

POLICY AND PROCEDURE FOR SAFEGUARDING ADULTS AT RISK

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A. POLICY

1. Introduction

Nottinghamshire YMCA aims to ensure that everyone is welcomed into a safe, caring and trusted environment where safeguarding is taken seriously, and any concerns or issues are dealt with appropriately.

Everyone has the right to be protected from abuse and neglect regardless of their age, gender, disability, culture, language, racial origin, religious beliefs, sexual identity, personality or lifestyle.

Nottinghamshire YMCA is committed to:

- Ensuring that the welfare of adults at risk is paramount and that all those who work directly with or have regular access to those adults are familiar with the contents of this policy and are offered support and on-going training
- Appropriately screening all staff and volunteers who work with adults at risk
- Ensuring that full consideration is given to the appropriateness of venues and locations to carry out safe and appropriate activities
- Working with appropriate statutory agencies where there are allegations or suspicions of abuse
- Treating all suspicions and allegations of abuse seriously
- Implementing, maintaining and regularly reviewing procedures and guidelines
- Providing a range of high quality and safe provisions

Many of the people we work with, are potentially classed as adults at risk / vulnerable adults so our professional practice with them should be always be in accordance with this policy and procedure.

2. Purpose of this Policy and Procedure

- To set out the principles underpinning Nottinghamshire YMCA's approach to the protection of adults at risk
- To ensure we meet our legal obligations in terms of The Counter Terrorism and Security Act 2015, The Care Act 2014 and The Mental Capacity Act 2005
- To assist staff and volunteers to safeguard adults at risk and to guide staff in accessing relevant procedures to manage the risks associated with safeguarding adults, thereby minimising and preventing abuse
- To define the different types of abuse and identify associated signs, recognising that this will not include every potential area of abuse
- To set out a clear procedure for employees and volunteers who suspect possible abuse
- To provide a framework for vetting, training and supporting those who work with adults at risk

3. Principles

Nottinghamshire YMCA is based on the Christian core values of **caring, honesty respect and responsibility** and believes that everyone is entitled to live free from abuse. We recognise that vulnerable adults are at particular risk of abuse and exploitation.

We have an important shared responsibility to increase awareness around issues of abuse and to have clear procedures for employees or volunteers to follow should they have any suspicion that abuse is occurring or has occurred.

The Mental Capacity Act 2005 protects the rights of people aged 16+ to make their own decisions as far as they are able and provides a framework for supporting and involving people in making decisions about their own care, treatment and support. Nottinghamshire YMCA has guidelines on the application of the Mental Capacity Act and Care Act within Housing Services and staff and volunteers within that service will be familiarised on its use and application.

The Care Act 2014 placed a statutory duty on all Local Authorities and other agencies to cooperate in the best interests of adults at risk, including sharing information as appropriate. When sharing information, it should be necessary and proportionate, relevant, accurate and always shared with confidentiality in mind. Whilst adults have a general right to control information about themselves, the need for consent can be overridden in the context of adult safeguarding.

All our staff and volunteers have a duty to protect adults at risk and to report suspicions or disclosures of abuse.

Service users should be made aware, prior to the commencement of any service, that staff / volunteers have a duty to report any concerns, allegations or suspicions of abuse and will not be able to 'keep secrets' of this nature. All confidentiality clauses must clearly state that confidentiality cannot be maintained where there is an allegation of abuse although clearly any investigations, reporting etc will be done only to appropriate bodies / persons. Wherever possible the wishes of the adult at risk will be considered but this cannot override the appropriate reporting of concerns.

4. Transition from Childrens Safeguarding

The statutory guidance contained in the Care Act 2014 is that if someone is 18 or over but still receiving children's services and a safeguarding issue is raised then it is dealt with through adult safeguarding arrangements.

5. Wellbeing

The 2014 Care Act contains provisions to promote the wellbeing of adults at risk.

Wellbeing is a state of mind in which an individual is able to realise his or her own abilities, cope with the normal stresses of life, can work productively and fruitfully, and is able to contribute to his or her community. It is about feeling good and functioning well in society.

Wellbeing is a broad concept, and is described as relating to the following areas in particular: personal dignity (including treatment of the individual with respect); physical and mental health and emotional wellbeing; protection from abuse and neglect; control by the individual over day-to-day life (including over the care and support provided and the way it is provided) participation in work, education, training or recreation; social and economic wellbeing; domestic, family and personal relationships; suitability of living accommodation and the individual's contribution to society.

6. Recruitment and Selection

Applications for employment or volunteering in roles working directly with adults at risk must be made via a completed application form and / or comprehensive CV. All shortlisted applicants will be interviewed by at least two staff or managers and job / volunteering offers will be subject to 2 satisfactory references and a satisfactory DBS disclosure. At least one of the interview panel should be trained in recruitment and questions should cover safeguarding, motivation for working with adults at risk, resilience, any gaps in employment / education and professional boundaries. Any potential concerns arising at any stage during the process should be discussed with the applicant, investigated and documented before any final decision is made.

7. Safeguarding Against Radicalisation and Violent Extremism

In accordance with the Counter Terrorism and Security Act 2015, our organisation has a responsibility to prevent those accessing our services from being drawn into terrorism. "Prevent" is one of the strands of the Government's counter terrorism strategy (CONTEST) and its aim is to stop people being drawn into terrorism.

Our Prevent Strategy for the Association is included at Appendix 3. We will commit to ensure appropriate training for all those working directly with children and adults at risk and all designated officers. We have a named designated officer to lead on our work in this area to support the senior designated safeguarding officer.

8. Definitions

An adult at risk (previously referred to as a vulnerable adult) is defined as:

"A person aged 18 or over who has needs for care and support and is experiencing or is at risk of abuse or neglect and as a result of this is unable to protect themselves from either the risk or experience of neglect or abuse" (The Care Act 2014).

The Care Act 2014 defines safeguarding as "protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse and neglect whilst at the same time making sure that the adult's wellbeing is promoted". Safeguarding should be person led and outcomes focussed.

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly

affects the person's quality of life to coercive behaviour to causing actual physical suffering / . Abuse can be a single or repeated act or omission, which causes harm or distress. The Care Act 2014 defines 10 forms of abuse - physical, financial / material, discriminatory, neglect / acts of omission, psychological, sexual, self neglect, modern slavery, domestic violence, or organisational. See Appendix 1 for Indicators of Abuse.

B. PROCEDURE

1. Staffing

1a. Selection and Vetting of Workers

All applicants for roles working with adults at risk will be subject to a thorough recruitment process including completion of an application form (or a comprehensive CV), shortlisting by at least two staff / managers and interviewing by at least two staff / managers of which at least one should be trained in recruitment. Questions covering safeguarding, motivation for working with adults at risk, gaps in employment or education, professional boundaries etc should be asked.

Thorough notes of all responses given is vital to ensure we have adequate evidence to make a balanced recruitment decision.

Once offered a role or during the recruitment process, all staff, volunteers and trustees will be required to complete a criminal record declaration and two references will be taken up and verified. For those working directly with adults at risk, at least one of the references should be from the most recent setting where the applicant worked with this client group wherever possible. Where concerns are raised on a reference / declaration these will be discussed with the applicant, fully documented and could lead to the withdrawal of the offer.

An Enhanced Disclosure and Barring Service (DBS) Disclosure with a Check of the Barred List for Adults or a check via the DBS Update Service will be undertaken for all staff and volunteers who have unsupervised, close or substantial access to adults at risk. We are a charity that works with children, young people and adults at risk, therefore all trustees will also be subject to an Enhanced Disclosure and Barring Service (DBS) Disclosure.

It is a criminal offence to allow someone to work with adults at risk if they are barred from doing so.

Currently, in very exceptional circumstances new starters offered posts with unsupervised or substantial access to adults at risk **may** be allowed to start work, subject to strict supervision and the full completion of a risk assessment form (available from HR). This risk assessment must include two verified satisfactory references and be discussed with and agreed by HR and the senior designated officer or the Chief Operating Officer, or in their absence one of the other designated officers and HR, **before** the person starts work.

As appropriate, DBS disclosures / checks of the DBS Update Service will be repeated during employment. For those working directly adults at risk this will be on at least a three-yearly basis. Refusal to comply could be grounds for dismissal for gross misconduct.

1b. Induction and Training

All staff should receive basic training in safeguarding adults at risk and identifying and responding to evidence or suspicions of abuse. This training is included in the induction process for all staff, we offer introductory training for all staff and this is then supplemented by higher level, formalised in-house and / or external training and individual supervision throughout employment as appropriate to the role.

All staff and volunteers can access the www.safeguardingadultsnotts.org or www.nottinghamcity.gov.uk/ncaspb for general advice and information regarding safeguarding adults.

1c. Boundaries and good practice

Staff must be aware that all our residents and some of our other service users are considered adults at risk.

Members of staff and volunteers must:

- Maintain professionalism in their conversations, language and conduct at all times
- Maintain appropriate dress and personal appearance when working with adults at risk and never get changed / undressed in front of them
- Never disclose their home address or personal phone numbers, share information about their personal lives, arrange to meet socially or allow access to their personal social networking sites, on line messaging systems etc
- Never use their own cars to transport residents or other service users except in very exceptional circumstances and only with the approval of their line manager and one of the designated safeguarding officers. When driving residents / other service users in Association owned vehicles, the vehicle tracking system must be activated.
- All destinations, stops, and areas where the vehicle is stopped for long periods of time must be pre-planned and approved by the employees' line-manager. Any emergency / unplanned departures from a pre-approved travel itinerary should be immediately reported to the line-manager, once it is safe to do so. Participants must never travel to, enter, or know the location of private dwellings that are related to staff members.
- Never start a personal relationship with an adult at risk receiving our services or accessing our schemes. In posts working directly with adults at risk any potential relationship with someone who has previously accessed our provisions within the last 6 months should be discussed with the line manager and formally declared on a declaration of interest form.
- In the interests of transparency, pre-existing relationships with service users and residents in areas where you are working, must be declared to the line manager and notified to HR on a declaration of interest form.
- Pre-existing on-line relationships eg Facebook friends should also be declared and, where appropriate should be stopped whilst the service user / resident is in receipt of our services and for 6 months afterwards
- Not engage in any of the following: -
 - Participation in rough, physical or sexually provocative games
 - Telling of inappropriate jokes
 - Use of bad language
 - Inappropriate and intrusive touching of any form
 - Scapegoating, intimidating, ridiculing or rejecting a service user or resident
- Never invade privacy when they are showering or toileting.
- Never make sexually suggestive comments to or about a service user or resident, even "in fun".
- Not accept personal gifts from service users or residents or give gifts to them. Please see section 2.8 of the Association's Code of Conduct for more information and clarification.

1d. Barring and Criminal Offences

Employees who, whilst employed with us, become barred from working with children and / or adults at risk must inform their manager and HR immediately so that appropriate action (which may include redeployment or dismissal) can be taken. Failure to inform will result in dismissal.

If an employee is facing criminal charges or is convicted of a criminal offence, they must inform their manager and HR immediately (and complete a new annual declaration form) so that appropriate action (which may include redeployment or dismissal) can be taken. Failure to inform will result in dismissal.

2. Responsibilities

It is the responsibility of:

- All employees and volunteers to be familiar with the Policy and Procedure, read it annually and be aware of the Whistleblowing Policy and procedure
- All employees and volunteers to promote the wellbeing of the adults at risk with whom they work by e.g. promoting healthy eating, encouraging social interaction, signposting to appropriate support services etc
- All employees and volunteers who receive an allegation or disclosure of abuse from any source, or who suspect abuse to act as an "alerter" and to report their concerns to their line manager and / or a designated officer. If an allegation or suspicion of abuse involves or implicates the line manager or designated officer, they must inform a different designated officer
- All managers to ensure that safeguarding is a standing item at team meetings and 121 meetings in order to create a culture where concerns are raised early and openly, safeguarding is always considered, and staff and volunteers can learn good practice from each other
- All managers to ensure that staff and volunteers are aware of and comply with the Policy and Procedure and that they receive training appropriate to their role
- Managers and designated officers to act as "referrers", investigate as required, refer the concerns to the appropriate bodies and maintain confidential records
- Managers and designated officers to report any referrals to the senior designated officer as soon as possible for advice, support and monitoring, although responsibility for investigating and dealing with the issue remains with the manager / designated officer
- All managers to ensure that staff and volunteers are aware of and comply with this Policy and Procedure and that they receive training appropriate to their role
- The senior designated officer and another senior manager to review the policy at least annually for formal approval by the Board of Trustees
- The senior designated officer, the Chief Operating Officer or HR to liaise with the Local Authority as appropriate if allegations relate to staff or volunteers before progressing the issue
- HR or the senior designated officer to make any required referrals to the Disclosure and Barring Service (DBS)
- The Chief Operating Officer to refer serious incidents to the Charities Commission
- The Board of Trustees to ensure that there is a safe and trusted environment, an organisational culture that prioritises safeguarding, a robust policy and procedure for safeguarding adults at risk and to monitor safeguarding issues at each Board meeting

3. Roles

For Nottinghamshire YMCA the senior designated officer for dealing with Safeguarding Adults at Risk issues is: -

Brenda Serrant – Head of Residential and Housing Management
brenda.serrant@nottsymca.org, tel 07787165742 / 0115 9489864

In the absence of the senior designated officer please contact:

Executive Management Team - Chief Operating Officer

Craig Berens craig.berens@nottsymca.org, tel 07398386543 / 0115 9489829

In the first instance however issues, alerts, concerns or questions regarding safeguarding adults at risk should be referred to one of the following designated officers: -

Housing

Nick Clements - Operations Manager - nick.clements@nottsymca.org, tel 0798 4889827

Sarah Rogers - Interim Housing Development Manager - Nottingham Hostel - sarah.rogers@nottsymca.org, tel 0115 / 8371871 / 07398389727

Sandra Young - Housing Development Manager - North Notts - sandra.young@nottsymca.org, tel 01623 407801 / 07384115631

Giles Conlon - Housing Development Manager - East Riding- giles.conlon@nottsymca.org, tel 01405 780578/ 07870640381

Gareth Pollitt – Housing Development Manager – Nottingham Transitional – Gareth.pollitt@nottsymca.org, tel 07939368096

Gillian Costello - Community and Social Work Manager - gillian.costello@nottsymca.org, tel 07398388646

Andy Cannon - Housing Officer Manager - andy.cannon@nottymca.org, tel 07984890533

Moses Avutaga- Housing Manager - County - moses.avutaga@nottsymca.org, tel 07717582554 / 01623407 801

Facilities and Commercial Development / Prevent Strategy

Mark Owens – Head of Commercial Development - mark.owens@nottsymca.org, tel 07587552294 / 0115 9489863

Human Resources

Emma Hodgett – Interim Operations Manager – emma.hodgett@nottsymca.org, tel 07398364378

If required, referrals to external agencies will be made by one of these named officers. Such referrals should be made as soon as possible once an alert has been received and certainly no more than 24 hours later. **The Senior Designated Officer must be informed of all referrals made.**

4. Allegations / Suspicions of Abuse

4a. Referrals and Concerns

An adult at risk, a colleague, relative or member of the public may disclose to a member of staff or volunteer, information about an incident or incidents that could be construed as abuse. The staff member / volunteer must listen to and record exactly what is said, encouraging them to speak, without asking questions directly as far as possible, about the incident itself, other than clarifying basic factual details. S/he may ask if the person is injured in case immediate medical treatment is required. Every allegation must be recorded and reported, whether or not the staff member / volunteer hearing the allegation believes it is well founded. (Please see Appendix 2 for more information).

If a member of staff / volunteer suspects abuse, it is their responsibility to report (alert) their concerns to their line manager or a designated officer (see above). They should give as much detail as possible about the nature of the concerns and the time, place, content and nature of any

discussions with anyone else involved. Grounds for suspecting that abuse is occurring may be based on personal knowledge of the vulnerable adult and observations of changes in their mood, behaviour or personal presentation, as well as evidence of injury or disclosure. These indicators should be reported and recorded in detail. If the report is made to the line manager, then the line manager must inform one of the designated officers as a matter of urgency.

The designated officer / line manager (the referrer) will document the full details of the situation and make further enquiries if necessary, to ensure that the adult at risk is protected from any further harm while the appropriate authorities are informed. They will also notify the Senior Designated Officer as soon as possible of the issue.

Where risk of harm is suspected, the designated officer / line manager will take further steps to protect that person from further harm. If the suspected abuser is a family member, other service user or visitor, they should not be left alone with the person until the local authority has been informed and given the opportunity to initiate their own procedures. If staff are concerned that the abuse has occurred in another service used by the adult at risk (for example a training centre or work place) they should similarly be protected from further unaccompanied exposure to the source of abuse, until the matter has been investigated.

If there is not an immediate explanation, the suspicion of abuse must be referred to the Adult Social Care Team by one of the designated officers at Nottingham City Council or Nottinghamshire County Council within 24 hours of receiving the alert. Copies of the referral pro forma can be downloaded from the websites stated above. The Senior Designated Officer **MUST** be informed at this stage if not previously notified.

If the designated officer decides, after investigation, that a referral is not required the incident must still be fully documented and the senior designated officer must be informed.

If staff or a volunteer believe that an adult at risk has injuries or requires medical attention, they should be supported in gaining access to emergency treatment. The clinical staff should be informed of the nature of the suspicions about the source of the injury so that they can take steps to ensure that potential evidence is not destroyed or compromised.

4b. Concerns regarding employees or volunteers

If any concerns or allegations relate to an employee or volunteer, the senior designated officer must be informed **immediately** and they, the Chief Operating Officer or HR, will determine if we need to consult anyone at the relevant local authority prior to any action and before the employee / volunteer is informed. This is to ensure that any external safeguarding processes or criminal investigations are not compromised. In the absence these YMCA officers, this contact should be made by the appropriate designated officer with support from HR.

An allegation against an employee / volunteer could come from several sources including a report from a resident or service user, a concern from a colleague or a complaint by an external body. It may also arise from the volunteer's / employee's life outside work.

When informed of a concern or allegation about a volunteer or staff member the senior designated officer should discretely investigate the matter. They must obtain written details of the concern / allegation, signed and dated by the person receiving or making the allegation; approve and date the written details and record any additional information. The senior designated officer / HR / Chief Operating Officer will then decide on the next steps to take.

We want to encourage staff and volunteers to feel confident about raising concerns about the actions and attitudes of colleagues and want to create an atmosphere of transparency, openness, shared good practice and professionalism. If a concern is raised but the individual

does not believe it is being dealt with appropriately then the individual should speak to the senior designated officer or Chief Operating Officer or HR and, if still not satisfied, could use our Whistleblowing Procedure or contact Adult Social Care at the City or County Council directly.

5. Other Groups using Nottinghamshire YMCA Premises

When letting Association premises to individuals or organisations, the following clause will be included in letting agreements:

“The Licensee confirms that they are aware of the principles of safeguarding children, young people and adults at risk and have taken appropriate steps to ensure that people in those groups are not placed at risk”.

6. Use of Cameras, Recording Equipment and Mobile Phones

Please remember that only the PR and Marketing Team are authorised to publish photos, images or moving images on behalf of the Association.

When taking still or moving images the following key principles should be remembered;

- Individuals have a right to decide whether images are to be taken, and how those images may be used.
- Individuals must provide written consent, using the standard YMCA consent form, to take and use their image, which will be stored confidentially by the Association, for images to be taken and used. This consent must state how long the image(s) will be stored for as well as for what purpose(s).
- Care must be taken to ensure that images are not sexual or exploitative in nature, nor open to obvious misinterpretation and misuse.
- All images of individuals will be securely stored and in the case of images used on websites, particular care will be taken to ensure that no identifying details facilitate contact with a adult at risk by a potential abuser.
- If we use external photographers they will be advised of our safeguarding and other pertinent policies and will sign to acknowledge that they have read, understand and will abide by them.

If spectators or visitors are intending to photograph or video at an event/activity, they must be told of our expectations and wherever possible written notices to this effect will be displayed. Any concerns regarding inappropriate or intrusive photography / filming should be reported to the event / activity manager / co-ordinator immediately and dealt with in the same manner as any other safeguarding concern.

Mobile Phones and Similar Devices

We believe our staff and volunteers should be completely attentive during their hours of work to ensure all our residents and service users are properly looked after. For those working directly with adults at risk, personal mobile devices etc should not be used during working hours and must be kept on silent or switched off. They should be placed with staff belongings and should only be used on a designated break and only in a resident free area.

Only Association owned mobiles should be used on outings or for work. Personal mobiles and similar devices must never be used to take photographs of any of our service users. It is the responsibility of all members of staff to be vigilant and report any concerns to a Manager or designated officer.

Staff should not allow residents/service users to use Association owned phones without supervision. Staff must never allow service users / residents use of the staff members personal phone.

Any concerns will be taken seriously, logged and investigated appropriately and thoroughly. A manager reserves the right to check the image contents and call / text records of a member of staff's personal mobile phone should there be any cause for concern over its use. The Association has the absolute right to examine and hold Association owned devices at any time. Should inappropriate material be found on any Association or personally owned device then a safeguarding officer and the senior designated officer will be contacted immediately and they, the Chief Operating Officer or HR may contact the relevant Local Authority for advice (see section B.3b).

7. External Agencies / Contacts

Please see section B.3 for the contact details of Nottinghamshire YMCA's senior designated officer (Brenda Serrant) and all the designated officers.

In an emergency and in the highly unlikely event that none of the above named can be contacted then a referral can be made, depending where the adult lives, directly to:

- **Nottingham City Council** Health and Care Point on 0300 131 0300 and follow the menu for Adult Social Care Referrals or out of hours call the Emergency Duty Team on 0115 8761000
- **Nottinghamshire County Council** Multi Agency Safeguarding Hub on 0300 500 80 90 or www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse-professionals to complete the on-line referral form or out of hours Emergency Duty Team on 0300 500 80 80
- **East Riding Safeguarding Adults Team** 01428 396940. In an emergency outside of hours contact the emergency duty team on 01377 241273
safeguardingadultsteam@eastriding.gov.uk

Or via the East Riding website: <https://www.eastriding.gov.uk/living/care-and-support-for-adults/safeguarding-vulnerable-adults>

- **Police** – 101 or 999

The first three contacts can also be contacted for advice and guidance in relation to safeguarding.

8. Charities Commission Escalation Process

See appendix 4.

APPENDIX 1

INDICATORS OF ABUSE

Physical Abuse	<p><i>Physical abuse is the deliberate infliction of pain, physical harm or injury and includes withholding or misuse of medication. Some forms of domestic abuse fall into this category.</i></p> <p>Indicators include:</p> <ul style="list-style-type: none">▪ Injuries not consistent with falls or offered explanations▪ Unexplained loss of hair in clumps▪ Cuts that are not likely to be explained by self-injury▪ Finger-marks▪ Flinching or evidence of pain/ discomfort during normal activity
Psychological abuse	<p><i>Psychological abuse is any pattern of behaviour by another that results in harm and may include insults, coercive behaviour, humiliation, ridicule, bullying, some types of domestic violence, threats, enforced isolation, interference in relationships and contact between consenting adults, coercion, lack of privacy or choice, denial of dignity.</i></p> <p>Indicators include:</p> <ul style="list-style-type: none">▪ Signs of strain within a relationship and/ or tension when a particular person is present▪ Indicators that an individual acts differently when a third person is present than at other times▪ Suggestions of refusal to allow a choice eg to eat or not eat more or less of particular foods, to dress according to preference▪ Signs of withdrawal or fear or other changes to emotional state▪ Signs of unexplained sleep or weight loss
Sexual Abuse	<p><i>Sexual Abuse is any sexual activity involving but carried out without the informed consent of an adult at risk. Sexual abuse may include sexual intercourse, inappropriate touching, offensive or suggestive language, 'voyeuristic' behaviour and exposure to the suggestive or sexually explicit activities of others, including films, photographs, images etc.</i></p> <p>Indicators include:</p> <ul style="list-style-type: none">▪ Unexplained bruising around or bleeding from the genital area;▪ Stained or bloody underclothing▪ Unexplained difficulties in walking▪ Reluctance of the person to be alone with an individual known to them▪ Unusual and inappropriate sexualised language
Financial or material abuse	<p><i>Financial abuse is the misappropriation of funds (savings or income) or property of an adult at risk. This may include exploitation, theft or fraudulent use of money, misuse of property or possessions and incurring financial liabilities on behalf of an adult at risk without their informed consent.</i></p>

	<p>Indicators include:</p> <ul style="list-style-type: none"> ▪ Unexplained shortage of money despite a seemingly adequate disposable income ▪ Unexplained withdrawals from savings accounts ▪ Unexplained disappearance of financial documents for example bank statements, receipts for non-routine expenditure ▪ Loss of personal possessions
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Neglect and acts of omission	<p><i>Neglect may be deliberate or by default where the abuser is not able to provide the care and support needed or may not recognise the need for the care and support to be given. The abuser may also be neglecting themselves.</i></p> <p>Indicators include:</p> <ul style="list-style-type: none"> ▪ Persistent hunger and / or weight loss ▪ Poor hygiene ▪ Dress inappropriate to weather or activities ▪ Denial of religious or cultural needs ▪ Physical problems and medical needs that are not attended to
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Discriminatory abuse	<p><i>When the adult at risk is harassed or discriminated against because of their age, race, gender, sexuality, religion, disability, culture etc</i></p> <p>Indicators include:</p> <ul style="list-style-type: none"> ▪ Signs of strain within a relationship and/ or tension when a particular person is present ▪ Signs of withdrawal or fear or other changes to emotional state ▪ Unexplained outbursts ▪ Out of character discriminatory language, behaviour
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Organisational abuse	<p><i>Where neglect and poor professional practice impact on care. It can occur when poor communication, systems, practice and norms mean the care received is below that what should be expected.</i></p> <p>Indicators include:</p> <ul style="list-style-type: none"> ▪ Medication errors ▪ Poor record keeping ▪ Complaints from service users and their family ▪ Loss of personal possessions / clothing ▪ Controlling relationships between staff and service users
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Self Neglect	<p><i>Where the adult at risk is neglecting to care for their own personal hygiene, health or surroundings</i></p> <p>Indicators include:</p> <ul style="list-style-type: none"> ▪ Hoarding ▪ Poor personal hygiene ▪ Unexplained weight loss ▪ Wearing the same clothes for a number of days
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	<ul style="list-style-type: none"> ▪ Physical problems and medical needs that are not attended to
Modern Slavery	<p><i>Includes forced labour, debt bondage, sexual exploitation, criminal exploitation and domestic servitude</i></p> <p>Indicators include:</p> <ul style="list-style-type: none"> ▪ Not being allowed to travel alone or make decisions ▪ Lack of personal possessions ▪ Reluctance to seek help ▪ Poor levels of nourishment, dress and energy
Domestic violence	<p><i>Includes controlling, coercive or threatening behaviour and / or violence between people who are or have been intimate partners or family members</i></p> <p>Indicators include:</p> <ul style="list-style-type: none"> ▪ 'Honour' based violence ▪ Female genital mutilation (FGM) ▪ Forced marriage ▪ Signs of strain within a relationship and/ or tension when a particular person is present ▪ Signs of withdrawal or fear or other changes to emotional state

APPENDIX 2

SAFEGUARDING ADULTS AT RISK - GUIDANCE FOR ALERTERS AND REFERRERS

The following guidance is intended for staff receiving information from a service user and for designated officers who may need to make a referral about specific allegations or expressions of concern that an adult at risk is or may be at risk of serious harm or exploitation.

Respond to the individual by:

- Remaining calm and not showing shock or disbelief
- Listening carefully to what is being said
- Not asking detailed or probing questions
- Demonstrating a sympathetic approach by acknowledging regret and concern that what has been reported has happened
- Confirming that the information will be treated seriously
- Giving information about the steps that will be taken
- Advising who you will be reporting to and that information will only be shared with others on a need to know basis
- Informing them that they will receive feedback as to the result of the concerns they have raised and from whom
- Giving the person contact details so that they can report any further issues or ask any questions that may arise

Do Not:

- Clean up, touch the victim or any object (where applicable)
- Interfere with anything that could be evidence
- Ignore the issue
- Contact the abuser
- Remain in any situation that is unsafe
- Question the person further, investigate or probe
- Stop anyone who is telling you freely about significant events
- Be judgmental (i.e. "why did you not run away")
- Promise not to tell anyone else about the problem
- Pass on information or discuss with anyone except those who need to know
- Make any promise you cannot keep

Take Action:

- Ask the individuals consent to inform the Police or to seek medical attention if needed
- Write down what is said. You need to do that as soon as possible on the same day
- Report the incident as soon as possible to the designated officer. If you are the designated officer and a referral is required do this as soon as possible and certainly no more than 24 hours later
- In an emergency call the police if a crime is suspected (regardless of whether consent is given) or an ambulance if medical attention is urgently required
- Ensure that the senior designated officer is notified as soon as possible

APPENDIX 3 - THE PREVENT STRATEGY

1 Definitions

British values - British values are defined as *“Democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different backgrounds, characteristics, beliefs and faiths”*

Extremism- The government’s own definition of extremism as contained within the Prevent strategy is *“Vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas”*.

Radicalisation - radicalism is defined as *“the process by which people come to support terrorism and extremism, and then, in some cases to participate in terrorist activity”*.

2 Safeguarding against radicalisation and extremism

Nottinghamshire YMCA takes its responsibilities for safeguarding very seriously. In accordance with section 36 to 41 of the Counter Terrorism and Security Act 2015 our organisation has a responsibility to prevent children and adults from being drawn into terrorism. Prevent is a strand of the Government Counter Terrorism Strategy (CONTEST) and aims to

- Respond to the ideological challenge of terrorism and aspects of extremism, and the threat faced from those who promote these views.
- Provide practical help to stop people from being drawn into terrorism and ensure they are given appropriate advice and support.
- Work with a wide range of sectors where there are risks of radicalisation including education, criminal justice, faith, charities, the internet, social media and health.

Nottinghamshire YMCA is a registered charity supporting children and adults from ethnically, socially and economically diverse areas. The age and profile of our clients make it crucial to be actively involved in the Prevent strategy. The organisation has a part to play in fostering shared values and promoting cohesion. Extremist ideology runs counter to Nottinghamshire YMCA and British values which make our community successful such as respect and tolerance for others, the rights of all to live free from persecution of any kind, freedom of speech, democracy, the rule of law and equality of opportunity and treatment. Extremism promotes fear and division and actively seeks to cause destructive relationships between different communities.

Our Responsibilities;

- 1 To promote and reinforce Nottinghamshire YMCA and British values; by listening, supporting and enabling those we work with to develop their self-knowledge, self-esteem and self-confidence.
- 2 To promote social cohesion by supporting inter-faith and inter-cultural dialogue and understanding, and to encourage full and active roles in wider engagement in society.
- 3 To support those we work with by ensuring Nottinghamshire YMCA has strong policies to enable it to be free from bullying, harassment and discrimination.
- 4 To identify and provide support to those we work with who may be at risk of radicalisation through appropriate sources of advice and guidance.
- 5 To ensure that staff and volunteers are aware of their roles and responsibilities in preventing terrorism and radicalisation.

In order to achieve these responsibilities Nottinghamshire YMCA will concentrate on the following areas:

Leadership and Values; To provide an ethos which promotes respect, equality and diversity and understanding. This will be achieved through:

- Promoting Nottinghamshire YMCA core values of, Caring, Honesty, Respect and Responsibility
- Building understanding of the issues and the confidence to deal with / report them
- Deepening engagement with local communities
- Appointing a Designated Officer to lead on this work in partnership with the Senior Designated Officer for Safeguarding

Staff Support; To ensure that staff and volunteers know the indicators of radicalisation or extremism and are confident to take preventative and responsive steps working with partner professionals, families and communities. This will be achieved through:

- Role appropriate training for all staff and volunteers
- Being aware of to what is happening in the organisation and the community and taking action as necessary
- Implementing anti-bullying strategies and challenging any discriminatory behaviour
- Helping clients and staff know how to access support within Nottinghamshire YMCA or through community partners
- Managing risks and responding appropriately to events and issues

To ensure that Nottinghamshire YMCA monitors risks and is ready to deal appropriately with issues which arise. It will need to:

- Understand the nature of the threat from violent extremism and how this may impact directly or indirectly on different teams within Nottinghamshire YMCA
- Understand and manage potential departmental and organisational risks within Nottinghamshire YMCA and from external influences
- Respond appropriately to events in local, national or international news that may impact on those we work with and the communities we work in
- Ensure measures are in place departmentally and across the organisation to minimise the potential for acts of violent extremist within Nottinghamshire YMCA
- Ensure plans are in place to respond appropriately to a threat or incident within Nottinghamshire YMCA
- Continue the development of effective e-safety and responsible user policies

3 Staff training

The statutory guidance refers to the importance of Prevent awareness training to equip staff to identify vulnerable people and children at risk of being drawn into terrorism and to challenge extremist ideas.

All designated safeguarding officers and all staff and volunteers working directly with children, young people and adults at risk will be required to undertake training.

The key way that we will deliver this will be via the Channel (another strand of the Government's counter terrorism strategy focussing on supporting those at risk of being drawn into terrorism) e-learning package aimed at those working in client focussed roles.

This training can be accessed via www.elearning.prevent.homeoffice.gov.uk

Managers will ensure all relevant staff and volunteers undertake this training and that this is appropriately certified and documented.

4 What to do if you have a concern

If you identify a person who you think is vulnerable to being drawn into terrorism or is displaying signs of extremism, you need to take action.

- If you have any concerns, we would strongly recommend discussing this with our organisational Lead on the Prevent Duty, Mark Owens - mark.owens@nottsymca.org, tel 07587552294 / 0115 9489863 and / or with Brenda Serrant, our Senior Designated Officer for Safeguarding brenda.serrant@nottsymca.org, tel 0115 9489864 / 0115 9567600 ext 272 or 07787165742
- 1. In their absence please discuss your concerns with one of the other designated safeguarding officers or your line manager
- You can also contact the Nottingham Police via email prevent@Nottinghamshire.pnn.police.uk or dial 101 to make a report or to ask for advice
- Any referrals made **MUST** be reported to the organisational Lead on the Prevent Duty, Mark Owens and Brenda Serrant, our Senior Designated Officer for Safeguarding immediately

5 IT

The statutory guidance makes clear the need for organisations to ensure that vulnerable people and children are safe from terrorist and extremist material when accessing the internet. We need to continually ensure that suitable filtering is in place within all our computer systems.

More generally, we have an important role to play in equipping vulnerable people, young people and children to stay safe online, both in our care and outside. As with other online risks of harm, staff will need to be aware of the risks posed by the online activity of extremist and terrorist groups.

Appendix 4

