
Safeguarding Policy

Municipal and Owen Carter Almshouse

Bree Norton-Smith - 9 December 2024

The Care Act 2014 places an individual's well-being at the centre of the care and support system. The Care Act places responsibilities on social housing providers to look out for potential abuse and to work with the local authority Safeguarding teams to protect and implement safeguarding procedures. We have a responsibility and a 'duty of care' to our residents to recognise abuse, and to respond and report appropriately.

1. Statement of Intent

The Trustees and employees of Municipal and Owen Carter acknowledge that all residents, staff, volunteers and visitors have the right to a safe and secure environment and respect for their dignity, privacy, independence and individuality.

This safeguarding policy has been developed to protect those who live, work and visit the Municipal and Owen Carter Almshouses and property and to ensure any concerns about physical, financial, sexual or emotional abuse or neglect will be dealt with quickly and effectively.

Any resident who feels that they are being abused in any manner should immediately contact the charity, its officers or agent. The charity will, where appropriate, work with other agencies, to resolve matters. The designated person will undertake an initial enquiry to establish the facts.

Pat Anderson, the warden is designated as having responsibility for any safeguarding issues and can be contacted at **07970956459**. If unavailable, the Clerk should be informed immediately of any safeguarding issue that has arisen at [**clerkorw@gmail.com**](mailto:clerkorw@gmail.com)

2. Definition of Abuse and Harm

- Abuse is a violation of an individual's human and civil rights by an act or a failure to act on the part of person(s)
- Abuse can occur in any relationship, both formal and informal and may result in significant harm to or exploitation of the person subjected to it
- Abuse may consist of a single act or repeated acts
- Harm: ill-treatment, impairment or avoidable deterioration of physical or mental health

2.1 Types of Abuse:

Abuse can take many forms, it can include many, behaviours, acts or omissions or failures to act which can cause or increase the risk of harm to a resident. The critical issue is establishing the behaviours that are occurring, the situation in which they occur and the residents view of those behaviours.

We recognise that abuse of a resident may take different forms: as identified by the Care Act but not necessarily exclusive.

Types of abuse can be the following but are not limited to: (as identified by the Care Act)

- Physical
- Financial
- Restraint
- Psychological
- Sexual
- Neglect
- Organisational
- Discriminatory
- Hate Crime
- Mate Crime
- Self-Neglect - life threatening
- Domestic Violence
- Modern Slavery (forced labour/human trafficking/county lines/domestic servitude)
- Radicalisation
- Sexual Exploitation
- Female Genital Mutilation

3. Risk Factors Associated with Abuse

Anyone may fit this criteria at a particular time of their lives, however the following people may be at a higher risk - older people, adults with a physical or learning disability, mental health needs, long terms health needs, drug or alcohol dependancies.

Risk Factors include loneliness, social isolations, difficulty with communication, dependant on carers either physically, psychologically or financially, emotional vulnerability or the person may have unusual behavioural traits, poor quality relationships, pressures and responsibilities, lack of emotional support and social contact, frequent requests for help and the problem not being resolved.

4. Aims of Adult Safeguarding

4.1. The aims of Adult Safeguarding are to:

- Raise public awareness so that communities as a whole, alongside professionals,
- Play their part in preventing, identifying and responding to abuse and neglect.

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Stop abuse or neglect wherever possible.
- Address what has caused the abuse or neglect.
- 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.
- 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 a resident.

4.2. Identifying Abusers

We accept that abuse may be committed by a range of possible people. We have a responsibility for seeking to protect our residents from all sources, which include:-

- The Trustees, staff and contractors of the Charity.
- Volunteers working within the Charity.
- Visiting health and social care practitioners and other official visitors.
- Resident's friends and relatives
- People who have contact with our residents while they are temporarily beyond the confines of the Charity.
- Other residents

4.3 Roles and Responsibilities

All staff have a responsibility to;

- Provide residents with the best possible care and support
- Desist from any abusive action in relation to the resident
- Report anything they witness which is or might be abusive
- Co-operate in every possible way in an investigation into alleged abuse

Trustees and Staff should participate in training activities relating to abuse and safeguarding. The charity has a responsibility to foster structures within the charity making it possible to deliver the best possible care and support. The following responsibilities are a priority for trustees;

- Encourage a culture and ethos within the charity which is hostile to any sort of abuse
- Produce and regularly revise policies which identify, appropriately deal with and if necessary exclude from practice potential or actual abusers.
- Provide training for staff in all aspects of abuse and protection

- Investigate any evidence of abuse speedily and sympathetically
- Implement improvements to procedures if an investigation into abuse reveals deficiencies in the way in which the charity operates
- Collaborate with all other relevant agencies in combating abuse and improving the protection of the residents

5. When Safeguarding Becomes the Responsibility of The Local Authority (Section 42 Care Act)

5.1. The threshold is defined as ‘An adult in need of care and support (whether or not that support is provided by the local authority) who is experiencing or is at risk of abuse and neglect; and as a result of those needs is unable to protect him or herself against abuse or neglect or the risk of it’.

5.2. If in doubt always contact your Local Authority for guidance . Someone may or may not meet the criteria for referral to the local authority but any cause for concern should be responded to appropriately and recorded. Sometimes it may be an accumulation of small incidents that point to a more serious situation occurring; for example coercive control or domestic violence.

5.3. The Six Principles of the Care Act

- Empowerment - Person led decisions and informed consent
- Prevention - Better to take action before harm occurs
- Proportionality - Least intrusive response appropriate to the risk presented
- Protection - Support and representation
- Partnership - Communities have a part to play in prevention, detection and reporting neglect and abuse
- Accountability - Accountability and transparency in our response to safeguarding

6. Procedure if Abuse Suspected

A staff member who witnesses a situation in which a resident is in actual or imminent danger should use their judgement as to the best way to proceed. If the person is in imminent danger in need of attention then call 999, ask for the relevant service and ensure that the person is safe. The staff member should report concerns to the Clerk to the trustees who can then inform the relevant trustees and chair person.

Depending on the circumstances of the individual resident:

1. Ensure the Person is safe
2. Seek medical attention if required
3. Listen carefully and find out the wishes of the abused person (Do not make promises)
4. Ascertain the basic facts (do not investigate)
5. Inform appropriate trustee and clerk immediately
6. Write a report using the Serious Incident Form recording any observations (photographs only with the persons permissions and details of accounts given in the persons own words if possible).
 - Date/Time and Place of alleged abuse
 - Name of Complainant
 - Where different name of person allegedly abused
 - Nature of alleged abuse
 - Description of injuries observed
 - Account of the incident which has been given
 - Details of any witnesses
7. If the complainant requests the information be kept secret, they must be sensitively advised that cases of alleged abuse will be referred to the appropriate agencies and explain the reasons why.
8. The designated person will gather information and arrange a meeting between the warden/clerk/designated person and chair of trustees to establish the facts. A full record of the meeting will be made.
9. The meeting should establish facts and decide if the individual and incident fall within the Care Act section 42 criteria for referral to the Local Authority Safeguarding team or if another course of action is more appropriate. The safeguarding team may be called for advice. If the police or other emergency services were called the incident must be reported to the local authority. Any serious incidents reported to LA must also be reported to the Charity Commission.
10. If a referral is made to the safeguarding team from then on any action should be guided by them.
11. If safeguarding team are not involved the situation should continue to be monitored by Pat Anderson (warden) who will report to the chair on a basis agreed at the meeting.

Bournemouth, Poole and Christchurch (BCP) Local Authority Safeguarding Team
can be contacted at asc.contactcentre@bcpcouncil.gov.uk

Telephone: 01202 123654

Out of Hours: 03001239895

Dorset Police: 101

6. Policy Review

The effectiveness of this general policy statement and other specific policies in use throughout the charity will be subject to annual review by the charity.

7. This policy has been approved for issue by the board of trustees of the Municipal and Owen Carter Almshouse

Signature.....

Name.....

Date.....

5 Review date:

APPENDIX - Signs and indicators of abuse

Physical Abuse: hitting, slapping, punching, pushing, kicking, burns, misuse of medication, inappropriate restraint.

Sexual Abuse: rape sexual assault, sexual acts where the adult has not consented, could not have consented, or was pressurised into consenting, non-contact sexual abuse e.g. coerced to be photographed or videoed or for someone to look at their bodies. Sexual activity involving staff is considered abusive.

Financial Abuse: theft, fraud, exploitation, pressure in connection with wills, or property, inheritance or financial transactions, misuse or misappropriation of property, possessions, or benefits.

Neglect or Acts of Omission ignoring medical or physical care needs, failure to provide access to appropriate health care, social care or education services, heating, medication, adequate nutrition and essential needs.

Psychological: emotional abuse, threats of harm or abandonment, deprivation of contact, blaming, controlling, intimidation, coercion, harassment, verbal abuse/ excessive criticism, isolation or withdrawal from services or support networks.

Organisational/Institutional: where there is a culture of abusive behaviour, tolerance of abusive behaviour, repeated failure to address abusive behaviour. It may be an isolated incidence through to a pervasive ill treatment or gross misconduct when an organisation fails to treat individual needs in favour of the needs of organisation. This can occur in any organisation not just those associated with delivering health or personal care in residential/hospital setting.

Discriminatory: abuse that is motivated by discriminatory or oppressive attitudes towards race, gender, sexual orientation, cultural background, religion, physical or learning disability or sensory impairment, age, mental health. This may take the form of harassment, verbal abuse, disparaging remarks.

Hate Crime: Can come under safeguarding if the person has care and support needs and comes under the requirements of sect 42 of the Care Act for a safeguarding adult Enquiry. Hate crime can be defined as any hate incident which constitutes a criminal offence, perceived by the victim or any other person as being motivated by prejudice or hate.

Mate Crime: is usually used to refer to where the adult with care and support needs is the victim of abuse or exploitation by one or more people where the victim wants them to be their friend or believes them to be their friend.

Domestic Violence/ Abuse: physical, sexual, psychological, or financial, violence that takes place within an intimate or family type relationship and forms a pattern of coercive, controlling and threatening behaviour. It should be addressed under safeguarding only-

- If the person has care and support needs and is unable to protect him or herself from abuse
- Where it is proportionate and beneficial to the person involved taking into account their wishes, capacity and level of risk

Otherwise, individuals should be given information about agencies that can support them to take their own action (Woman's Aid, National Domestic Violence helpline, local domestic violence teams)

Self-Neglect Self neglect becomes a safeguarding concern when the level of neglect becomes life threatening. Otherwise, serious self-neglect may be helped through Social Services or Mental Health Services.

Modern Slavery: Modern Slavery can take a number of forms. Sexual exploitation, forced labour, domestic servitude, criminal exploitation. This can include 'county lines' drug dealing in local areas and may include 'cuckooing' the setting up of drug bases in people's own homes. Police should be notified if modern slavery is suspected. It is often the most vulnerable who are targeted, the homeless, those with learning disabilities, or mental health issues.

Radicalisation: The Prevent Strategy aims to protect those who are vulnerable to exploitation from those who seek to support or commit acts of violence. This may be right wing extremism as well as Islamic extremism. The most vulnerable are often targeted. The police should be contacted if it is suspected that an individual is being radicalised.