Safeguarding Adults Procedures

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Introduction

PMRGCAUK committed to providing a safe environment for everyone to participate in our organisation and its activities. These procedures must be followed in any circumstances where an adult is at risk of harm.

The procedure should be implemented with reference to PMRGCAUK Safeguarding Adults Policy and supporting information.

This procedure details the steps to be taken in responding to any concern that an adult involved in PMRGCAUK or its activities, is at risk of or is experiencing harm.

The procedures have two main sections: -

Section 1: Reporting concerns	**For everyone**
Section 2: What happens next	**For the Director of PMRGCAUK and the nominated trustee with responsibility for Safeguarding**

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

Section 1: Reporting Concerns (For everyone)

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact the Director of PMRGCAUK, Sophie Boyce, at sophie@pmrgca.org.uk as soon as you can.

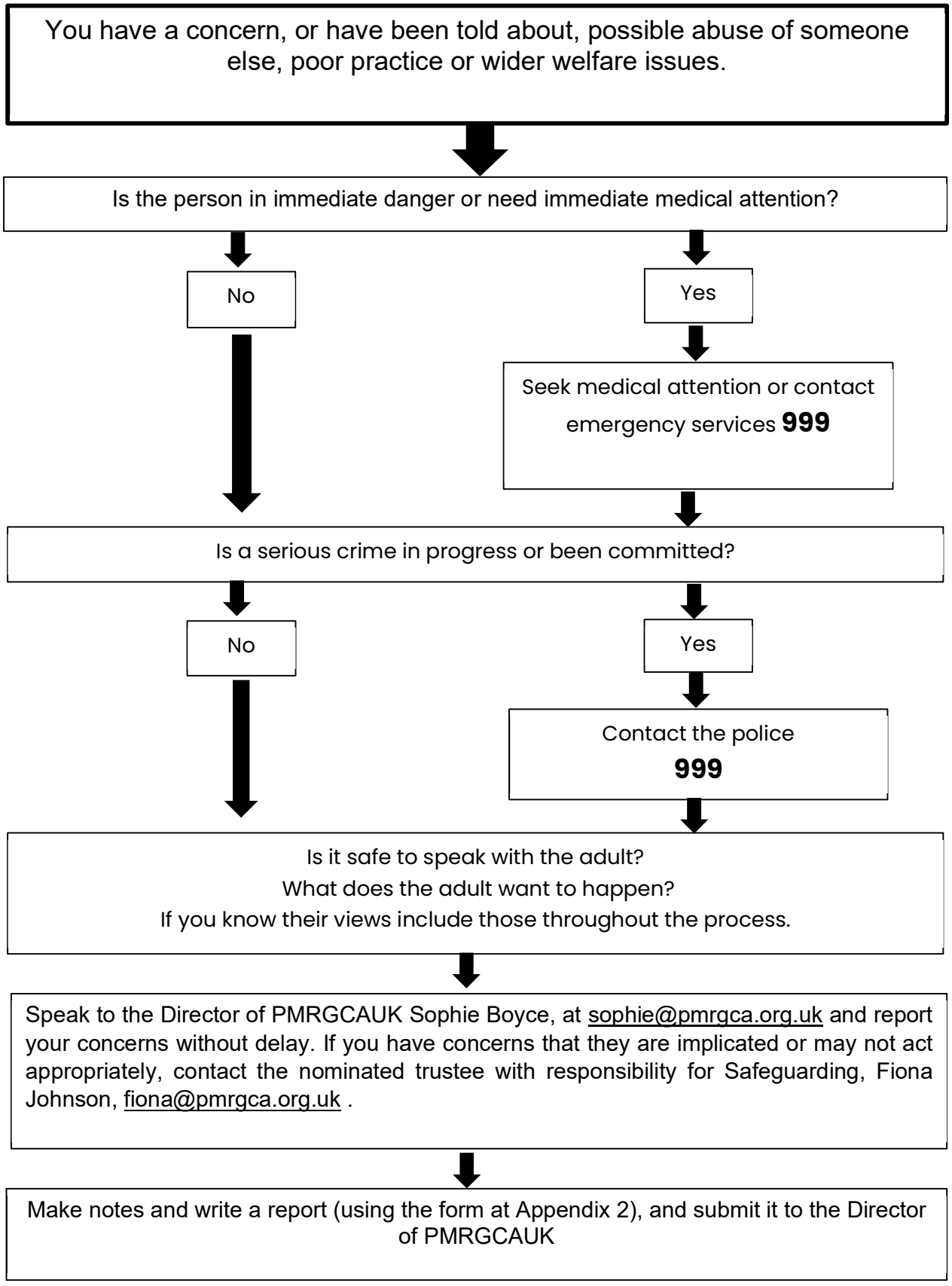
If the Director of PMRGCAUK is implicated or you think has a conflict of interest, then report to the nominated trustee with responsibility for Safeguarding, Fiona Johnson, fiona@pmrgca.org.uk.

If you are concerned about harm being caused to **someone else,** please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is, however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention** call an ambulance on 999.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred**/**make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to the Director of PMRGCAUK. **Do not** contact the adult before talking to the Director of PMRGCAUK if the person allegedly causing the harm is likely to find out.

- **Remember not to confront the person thought to be causing the harm**.

Reporting Concerns About Others (Flowchart 1)



Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with the Director of PMRGCAUK
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/ the Director of PMRGCAUK can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support -see Appendix 6).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as soon as possible.

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

Record Keeping

- Complete a Report of what you have been told (using the safeguarding report Form see Appendix 2) and submit to the Director of PMRGCAUK without delay.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the report.

Be mindful of the need to be confidential at all times.

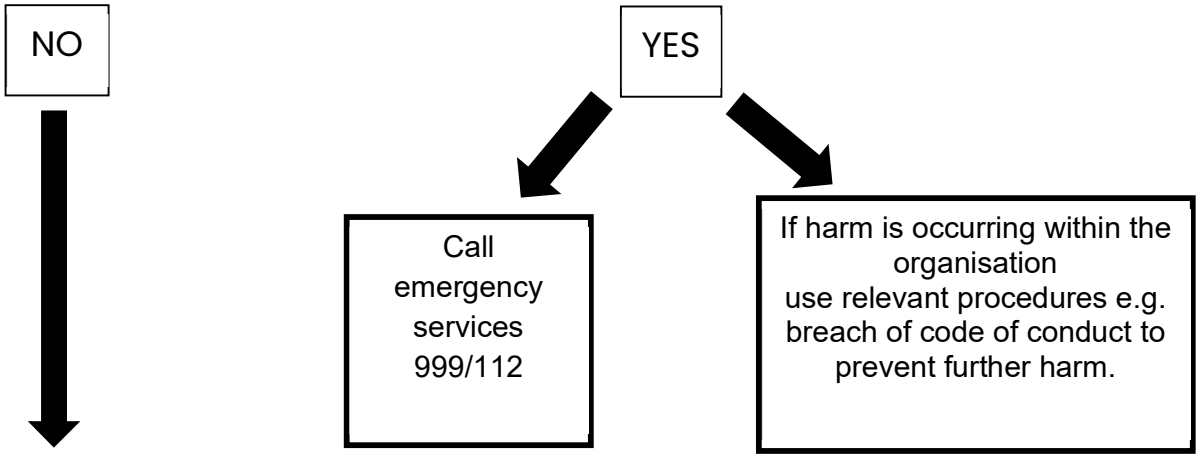
This information must only be shared with the Director of PMRGCAUK and others that have a need to know e.g. to keep the person safe whilst waiting for action to be taken.

Section 2: What happens next? (Director of PMRGCAUK and trustees)

Procedure for the Director of PMRGCAUK (Flowchart 2)

Steps 1-5 **Initial response** (as soon as you receive the Safeguarding referral)

Step 1: Is someone at immediate risk of harm/ danger or in need of immediate medical attention?



Step 2 – Safeguarding Report

If you have been sent a report check that you can understand what is written. If you are being contacted directly request that the person making contact provides information in writing (if a staff member or volunteer) or if a service-user make a written record of their concerns. themselves)

Step 3- Person Making the Report

Inform, reassure and advise the person making the report e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

Step 4- Person at Risk

What are the risks? What are the views of the adult? Are they an adult at risk? Do they need support to make decisions about their safety?
Do you need to contact the adult directly? Is it safe for you to do so?

Step 5 – Person at Risk

If it is safe to do so - ensure the person at risk has information about what will happen next. Make sure they have been given information about other organisations that can support them (see Appendix 2).

Steps 6- 14 **Taking Action**

Step 6 – Consult and Decide

As needed consult Local Authority/the Police and decide which one or more of the following actions need to be taken.

Step 7

If a serious crime is suspected contact the police

Criminal enquiry, investigation, proceedings

Step 8

If you believe there is an 'adult at risk' make a safeguarding adults report to the Local Authority

Safeguarding adults process
led by Local Authority

Step 9

If harm is suspected of being caused within PMRGCAUK
e.g. by an employee, contracted worker, volunteer or member report to relevant manager/s

The Director of PMRGCAUK takes **short term steps** within relevant policy to **prevent harm** e.g. suspend employee, volunteer or member

Step 10

Consult with and inform the adult

The Director of PMRGCAUK decides who will maintain regular contact with the adult/s who have been at risk of harm

Step 11

Take advice from and **coordinate actions** taken by PMRGCAuk with those of **other agencies. Attend and contribute to Safeguarding Adults strategy meetings**

Possible outcomes: e.g.

- Criminal Caution or Conviction
- Police referral back to organisation
- Referral to Independent Barring Board
- Unsubstantiated– no further action

Possible outcomes e.g.

- LA enquiries triggered
- Adult supported to 'make safeguarding personal'
- Other adults at risk identified
- Multi-agency meetings to coordinate actions
- New/changed care and support and protection plan for any adult at risk
- NOT an adult at risk – information and advice provided

Possible outcomes: e.g.

- Informal resolution
- Education and training
- Formal warning
- Dismissal
- Role conditions applied
- Contract ended
- Referred to Independent Barring Board
- Unsubstantiated – no further action

Possible Outcomes: e.g.

- Adult receives information about the process
- Adult supported to have their views and experience heard
- Adult supported to gain support from other agencies
- Adult continues to participate in PMRGCAUK

Steps 12 and 13

Recording and reporting

Ensure decisions made, actions taken, and outcomes logged and reported

Initial response (as soon as you receive the Safeguarding referral)

Once a concern has been passed to the Director of PMRGCAUK, they will coordinate the PMRGCAUK Safeguarding Adults Procedure (see Flowchart 2 above).

The Director of PMRGCAUK will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

Immediate Response

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken. If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

2. If you have been sent a **report,** check that you can understand what is written . If you are being contacted directly by a member of staff or a volunteer request that they complete a report if they have not already done so as soon as possible. If the report is being made by the adult themselves or a member of the public complete a report yourself gaining the details with the person contacting you.

3. Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

4. Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.
   Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).
   Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 1).

ONLY do this if you have a known safe way of contacting them.

Initial response (as soon as you receive the Safeguarding referral)

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

6. **Consult and Decide**
   If necessary, consult with the nominated trustee with responsibility for safeguarding and with the Local Authority/the Police and decide which of the following actions need to be taken.

7. **Contact the police** (where the crime took place) **If**:
   - a serious crime has been committed.
   - a crime has been committed against someone without the mental capacity to contact the police themselves.
   - the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. **Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH)** (where the adult lives) if you believe they may be an **adult at risk <u>AND</u>**
   - the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
   - the risk is from a person employed or volunteering in work with adults with care and support needs.
   - there are other 'adults at risk' (e.g. another family member, or other people using a service).
   - the adult at risk lives in Wales (no consent required).
   - the adult at risk lives in England and they have asked you to make a report or have given their informed consent to you making it.

   If a child is at risk you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

   If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm

9. **Use policy and procedures to stop harm within the organisation**
   If the person who may be causing harm is a person involved in the Director of PMRGCAUK in whatever capacity inform the Chair of the Board of Trustees. Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.
   Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in the organisation. The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

10. If statutory agencies are involved **work together** with them to agree the next steps. E.g. the Police may need to interview an employee before a disciplinary investigation is conducted.

    Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority.

    If statutory agencies say that they will not be taking any action in relation to a referral this should not stop PMRGCAUK taking internal steps to safeguard the adult. E.g. the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

11. Decide who in the organisation will **maintain contact with the adult** to consult with them, keep them informed and make sure they are receiving the support they need.

    Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

Coordinate action by PMRGCAUK

These actions can include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm.
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service.
- Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement with the organisation/sport.
- Offering support to staff, volunteers and members affected by the circumstances.
- Ensuring trustees will are updated as needed.

12. Actions by the PMRGCAUK must be **recorded** so that decision making is transparent, and actions agreed are followed. **Follow up meetings** should be held as necessary until the actions needed are complete.

13. Ensure **records are complete and stored securely**. Collate monitoring information, including feedback from the person who was at risk of harm and **report to trustees as requested**.

These procedures were adopted by the board of trustees on: ……. Due for review: ……

Section 3: Appendices

Appendix 1 Glossary

For more details please see the additional information sections of PMRGCAUK Safeguarding Adults Policy.

Adult	**A person over the age of 18**
Adult at risk	Definition used in for adults who the Local Authority has a responsibility to support to prevent them from experiencing (further) harm caused by abuse and neglect.
Abuse	A violation of a person's physical, emotional or mental integrity by any other person.
Harm	Damage done to a person's well-being.
MASH	Multi-Agency Safeguarding Hubs are used as a one point of contact/safeguarding referrals in some areas. Where they exist a referral to MASH benefits from the information held by and the expertise of various agencies e.g. Local Authority, Police and Health.
Mental Capacity	The ability to consider relevant information, make and communicate a decision.
Safeguarding	Work to prevent and to stop abuse and neglect.
Safeguarding Adult Team	A team set up to manage the safeguarding of adults at risk within an organisation or more commonly across a Local Authority district.
Safeguarding Adults Board (SAB) (England and Wales)	A statutory body set up in line with national legislation. Statutory membership includes the Local Authority, Police and NHS. Representatives from the voluntary sector and of 'citizens' e.g. a representative from a disabled people's forum are often also included. Their role is to coordinate safeguarding work across the Local Authority district.

Appendix 2 - Safeguarding Adults Report Form

To be completed as fully as possible if you have concerns regarding an adult.

If it is safe to do so, it is important to inform the adult about your concerns and that you have a duty to pass the information onto the safeguarding lead. The Safeguarding Lead will then look at the information and start to plan a course of action.

Section 1 – Details of adult (you have concerns about)	
Name of adult	
Address	
Date of Birth/ Age	
Contact number	
Emergency contact if known	
Consent to share information with emergency contact?	
Section 2 – Details of the person completing this form/ Your details	
Name	
Contact phone number(s)	
Email address	
Line manager or alternative contact	
Name of organisation / club	
Your Role in organisation	
Section 3 – Details of concern	
Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the adult is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.)	

Date/ Time	What happened
Section 5 – Details of the person thought to be causing harm (if known)	
Name	
Address	
Date of Birth/Age	
Relationship/connection to adult	
Role in organisation	
Do they have contact with other adults at risk in another capacity? E.g. in their work/family/as a volunteer	
Section 6 - Have you discussed your concerns with the adult? What are their views, What have they stated about what they want to happen and what outcomes they want?	

Section 6A – Reasons for not discussing with the adult	
Discussion would put the adult or others at risk. Please explain:	
Adult appears to lack mental capacity. Please explain:	
Adult unable to communicate their views. Please explain:	

Section 7 – Risk to others
Are any other adults at risk Yes/No/Not known – delete as appropriate
Are any children at risk Yes/No/Not known Delete as appropriate

Section 8 – What action have you taken if any /agreed with the adult to reduce the risks?
Actions by the charity: e.g. person causing harm suspended, session times changed.

Section 9: Other agencies contacted	Who contacted/reference number/contact details/advice gained/action being taken
Police	
Ambulance	
Other – please state who and why:	

Section 10: Contact with others within the charity	
Who else has been informed of this issue? – and what was the reason for information sharing	
Consultation with Safeguarding Lead	Dates and times
Completed Form copied to Safeguarding Lead; Date and time	
Signed:	
Date:	

OFFICE USE ONLY
Section 11 – Sharing the concerns (To be completed by Safeguarding Lead)
Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of PMRGCAuk.
Details of contact with the Local Authority Safeguarding Team/MASH where the adult at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.
Details of any other agencies contacted:
Details of the outcome of this concern: