

Who Needs Instructions CIC Safeguarding Policy

Registered Business Address: 1 Fortescue Court, Thorverton, Exeter EX5 5JN

SAFEGUARDING POLICY - Safeguarding Statement

Date agreed: 1st July 2024. Review frequency: Annual

Safeguarding Leads

Designated Safeguarding Lead:

Matt Young – info@whoneedsinstructions.com

This policy will enable Who Needs Instructions CIC to demonstrate its commitment to keeping safe the adults with whom it works alongside. Who Needs Instructions CIC acknowledges its duty to act appropriately to any allegations, reports, or suspicions of abuse.

It is important to have the policy and procedures in place so that staff, volunteers, service users and carers, and management can work to prevent abuse and know what to do in the event of abuse.

The Policy Statement and Procedures have been drawn up in order to enable Who Needs Instructions CIC to:

- Promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- To ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported, and to stop that abuse occurring.

The Policy and Procedures relate to the safeguarding of adults. Adults are defined as:

- People aged 18 or over

The policy applies to all staff, including senior managers, management members, directors, paid staff, volunteers, sessional workers, agency staff, students and anyone working on behalf of Who Needs Instructions CIC.

Who Needs Instructions CIC

- Will ensure that all directors, staff, volunteers, service users, and carers/families are familiar with this policy and procedures
- Will act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
- Will pass information to Adult and Culture Services when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to vulnerable adults or children

- Will inform service users that where a person is in danger, a child is at risk, or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent
- Will endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults
- Will ensure that the Designated Named Person understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult and Culture Services Directorate)

The Designated Named Person for Safeguarding Adults in Who Needs Instructions CIC is Matt Young – info@whoneedsinstructions.com

They should be contacted for support and advice on implementing this policy and procedures. These are kept at our main working space at Flat 3, Rock House, Cowick Lane, Exeter, EX2 9HY.

Procedures

1. Introduction

Who Needs Instructions CIC provides safe spaces and various activities like walking and coming together to eat breakfast, to people who are sometimes classified as suffering with mental health issues. These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by in Who Needs Instructions CIC. The procedures recognise that mental health can be a difficult subject for workers to deal with. Who Needs Instructions CIC is committed to the belief that the protection of adults with mental health related issues, from harm and abuse is everybody's responsibility, and the aim of these procedures is to ensure that all directors of the organisation, staff and volunteers act appropriately in response to any concern around adult abuse.

2. Preventing self-harm

Who Needs Instructions CIC is committed to putting in place safeguards and measures to reduce the likelihood of self-harm taking place within the services it offers and that all those involved within Who Needs Instructions CIC will be treated with respect and care.

Who Needs Instructions CIC is committed to safer recruitment policies and practices for paid staff, directors and volunteers. This may include CRB disclosures for staff and volunteers, ensuring references are taken up and adequate training on Safeguarding Adults is provided for staff and volunteers.

Directors/directors will be required to provide two references and where appropriate have a Criminal Records Bureau disclosure.

The organisation will work within the current legal framework for reporting staff or volunteers that are abusers.

Service users will be encouraged to become involved with the running of the organisation. Information will be available about abuse and the complaints policy and Safeguarding Adults policy statement will be available to service users and their carers/families.

3. Recognising the signs and symptoms of self-harm

Who Needs Instructions CIC is committed to ensuring that all staff and volunteers undertake training to gain a basic awareness of signs and symptoms of anyone suffering with mental health issues. Who Needs Instructions CIC will ensure that the Designated Named Person and other members of staff, directors and volunteers have access to training around Safeguarding Adults.

4. Designated Named Person for safeguarding adults

Who Needs Instructions CIC has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. The Designated Named Person for Safeguarding Adults within Who Needs Instructions CIC is:

Matt Young
07973 507297
info@whoneedsinstructions.com

Should this named person be unavailable then management members, directors, staff or volunteers should contact Adult Social Care in the region where Who Needs Instructions CIC is working directly.

The roles and responsibilities of the named person(s) are:

- To ensure that all staff including volunteers and directors are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing or has experienced abuse or neglect or is suffering with a mental health condition.
- To ensure that concerns are acted on, clearly recorded and referred to an Adult Social Care Direct team or to the allocated social worker/care manager where necessary.
- To follow up any referrals and ensure the issues have been addressed.
- Consider any recommendations from the Safeguarding Adults process
- To reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.

- 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.
- If appropriate staff or volunteers will be given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome

5. Responding to people who have experienced or are experiencing abuse or suffering from an mental health conditions.

Who Needs Instructions CIC 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.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret

If you witness abuse or abuse 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 yourself, staff, volunteers and service users safe
- To inform the Designated Named Person in your organisation
- To record what happened in the Safeguarding Log of Who Needs Instructions CIC. All situations of abuse or alleged abuse will be discussed with the Designated Named Person or their deputy. If a member of the team, a trustee, staff member or volunteer feels unable to raise this concern with the Designated Named Person or their deputy then concerns can be raised directly with Adult Social Care Direct. The alleged victim will be told that this will happen. This stage is called the alert.
- If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Adult Social Care Direct team.
- 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.

6. Managing allegation made against member of staff or volunteer

Who Needs Instructions CIC will ensure that any allegations made against members or member of staff will be dealt with swiftly.

Where a member of staff/volunteer 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 Adult Social Care Direct to discuss the best course of action and to ensure that the Who Needs Instructions CIC's disciplinary procedures are coordinated with any other enquiries taking place as part of the on-going management of the allegation.

7. Recording and managing confidential information

Who Needs Instructions CIC is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know.

All allegations/concerns should be recorded in the Safeguarding Log of Who Needs Instructions CIC. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection.

This information will be secured in a locked filing cabinet/ or the locked office within in the organisation. Access to this information will be restricted to the Designated Named Person and the Directors of Who Needs Instructions CIC.

8. Disseminating/Reviewing policy and procedures

This Safeguarding Policy and Procedure will be clearly communicated to staff, directors, volunteers, service users, parents and carers. The Designated Named Person will be responsible for ensuring that this is done.

The Directors of Who Needs Instructions CIC will review the Safeguarding Adults Policy and Procedures annually. Matt Young will be involved in this process and can recommend any changes. The Designated Named Person will also ensure that any changes are clearly communicated to staff, directors and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes.