fully understood, can vary with each incident and is often dependant on the presence of risk factors. FWD u3a will not condone or tolerate any form of abuse or neglect and believes that all people should be able and, where necessary, enabled to live in an environment which is safe and free from harm. (See Appendix 1 for definitions of the different forms of abuse).

Policy

Under Section 42 of the Care Act 2014, it is not appropriate for FWD u3a to take the lead role in any Safeguarding Enquiry. However, where there are serious concerns regarding abuse or neglect FW u3a Committee will aim to respond in a way which is caring, effective and enabling. It will seek advice and support from the Trust, where possible, and will contact the relevant statutory authorities, as needed.

This document is written to enable the Committee to act appropriately where instances or allegations of actual abuse or neglect comes to their attention.

FWDu3a does not hold any statutory authority but does have a duty of care to its members. It also has a responsibility to ensure that its Committee and Group Leaders understand what to do when safeguarding concerns are identified.

In all situations and in the execution of the safeguarding procedure, FWDu3a believes that everyone is entitled to:

- be treated with dignity and respect
- choose how they live their lives
- lead an independent life and to be enabled to do so
- privacy
- the protection of the law
- have their human and civil rights upheld regardless of ethnic origin, gender, sexuality, impairment or disability, age, religious or cultural background.

FWDu3a will also follow the principles enshrined within the Care Act 2014:

- **Principle 1 – Empowerment** – whereby the approach is focused on the individual making their own decision and gaining informed consent, where possible.
- **Principle 2 – Prevention** – seeking to take steps to prevent issues from arising or escalating.
- **Principle 3 – Proportionality** – responding in a proportionate way to the issue/s being presented.
- **Principle 4 – Protection** – seeking to keep the membership safe and protection for those deemed to be at risk.
- **Principle 5 – Partnership** – reporting incidents to the relevant statutory bodies and liaising with the Trust.
- **Principle 6 – Accountability** – accurate recording of incidents. Reporting incidents, as required, to the Trust and relevant regulatory authorities.

FWDu3a will make every effort to respect the confidentiality of any information that is disclosed under this Policy and Procedure. Information will be recorded and stored securely in accordance with GDPR 2018 but confidentiality is not absolute and information may have to be shared, on a ‘need-to-know’ basis to:

- prevent danger to a person’s life
- prevent danger to a person’s health
- prevent danger to others
- prevent danger to the community
- facilitate the investigation of a serious crime

FWDu3a will support the alleged victims of any abuse as well as any volunteer who becomes aware of the abuse in so far as this does not compromise any Safeguarding Enquiry or investigation into the allegation or place other adults at risk.

FWD u3a’s approach to safeguarding will include members who exhibit health concerns that could put themselves or others at risk, convictions (previous or pending) that include offences of a sexual or violent nature, inappropriate behaviour exhibited by a member including sexual advances, bullying, aggression or violent behaviour, harassment and/or discrimination. This can include behaviour exhibited face to face as well as electronic communications or via social media platforms.

FWD u3a will monitor the implementation of this policy and procedure annually through its Committee. The names and contact details of the Committee will be maintained on their website and in their newsletters.

Procedure (See Accompanying Flow Chart Appendix 2)

1. If you suspect an adult is being or at risk of abuse or neglect you must not ignore the information – this is not an option. Do not assume that others know what you know.
2. If urgent medical assistance is needed, call for an ambulance or arrange for a doctor to see the adult as soon as possible.
3. If the adult is in immediate and serious risk of harm or a crime has been committed, dial 999 and ask for the police.
4. **When someone discloses abuse and there is no immediate risk of harm**

Do:

- Make sure that the adult is safe
- Stay calm and try not to show shock or disbelief
- Be sympathetic and reassure them
- Ensure their immediate needs are addressed
- Ask the alleged person/witness what they want to do or what they would like to happen
- Consider whether the Adult has the mental capacity to be able to assess and make decisions about their *situation*
- *Listen carefully to what they are saying and try to not interrupt them*
- *Observe what you see around you*

Do Not:

- Make promises that you cannot keep
 - Press the person for more details; this will be done at a later date
 - Stop someone who is freely recalling significant events
 - Contact the alleged abuser
 - Be judgemental
 - Pass on the information other than to those with a legitimate ‘need-to-know’ under this Policy and Procedure
5. Tell the person that they did the right thing in speaking to you and that you believe them. However, in order to protect them, you are required by law to share this information with an appropriate member of FWD u3a i.e., Group Leader and/or Committee Member.
 6. You will need to record everything you saw, heard and did. Record the facts of what happened and try to ensure they are recorded in such a way that will not lead to misinterpretation. The proforma in Appendix 3 should be used as a guide and completed as fully as possible.
 - Note what people actually said, using their own words and phrases

- Describe the circumstances in which the disclosure came about
 - Note the setting and anyone else who was there at the time of the abuse or the disclosure
 - Separate factual information from your own and others' opinions
 - Use pen or biro with black ink if possible so that the report can be photocopied if needed
 - Be aware that your report may be required later as part of a legal action or disciplinary procedure.
7. You must pass on all your Safeguarding concerns as soon as possible to your Group Leader and/or a FWD Committee member.
 8. If a Group Leader has been informed of the Safeguarding incident by a member, they in turn must immediately inform a FWD Committee member.
 9. At the earliest opportunity this FWD Committee member will share the Safeguarding incident with all other FWD Trustees who should satisfy themselves that the adult at risk is safe, and that the alleged perpetrator, if known, does not pose a threat to any other adult at risk.
 10. FWD Committee may contact the Advice and Volunteer Manager at National Office of the Third Age Trust, and other appropriate Safeguarding Bodies for advice.
 11. The Committee, working with the Advice and Volunteer Manager at National Office will decide whether or not to refer the possible or actual abuse to the local authority. If the decision is to not refer, the reasons for this must be recorded on the proforma in Appendix 3.
 12. The completed proforma will be held securely in a designated file for a minimum of 2 years from the date of the last completed form on the adult at risk.

Date of Change:	Changed By:	Comments:
20 February 2023		Policy approved and adopted by the Trustees Steering Committee

Appendix 1

What is abuse/neglect?

Abuse can take place in any setting - an adult's private home, care home, hospital, day service, public transport, police station or college. This list is endless.

Abuse and neglect can take many forms. It may be an isolated incident, a series of incidents or a long-term pattern of behaviour and could affect others, whether in someone's home, in public or in an organisational setting.

It may be deliberate or the result of negligence or ignorance. Sometimes it happens when people are trying to do their best but do not know the right thing to do. Sometimes the person who causes harm does so because of frustration even in a caring context. The degree or lack of intent will inform the response.

However, some adults can often be the perfect target. Why? Because often:

- They can't defend themselves
- They may not be able to get away
- Even if they can tell, often they are not believed
- They may be in fear of someone
- There may be a power imbalance
- Sometimes staff and organisation do not believe that it can happen
- It may be forgotten that everybody has a human right to be safe

Key Definitions:

There are ten different categories of abuse:

Physical abuse: may include Assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions, unauthorised restraint, physical punishments, making someone purposefully uncomfortable, involuntary isolation and confinement.

Domestic abuse: may include physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological, emotional or other abuse; so-called "honour" based violence and forced marriage.

Sexual abuse: may include Rape, sexual assault, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual acts to which the adult has not consented or was pressured into consenting

Psychological abuse: may include verbal abuse, emotional abuse, threats, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, isolation or withdrawal from services or supportive networks.

Financial or material abuse: may include 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, or the misuse or misappropriation of property, possessions or benefits, misuse of power of attorney, rogue trading.

Modern slavery: encompasses slavery, human trafficking, sexual exploitation, forced labour and domestic servitude.

Discriminatory abuse: includes an individual being treated less favourably than others due to their race, gender, religion or belief, disability, or sexual orientation, being given fewer opportunities, being called names or isolated.

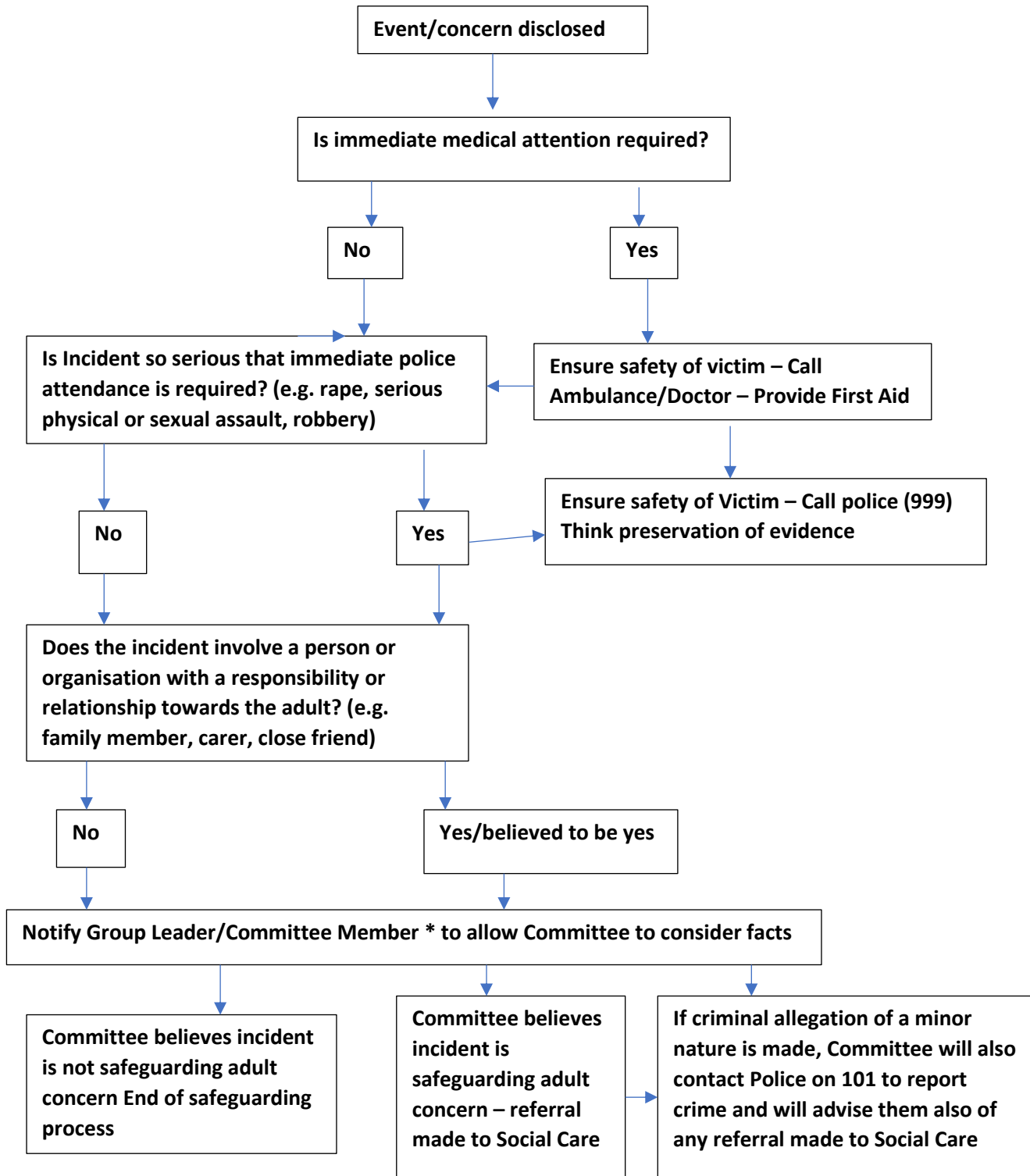
Organisational abuse: involves the collective failure of an organisation to provide an appropriate service to adults with care and support needs. It includes a failure to ensure the necessary safeguards are in place to protect adults and maintain good standards of care in accordance with individual needs, including training of staff, supervision and management, record keeping and liaising with other providers of care.

Neglect (including acts of omission): may 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, food and drink and heating.

Self-neglect: includes a wide range of behaviours neglecting to care for one's personal hygiene, health or surrounding and includes behaviour such as hoarding.

Appendix 2

THE FOLLOWING DIAGRAM SHOWS THE PROCESS YOU SHOULD FOLLOW IF A CONCERN IS DISCLOSED (Adapted from Essex Adult Safeguarding Guidance)



- Unless group leader/Committee is alleged perpetrator or implicated in concern. If so, identify alternative Committee Member or discuss directly with Advice and Volunteer Manager at Third Age Trust

Appendix 3

SAFEGUARDING ADULT DISCLOSURE/SUSPICION RECORDING PROFORMA FOR ADULT AT RISK

Details of Person at Risk:

Title: **First Name:** **Surname:**

Age/ Date of Birth:

Gender: **Ethnicity:**

Home address:

Post Code:

Telephone:

Known communication difficulties:

Is the Adult aware of and have they agreed to concern being raised – If not, why not?

Is there any known Social Care or Health Services Involvement?

Does the Adult continue to be at risk from Harm? Is any other Person thought to be at risk from Harm? If so, describe the risk and provide names if possible. Consider whether a child could be involved?

Details of concerns including Date Time and Location:

Factual account about what happened:

Factual description of any injuries present:

What views have been expressed by the Adult about potential outcomes?

Details of any medical help sought:

Details of any actions taken to Safeguard the Adult:

Details of all those informed of Safeguarding Incident:

Any details known of an Alleged Perpetrator:

Details of Person Raising the Alert

First Name:

Surname:

Title

Date of Birth:

Home address:

Post Code:

Telephone:

Signature:

Date:

Appendix 4

Recommended agencies:

1. Clacton Social Services, GP Surgery or Police
2. Action on Elder Abuse (AEA) <https://elderabuse.org.uk> is a confidential support and advice for older people who have been abused or people who know an older person who may be suffering abuse.
Available weekdays 9am - 5pm on freephone 0808 808 8141. Email: Available 9am to 5pm, Monday to Friday helpline@wearehourglass.org
3. Voice UK is a national charity supporting people with learning disabilities and other vulnerable people who have experienced crime or abuse. They also support their families, carers and professional workers.
Voice runs a helpline 0808 802 8686.
4. Essex Safeguarding Adult Board
0345 603 7630
www.essex.gov.uk
5. Domestic Violence:
Women can call the Freephone National Domestic Helpline, run by Refuge on 0808 2000 247 for free any time, day or night.

Men can call Men's Advice Line on 0808 8010 327 (Monday to Friday 9am to 8pm)
or ManKind on 0182 3334 244

LGBT+ can call Galop on 0800 999 5428