



Policy Number	Review Date	Next Review Date
I	March 2023	March 2024

## Little Village Adult Safeguarding Policy

### Statement of Intent

As a provider of, in some cases, ongoing material support to families, and as a provider of regular volunteering opportunities, we recognise that some people with whom we are in contact are vulnerable adults at risk.

All staff members and volunteers of Little Village play an important part in promoting the safety and protection of the adults at risk with whom we work.

This policy is designed to inform and offer guidance to staff and volunteers in the management of issues relating to protecting, safeguarding and promoting the welfare of vulnerable adults. Whilst we are not a statutory social care organisation, all staff and volunteers have an obligation and responsibility to be aware of and report concerns related to protection, safeguarding and promotion of the welfare of adults at risk from abuse.

### The Policy

Little Village Adult Safeguarding policy has been drawn up in recognition of The Care and Support Statutory Guidance (2014) which states that:

*“Communities have a part to play in preventing, detecting and reporting neglect and abuse (of vulnerable adults)”.*

The aim of this policy is

- to ensure that Little Village, its staff and volunteers, act appropriately when they become aware that a vulnerable adult is at risk of abuse or neglect.

and

- to have in place appropriate mechanisms to prevent neglect or abuse by any employee, supporter, volunteer or associate of the organisation.
- to set out procedures to ensure concerns of abuse or neglect are dealt with appropriately and that action is taken promptly.

This document details our approach to adult safeguarding. In line with governmental guidance it forms a mandatory part of staff and volunteer inductions and ongoing training. It will be reviewed annually.

The policy reflects the differences in health and social care structures and legislation for safeguarding vulnerable adults across England.

### **Key Principles**

- Safeguarding is everyone's responsibility
- For those adults we work with or come into contact with to be safe and for our services to be effective, each employee and volunteer must play their full part in safeguarding vulnerable adults.
- All staff and volunteers working with vulnerable adults must listen to what they say; take their views seriously; and work with them collaboratively when deciding how to support their needs, as appropriate.

### **Definitions**

#### Adult at risk

An adult at risk (or 'vulnerable adult') is a person aged 18 years or over who is, or may be, in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and is or may be unable to take care of him/herself, or unable to protect him/herself against harm or exploitation.

#### Mental Capacity

Mental capacity refers to a person's ability to make decisions for themselves or about their own life. Some people have difficulties in making such decisions. This is called 'lacking capacity'. Under the Mental Capacity Act 2005 there are laws governing who can make decisions on someone else's behalf which help safeguard adults at risk of abuse.

### **Safe Recruitment**

Recruitment and selection policies and procedures for staff and volunteers will take account of the need to safeguard and protect vulnerable adults at risk.

Each new member of staff is required to undergo an Enhanced Disclosure & Barring Service ("DBS") check as part of our recruitment policy. Each new volunteer may be subject to a DBS check dependent upon the position applied for.

Induction - Each new member of staff or volunteer is made familiar with Little Village's policies and procedures including Adult Safeguarding.

Safeguarding training is delivered at different levels dependent on staff or volunteers' level of responsibility and their likely direct or indirect contact with vulnerable adults.

### **Internal Communication**

It is the responsibility of the management to ensure that information is available to and exchanged appropriately between all those involved in the organisation

and its activities. Where information is confidential it is shared on a strictly need-to-know basis.

Staff and volunteers have access to appropriate guidance and support when required and as appropriate.

### **Responsible Persons**

The Designated Organisational Lead for Safeguarding is the Deputy Head of Operations – Communities, Kate Moon. The lead Trustee is Katharine Sacks-Jones.

### **Annexes to this policy**

- Annex A: Types of Abuse and Signs of Abuse
- Annex B: General Guidance for Supervisory Staff/Managers
- Annex C: Adult Safeguarding Procedures
- Annex D: Disclosure and Barring Service Procedure
- Annex E: Little Village DBS Check Policy

Signed:

Sophie Livingstone,  
CEO, Little Village

Reviewers:

Kate Moon, Deputy Head of Operations – Communities  
Katharine Sacks-Jones, Trustee

Review Date: March 2023

## Types and Signs of Abuse

Abuse is a violation of a person's human rights or dignity by any other person or persons. There are many kinds of abuse, which can be carried out deliberately or unknowingly and it may be a single or repeated act. Abuse includes:

- Physical: Including hitting, slapping, pushing, kicking, squeezing, shaking, suffocating, punching, drowning, burning/scalding, restraint or inappropriate sanctions.
- Sexual: Including rape and sexual assault or sexual acts including activities such as looking at or being involved in the production of pornographic material or watching sexual activities or encouraging individuals to behave in sexually inappropriate ways; to which the adult at risk has not consented, could not consent or was pressured into consenting.
- Psychological: Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation/belittling, name-calling, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- Financial or material: Including theft, fraud, selling of assets, exploitation, pressure in connection with wills, property or inheritance or financial transactions, the misuse or misappropriation of property, possessions or benefits.
- Neglect or acts of omission: Including ignoring medical or physical care needs, failure to provide access to appropriate health care, social care, education services or misuse of medication, adequate nutrition or heating, leaving in soiled clothes, exposing a person to unacceptable risk, omitting to provide or ensure adequate care and supervision.
- Discriminatory: Including racist, sexist behaviour and harassment based on a person's ethnicity, race, culture, sexual orientation, age or disability, and other forms of harassment, slurs or similar treatment.
- Institutional abuse: This can sometimes happen in residential homes, nursing homes or hospitals when people are mistreated because of poor or inadequate care, neglect and poor practice that affect the whole of that service.
- Human and Civil Rights: the denial of or coercive influence on an individual's rights to be registered to vote; the right to be treated as an equal with dignity and respect; the right to speech and movement (where physically possible).

This is not an exhaustive list but provides a guide to the most regular forms of abuse.

Any of these forms of abuse can be either deliberate or the result of ignorance or lack of training, knowledge or understanding. Often if a person is being abused in one way they are also being abused in other ways.

### Who may be an abuser?

The person who is responsible for the abuse may be a stranger but is often well known to the person being abused and could be:

- A relative/family member
- Professional/staff member
- Paid care worker
- Volunteer
- Other service user
- Neighbour
- Friend or associate.

### Signs of abuse

Some of the following signs might be indicators of abuse or neglect:

- Multiple bruising or finger-marks.
- Injuries the person cannot give a good reason for.
- Deterioration of health for no apparent reason.
- Loss of weight.
- Inappropriate or inadequate clothing.
- Withdrawal or mood changes.
- A carer who is unwilling to allow access to the person.
- An individual who is unwilling to be alone with a particular carer.
- An unexplained shortage of money

With respect to social media forums such as site Facebook groups or chat functions on virtual groups run through media such as Zoom, online administrators may also be alerted by the following signs:

- Posting of inappropriate photos, images or videos.
- Suicide notes or good-bye letters.
- Discussion of intentions to undertake risky activities, e.g. self-harm or injury.
- Discussion of illegal activities, e.g. substance misuse.
- Sharing of personal information or pressurising others to share personal information, e.g. email addresses, phone numbers, instant-messaging.
- Change in the tone of messages.
- Direct reference to issues of a safeguarding nature, e.g. disclosure of abuse

END of Annex A

## **General Guidance for Supervisory Staff/Managers**

### Peer to Peer Adult Safeguarding Training

The nature of the volunteering opportunities within Little Village means there is the potential of a peer-to-peer disclosure of a safeguarding matter. This is particularly the case where positive friendships and supportive relationships develop during volunteering sessions.

Responsibility for adult safeguarding forms part of the volunteer induction and is included in the written volunteer agreement. At the start of each volunteer session safeguarding should be touched upon in the briefing.

Suggested wording is detailed below.

“We want this to be an environment where friendships grow and we can chat about things going on outside of Little Village. If you are worried about anything anyone has told you, do please come and chat in confidence to the session lead or to the site director and we can work out together how best to help.”

### Remaining Boundaried in the Event of a Safeguarding Report

In the event of a safeguarding event requiring disclosure it is important to stay boundaried. A volunteer mindset naturally leads individuals to want to help and support. The nature of the situation may mean that this is inappropriate, unsafe, or opens Little Village up to risk.

All volunteers should be reminded that they represent Little Village and any interactions with a family involved in a safeguarding disclosure should be thought of as coming from the organisation, not the individual.

Advice should be sought from the Safeguarding Team and the relevant agencies involved as to what the appropriate long-term support should be from Little Village and the volunteers connected to the family.

END of Annex B

## Adult Safeguarding Procedures

**The following adult safeguarding procedures are based on the London Multi Agency Safeguarding Policy and Procedures, as agreed by the London Safeguarding Adult Board, April 2019.**

### What is an adult safeguarding concern?

An adult safeguarding concern is any worry about an adult who has or appears to have care and support needs, that they may be subject to, or may be at risk of, abuse and neglect and may be unable to protect themselves against this. The adult does not need to be already in receipt of care and support. A concern may be raised by anyone, and can be:

- An active disclosure of abuse by the adult, where the adult tells a member of staff that they are experiencing abuse and/or neglect;
- A passive disclosure of abuse where someone has noticed signs of abuse or neglect, for example clinical staff who notice unexplained injuries;
- An allegation of abuse by a third party, for example a family/friend or neighbour who have observed abuse or neglect or have been told of it by the adult;
- A complaint or concern raised by an adult or a third party who doesn't perceive that it is abuse or neglect. Complaint officers should consider whether there are safeguarding matters;
- A concern raised by staff or volunteers, others using the service, a carer or a member of the public;
- An observation of the behaviour of the adult at risk;
- An observation of the behaviour of another;
- Patterns of concerns or risks that emerge through reviews, audits and complaints or monitoring visits.

### How to Report

Careful consideration should be made as to what to report and what information to share in the course of a safeguarding event. Seven key principles apply to disclosure:

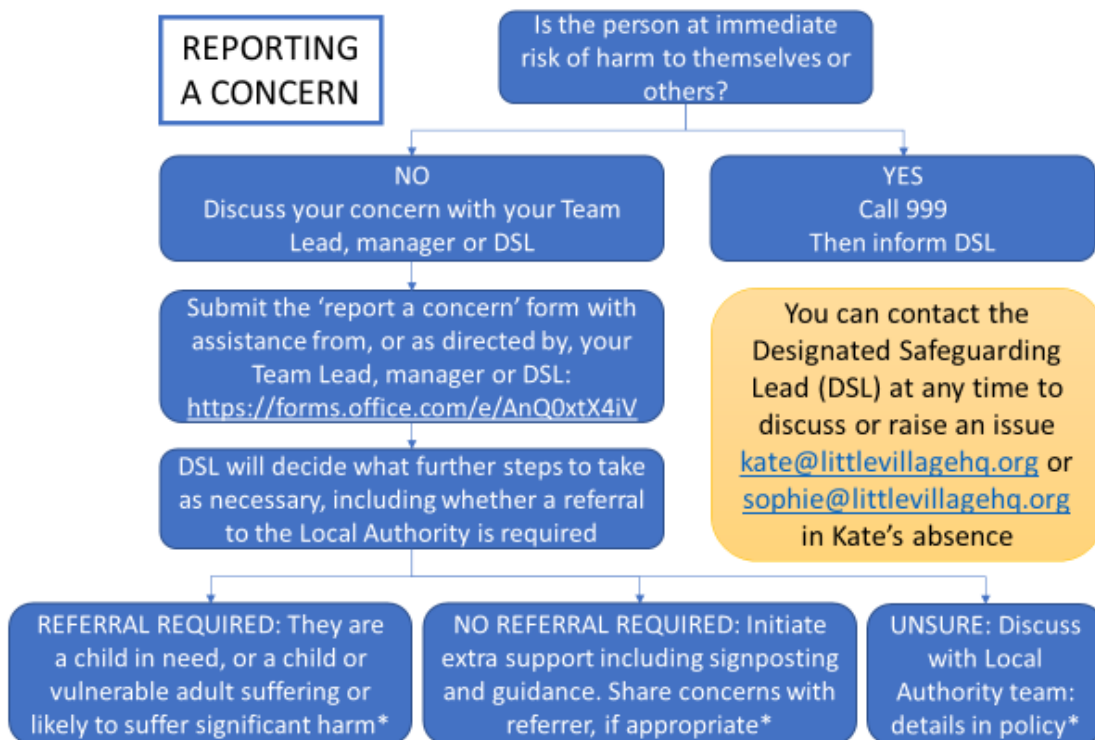
- The Data Protection Act (1998) and the Human Rights Act are not barriers to sharing information. However they do provide a framework on how information should be disclosed.
- Where possible, any disclosure should be made with the consent of the adult concerned. Be open about what, why, how and with whom information could be shared, and seek permission unless it is unsafe to do so.
- Where possible respect the adult's wishes not to consent to information being shared. However it is acceptable to disclose information where consent has not been given if it is judged there is good reason to do so, for example if safety is at risk.
- Advice should be sought from practitioners, if possible, anonymously on whether the situation is a safeguarding concern that should be reported.
- Any disclosure should consider the safety and wellbeing of the individual concerned.

- Any disclosure should be necessary, proportionate, relevant, adequate, accurate, timely and secure.
- Any decision, either to disclose or not to disclose a potential safeguarding event, should be recorded in a safe and secure manner.

### Immediate Action for Reporting a Concern

The person who raises the concern has a responsibility to first and foremost safeguard the adult at risk.

- Make an evaluation of the risk and take steps to ensure that the adult is in no immediate danger;
- Arrange any medical treatment. (Note that offences of a sexual nature will require expert advice from the police);
- If a crime is in progress or life is at risk, dial emergency services –999;
- Encourage and support the adult to report the matter to the police if a crime is suspected and not an emergency situation;
- Take steps to preserve any physical evidence if a crime may have been committed, and preserve evidence through recording;
- Ensure that other people are not in danger;
- If you are a paid employee, inform your manager. Record details of the incident/concern, including what time and information about anybody else that was present. Complete this form to record details where possible:  
<https://forms.office.com/e/AnQOxtX4iV>
- If you are a volunteer, report the incident to your session leader or team leader, and the designated safeguarding lead.
- Record the information received, risk evaluation and all actions.



\*In the absence of the DSL anybody can take these steps then notify the DSL of the action taken



Each local authority is required to have a Safeguarding Board with overall responsibility for the investigation of and management of any safeguarding concerns. That board's responsibility is to make an enquiry and determine if an adult is:

- Unable to protect themselves from abuse or neglect;
- Is currently suffering from abuse or neglect;
- Or has core needs not being met.

For the avoidance of doubt, safeguarding concerns should initially be raised in the borough in which disclosure was made; that local authority will then assist in onboarding any other relevant local authorities eg those in which the adult concerned are resident. If disclosure is made on the phone or through virtual connection channels such as zoom, concerns should be raised with the borough in which the adult is resident.

Annex D lists reporting channels for all London boroughs Little Village is working with.

#### Record Keeping

In the event of a safeguarding concern being raised within Little Village, a written report will be stored in a secure safeguarding log. This report will form the basis of any external reporting if deemed necessary. Individual safeguarding reports will be kept for 5 years in line with our data protection policy; anonymised data will be kept indefinitely.

#### Absenteeism Policy – 'are you ok' check

Following a serious case review in Hackney (2018) children absent from school, and for whom the school are not able to find an adult with parental responsibility who can account for the child, are now deemed 'missing persons' rather than absent.

Whilst we do not have a statutory duty of care to our volunteers and their children outside of their volunteering responsibilities with us, we do have an emotional duty of care, and want to ensure that we are never in a position where simply reaching out to a family could have made a difference.

In the event of a regular volunteer not attending a session, a text and/or email should be sent in the week of non-attendance. If no reply is received within a week, the emergency contact on record should be contacted to check that the volunteer is safe and well.

In the event of neither being reached, the Safeguarding Adults Team within the local authority should be contacted.

END of Annex C

## Reporting Channels for Key London Boroughs

### **Barnet**

Tel: 020 8359 5000 (9am- 5pm, Mon to Fri), or 020 8359 2000 (out of hours)

Email: [socialcaredirect@barnet.gov.uk](mailto:socialcaredirect@barnet.gov.uk)

Online safeguarding reporting [form](#).

### **Brent**

Contact the safeguarding adult team on 0208 937 4098 or 0208 937 4099 from 9am-5pm, Monday to Friday.

Outside of office hours, contact the Emergency Duty Team on 0208 863 5250.

### **Camden**

In the case of Camden, if you are worried about an adult:

Call 020 7974 4000 and select option 1 or email [adultsocialcare@camden.gov.uk](mailto:adultsocialcare@camden.gov.uk)

Camden Community Safety Unit also deals with safeguarding adults from risk of abuse. They are based at 10 Lambs Conduit Street London WC1N 3NR and contactable via: 020 8733 6443, 020 8733 6550, 020 8733 5946, 020 8733 5665, 020 8733 5565 or email [csu.camden@met.police.uk](mailto:csu.camden@met.police.uk) They are open Mon-Sun 8am-10pm.

If you think an adult is in immediate danger you should call the police on 999 (urgent) or dial 101 (non-urgent.)

### **City of London Multi-Agency Safeguarding Hub:**

Call **020 7332 1224** - 9am - 5pm, Monday to Friday.

Call **020 8356 2300** - for all other times, including weekends and Bank Holidays

### **Croydon Single Point of Contact team:**

***Call 020 8255 2888 (9am-5pm)***

***Outside office hours: 0208 726 6400***

call 020 8726 6500 or use our [safeguarding adults form](#)  
<https://new.croydon.gov.uk/adult-health-and-social-care/report-abuse-adult/safeguarding-adults-form>

### **Greenwich Adult Services:**

To raise a safeguarding adults concern please contact the Contact Assessment Team using the following details (or [020 8854 8888](tel:02088548888) out of hours).

**Telephone:** [020 8921 2304](tel:02089212304)

**Email:** [aops.contact.officers@royalgreenwich.gov.uk](mailto:aops.contact.officers@royalgreenwich.gov.uk)

### **Hackney**

To tell us about a concern for someone aged over 18:

- call 020 8356 5782 (9am to 5pm, Monday to Friday)

- email [adultprotection@hackney.gov.uk](mailto:adultprotection@hackney.gov.uk)

On a weekend, bank holiday or a weekday after 5pm, call the out of hours service on 020 8356 2300.

### **Hammersmith and Fulham**

- 020 8753 4198 - Option 3
- 020 8748 8588 (out of hours)
- [safeguardingadults@lbhf.gov.uk](mailto:safeguardingadults@lbhf.gov.uk)
- To tell us about any concerns you have, known as 'raising a safeguarding alert', please complete the [safeguarding adults alert referral form \(doc 64KB\)](#) and return to us: <https://www.lbhf.gov.uk/crime/victim-support/safeguarding-adults>

### **Haringey Multi-Agency Safeguarding Hub**

#### **Contact the First Response Team (adult social services):**

- Telephone: 020 8489 1400
- Email: [firstresponseteam@haringey.gov.uk](mailto:firstresponseteam@haringey.gov.uk)

### **Hounslow – Safeguarding adults at risk**

- Telephone: 020 8583 3100 - Monday to Friday from 9am to 5pm.
- Out of hours telephone: 020 8583 2222 or [Adultsocialcare@hounslow.gov.uk](mailto:Adultsocialcare@hounslow.gov.uk)

### **Islington**

If you are worried about someone who may be at risk of abuse or harm please contact the Access and Advice Team on 020 7527 2299 or email [access.Service@islington.gov.uk](mailto:access.Service@islington.gov.uk).

### **Kensington & Chelsea**

Telephone: Safeguarding helpline 020 7361 3013 (office hours) / 020 7361 3013 (out-of-hours)

Email: [socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)

### **Kingston & Richmond**

Report your concern using the [safeguarding concern form](#) and then sending us an email. You can also Call the Access and Safeguarding Team during office hours on 020 8547 5005 and after 5pm please call 020 8770 5000

<https://www.kingston.gov.uk/downloads/download/119/safeguarding-concern-form>

### **Lambeth Social Services**

**Call 020 7926 5555 (24 hours) or [helpandprotection@lambeth.gov.uk](mailto:helpandprotection@lambeth.gov.uk)**

### **Lewisham**

- During office hours (9.00am-5.00pm Monday-Friday) phone: [020 7926 5555](tel:02079265555)
- Outside office hours phone: [020 7926 5555](tel:02079265555)

### **Merton**

The **0845 618 9762** telephone number is available at all times and is a 24 hour line

Call **020 8545 4388** available between the hours of 0930 hrs to 1330 hrs.

Email the safeguarding adults team on [safeguarding.adults@merton.gov.uk](mailto:safeguarding.adults@merton.gov.uk)

**Richmond** – see above under Kingston & Richmond

### **Southwark**

In the case of Southwark, if you are concerned about an adult with care or support needs who is experiencing or is at risk of abuse or neglect, contact Southwark Adult Social Care. There are a number of ways you can do this:

- For older people and adults with a physical disability, including older people with a mental illness or impairment (if aged over 65) email: [OPPDContactteam@southwark.gov.uk](mailto:OPPDContactteam@southwark.gov.uk), telephone: 020 7525 3324
- For adults with a mental illness or impairment (aged 18 - 65) email: [MHContact@southwark.gov.uk](mailto:MHContact@southwark.gov.uk), telephone: 020 7525 0088
- For adults with a learning disability or living with autism, email: [LearningDisabilitiesDuty@southwark.gov.uk](mailto:LearningDisabilitiesDuty@southwark.gov.uk), telephone 020 7525 2333

If the adult concerned is in immediate danger always call the police on 999.

### **Sutton**

*Report via online form:*

<https://docs.google.com/forms/d/e/1FAIpQLSfIKBb0V0BpUyNjuffjIyDPInjiNxhKSnTtRwml087mfzPA/viewform>

### **Tower Hamlets**

Adult Social Care Assessment & Intervention Team on 020 7364 5005.

### **Wandsworth**

In the case of Wandsworth, a referral should be made to either:

Safeguarding Adults Team:

[safeguardingadults@wandsworth.gov.uk](mailto:safeguardingadults@wandsworth.gov.uk)

or

The adult social care Access Team:

020 8871 7707

[accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk)

or

Community Mental Health Team: 020 8767 3411

Emergency Duty Team – Out of hours Service

020 8871 6000

### **Westminster**

Tel: 020 7641 2176 / 020 7641 1444 / 020 7641 1175 (9am to 5pm)

Tel: 020 7641 6000 (out-of-office-hours)

Fax: 020 7641 1593

Email: [adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)

END of Annex D

### Little Village DBS Check Policy

This policy sets out our approach to using the Disclosure and Barring Service checks for key roles across the organisation.

#### A) Employees:

1. All employees are required to have a Disclosure and Barring Service check and will be asked to join the DBS Update Service for the duration of their employment.
2. The level of this check will be determined by the role undertaken, as advised by the DBS service used to process checks based on job description.
3. New employees must not work unsupervised with families on site or over the phone until we have received a clear DBS result.
4. We are able to accept an existing DBS certificate if:
  - a. the employee is on the Update Service, allowing us to make an updated check;
  - b. the roles and organisations are comparable;
  - c. the level of check (enhanced or standard) is equal.

Decisions relating to whether an existing DBS is acceptable will be made at the discretion of the Head of People.

In this instance, we will require the DBS certificate number which will be held on our records and will need to see a copy of the DBS certificate as part of the onboarding process.

5. If a new employee has an existing DBS but is not on the Update Service they will be requested to undertake a new check through Little Village.
6. In the event of a DBS check showing a conviction, a risk assessment will be carried out under the terms of the Recruitment of Employees and Volunteers with a Criminal Record Policy
7. For existing staff not yet on the Update Service, DBS will be renewed in the month before their existing certificate turns 3 years old, and they will be requested to sign up for the Update Service and provide their Update Service number which will be held on their HR record.
8. Employees who joined LV between 1<sup>st</sup> January and 30 September 2021 will have their DBS renewed and be signed up to the Update Service in the month before their existing certificate turns 1 year old.
9. All costs relating to DBS checks will be covered by Little Village.
10. As the Update Service request has to be actioned by the employee, we request that either the costs are claimed back on expenses, or a time arranged with [finance@littlevillagehq.org](mailto:finance@littlevillagehq.org) to arrange payment via Little Village.

#### B) Volunteers:

1. Volunteers will be asked to have a DBS check carried out for key roles only. These roles are:
  - a. Family liaison (on site or over the phone)
  - b. Advice and guidance

- c. Driving
  - d. Trustee
  - e. Session leaders
  - f. Any further roles as created which are determined to offer unsupervised access to families and other volunteers.
2. New volunteers must not volunteer unsupervised on site or over the phone until we have received a clear DBS result. Volunteers can start volunteering but should shadow existing, DBS-checked staff or volunteers until their result is returned. Alternatively, volunteers can start in a different role not subject to DBS check and transition once the check is made.
  3. In the event of a DBS check showing a conviction, volunteers will be asked to not attend volunteering sessions until a risk assessment has been carried out under the terms of the Recruitment of Employees and Volunteers with a Criminal Record Policy This should be done as quickly as is reasonably possible. Volunteers should be informed that a risk assessment is being carried out in a sensitive manner (phone-call or personal conversation, confirmed in writing) by the Volunteer Manager, so as to preserve the volunteer-Site Manager relationship.
  4. As of 1<sup>st</sup> October 2021, all new volunteers will be asked to subscribe to the Update Service (this is free of charge) and provide their Update Service number to be held on their volunteer record.
  5. For existing volunteers not yet on the Update Service, DBS will be renewed in the month before their existing certificate turns 3 years old, and they will be requested to join the Update Service.
  6. Volunteers who joined LV between 1<sup>st</sup> January and 30 September 2021 and who do not yet have the Update Service will have their DBS renewed within a month of its first anniversary and will be asked to sign up to the Update Service.
  7. We are able to accept an existing DBS certificate if:
    - a. the volunteer is on the Update Service, allowing us to make a new check;
    - b. the roles and organisations are comparable;
    - c. the level of check (enhanced or standard) is equal.

Decisions relating to whether an existing DBS is acceptable will be made at the discretion of the Volunteer Manager.

In this instance, we will require the DBS certificate number and Update Service number which will be held on our records and we will need to see a copy of the DBS certificate as part of the induction process.

8. If a new volunteer has an existing DBS but is not on the Update Service they will be requested to undertake a new check through Little Village.
9. All costs associated with securing a DBS check to volunteer at Little Village will be covered by Little Village.

END of Annex E