

# Adult Safeguarding Policy & Procedure

## Introduction

Refugees Welcome believes that it is always unacceptable for an adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all adults, by a commitment to practice that protects them. **This policy will apply to contact with any Refugee/ Evacuee projects under Refugees Welcome.**

## Recruitment of Trustees, Contractors, Advisors and Volunteers

There is a robust application and interview process for all volunteers working with families in the programme as per the Recruitment Policy including DBS checks and taking references. Appropriate recruitment systems are in place for Trustees, Contractors and Advisors.

## Training

Volunteers working with families on the programme will receive safeguarding training to cover: how to identify a concern, how to raise concerns, how to respond to safeguarding concerns. This ensures that volunteers can: Recognise, Respond and Record any cause for concern and Risk Assess the situation for appropriate escalation of concerns as outlined in this policy. Trustees, Contractors, Advisors who do not have day to day contact with the families will be suitably briefed on Safeguarding matters.

Trustees, Contractors, Advisors and Volunteers are expected to act in an appropriate and professional manner and to avoid any kind of conduct which could undermine the wellbeing of the families or the service.

*Examples of improper conduct in relation to safeguarding - see Appendix 1.*

The Designated Person has access to specialist safeguarding advice and support through Cheshire East Council (CEC).

## Concerns relating to RW Trustees, Contractors, Advisors and Volunteers

This document outlines the policy and procedures for protecting adults in cases where there is a safeguarding cause for concern. These procedures also cover incidents where a concern is raised regarding a member of the Trustee board, one of our Contractors, Advisors or Volunteers. In those cases, this procedure will be followed in relation to escalating concerns

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and reporting incidents for protection of an adult. The Commissioner will be informed. A Trustee, Contractor, Advisor or volunteer who is the subject of a safeguarding allegation will be suspended from providing services until the matter is resolved with the Commissioner and any appropriate reports will be made to the relevant statutory authorities and professional bodies.

## **What is meant by an adult at risk?**

An adult at risk is a person aged 18 or over, who:

- has needs for care and support (whether or not the local authority is meeting any of those needs), and
- is experiencing, or is at risk of, abuse, coercion or neglect, and
- as a result of those needs is unable to protect themselves against the abuse, coercion or neglect or the risk of it.

This may include a person who:

- is an older person who is frail due to ill health, physical disability or cognitive impairment.
- has a learning disability.
- has a physical disability and/or a sensory impairment /or communication difficulty i.e. autism
- has mental health needs including dementia or a personality disorder.
- has a long-term illness/condition.
- misuses substances or alcohol.
- lacks capacity to make specific decisions to make particular decisions.

## **Refugees Welcome recognises that:**

Adult Safeguarding means protecting an adult's right to live in safety, free from abuse, coercion and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse, coercion or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

It must be recognised that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances. People have complex lives and being safe is only one of the things they want for themselves.

We must bear in mind that adults with capacity have the right to make decisions which we may not think are sensible or appropriate as long as the danger is not so severe that intervention must take place against their will, e.g. risk to life or risk to life of another, particularly a child or young person.

## **The purpose of the policy is:**

- To provide protection for adults at risk who receive Refugees Welcome services.

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- To provide Trustees, Contractors, Advisors and Volunteers with guidance on procedures they should adopt if they suspect an adult at risk may be experiencing, or be at risk of, harm.
- This policy applies to all Trustees, Contractors, Advisors and Volunteers or anyone working on behalf of Refugees Welcome at any time.

## **We will seek to protect adults at risk by:**

- Valuing them, listening to and respecting them
- Adopting safeguarding guidelines through procedures and a code of conduct for Trustees, Contractors, Advisors and Volunteers
- Recruiting Trustees, Contractors, Advisors and Volunteers safely, ensuring all necessary checks are made: including requiring references and Disclosure and Barring Service (DBS) checks.
- Sharing information about safeguarding adults at risk and good practice with service users, Trustees, Contractors, Advisors and Volunteers
- Sharing information about concerns with agencies who need to know and involving service users appropriately.
- Providing effective management for Trustees, Contractors, and Advisors and providing through supervision, support and training for Volunteers, ensuring it remains up to date.
- Ensuring that Sharing information on social media is discouraged and where any contact on social media platforms is initiated by family members it is kept to a minimum and is appropriate for the person involved.

## **Safeguarding Procedure**

In the event of any concerns regarding an adult then:

- Any Volunteer who has a concern about an adult should discuss it by phone with the CVS Supervisor/ Supervising Trustee/ Project Manager/ Safeguarding Lead at the earliest opportunity and record the discussion on the family's record using a First Account form.
- Trustees, Contractors and Advisors should share concerns through their own management structures, and with the relevant designated person for RW without delay

**If the adult is in immediate danger or a crime has been committed the Police must be informed and medical care sought for any injury.**

Where it is agreed that there is a potential safeguarding issue:

- The Volunteer's Supervisor, Supervising Trustee, Project Manager or Safeguarding Lead must be informed at the earliest available opportunity.
- If the none of these are available, the following must be informed:
  - The Designated Person in RW
  - Member of the Trustee Board
- [adultteamsouth@cheshireeast.gov.uk](mailto:adultteamsouth@cheshireeast.gov.uk)

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- If the Volunteer Supervisor, Supervising Trustee, Project Manager or Safeguarding Lead was not immediately available, they must also be informed at the earliest opportunity.

**In an emergency and out of hours Cheshire East Emergency Duty Team should be informed**, and the information shared with the Designated Person and the Volunteer Supervisor, Supervising Trustee, Project Manager or Safeguarding Lead at the earliest opportunity.

## **Designated Person**

The Designated Person will be informed at the earliest available opportunity of any concerns about an adult that have been passed on by a volunteer as per this policy. The Designated Person will ensure that progress is monitored and feedback received for review regarding any action taken by the safeguarding monitor

In the event that the Designated Person does not receive satisfactory feedback and/or considers the matter should be referred to Adult Social Services directly then action will be taken by RW itself to address this and the concerns about the adult will be referred to Adult Social Services. Trustees will be kept informed of any action regarding safeguarding concerns.

The Designated Person will also ensure that the safeguarding policy and procedures are kept up to date and reviewed.

## **What should you do if an adult tells you they are at risk or they report abuse to you?**

If someone discloses they are being abused or coerced, whether in the home or the support setting, then upon receiving the information, you should:

- React calmly
- Reassure them that they were right to tell you and that they are not to blame and take what they say seriously
- Keep questions to an absolute minimum to ensure a clear and accurate understanding of what has been said. Don't ask about explicit details.
- Reassure but do not promise confidentiality, which might not be feasible in the light of subsequent developments.
- Inform them what you will do next, as follows:
  - Complete a First Account Form of what has been said/heard as soon as possible and don't delay in passing on the information as per the RW Safeguarding Procedure.
  - Take reasonable steps to ensure the adult is in no immediate danger and seeking medical treatment if required as a matter of urgency.
  - Do not discuss the allegation of abuse with the alleged perpetrator.

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- o Do not disturb or destroy articles that could be used in evidence. Where an assault of some kind is suspected do not wash or bathe the person unless this is associated with first aid treatment necessary to prevent further harm.
- o Contact the police if it is thought a crime has been committed.

## **What happens when there is an Adult Safeguarding Concern is reported?**

- It is not the responsibility of RW to decide whether abuse has taken place or not and any Adult Safeguarding Concern could form part of a wider picture of concerns for an adult at risk and needs to be passed on to the Designated Person at the [adultteamsouth@cheshireeast.gov.uk](mailto:adultteamsouth@cheshireeast.gov.uk) (or the out of hours Cheshire East Emergency Duty Team).
- Keep a record of any referral made to the Designated Person and The Adult Social Care Teams (or the out of hours Cheshire East Emergency Duty Team) and any actions taken so that a written report can be provided at a later date if required. (First Account form)
- A decision will be made by the Designated Person and/or The Adult Social Care Team (or the out of hours Cheshire East Emergency Duty Team) about referral to Adult Safeguarding Board for a Safeguarding Adults Review.
- Urgent cases, where an adult is at risk of immediate harm, will be reported immediately.

**The police should be called for cases of emergency where there is immediate risk of harm.**

### **Domestic Abuse**

In the event of the Disclosure being a Domestic Abuse, the guidelines from Cheshire East Domestic Abuse Hub should be followed, details found at [http://www.cheshireeast.gov.uk/care-and-support/healthylifestyles/domestic\\_abuse/training\\_and\\_resources.aspx](http://www.cheshireeast.gov.uk/care-and-support/healthylifestyles/domestic_abuse/training_and_resources.aspx)

Appendix II shows the procedure recommended by Cheshire East to follow in the case of Disclosure of Domestic Abuse.

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**Applies to work with Syrian Refugees, Afghan Refugees and Ukrainian Evacuees**

## **Policy review**

RW is committed to reviewing this policy and good practice at least annually.

**Reviewed:** Sept 2024

**Change to contact for Key Job roles**

**SIGNED BY: N.A. Campbell CHAIR of TRUSTEES DATE: 19.9.24**

**Next Review date: Oct 2025**

**Resources added and CEC Commissioner Information updated May 21  
Key personnel updated Sept 24**

## **RESOURCES:**

<https://www.gov.uk/government/publications/individuals-at-risk-of-being-drawn-into-serious-and-organised-crime-a-prevent-guide>

<https://www.elearning.prevent.homeoffice.gov.uk/>

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## **Key to job roles referred to in this policy & procedures as at October 2024:**

RW Chair of Trustees – Nicky Campbell

RW Volunteer Supervisor (CVSCE) Safeguarding First Contact all RW projects:: Estelle Worthington  
01270 763100 [Estelle.Worthington@cvsce.org.uk](mailto:Estelle.Worthington@cvsce.org.uk)

**Work mobile 07565 338 486** during normal work hours/days (9 - 4.30pm Wed - Thur, and 9 - 12.30pm on Fri)

RW Volunteer Project Lead Macclesfield and Congleton: Anne Towers:

RW Volunteer Project Lead Nantwich Syrian CCS: Alan Brown

RW Volunteer Project Lead Crewe Afghan Refugees: Gill Appleton

RW Volunteer Project Lead, Alsager Afghan Refugees, Congelton Ukraine Evacuees: Judith Mayer:

RW Volunteer Project lead Ukraine (Bollington): David Raines

RW Volunteer Project Lead CAUSN: Paul Nixon

**RW Designated Safeguarding Trustee: Gill Appleton**

**To contact any Trustee please email:**

[refugeescheshireeast@gmail.com](mailto:refugeescheshireeast@gmail.com)

**and put FAO: (the name) in the subject bar**

**The Cheshire East Consultation Service (ChECS) on 0300 123 5012**

**(Monday -Thursday 8.30 am - 5pm or Friday 8.30am - 4.30pm)**

**Out of Hours Service (Emergency Duty Team) on 0300 123 5022**

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## **APPENDIX 1: Examples of improper conduct of Trustees, Contractors, Advisors or volunteers include:**

- *Neglect / acts of omission / self-neglect - Causing harm by failing to meet needs e.g. ignoring physical or medical care needs, withholding food, medicines, failure to provide adequate supervision.*
- *Physical - Hitting, pushing, slapping, and using inappropriate physical restraint, burning, drowning, and suffocating, withholding medical care, feigning the symptoms of ill health or deliberately causing ill health.*
- *Sexual - Sexual activity of any kind where the vulnerable person does not or is not able to give consent.*
- *Psychological - Including verbal abuse, humiliation, bullying and harassment. Persistent emotional ill treatment, cyber-bullying, seeing or hearing the ill-treatment of others, domestic abuse (see the below section)*
- *Discriminatory abuse - Treating a person in a way which does not respect the nine protected characteristics known as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief and sex and sexual orientation.*
- *Organisational abuse - Where routines and rules make a person alter his/her lifestyle and culture to fit in with the institution.*
- *Financial - Taking money and/or property without permission. Using pressure to control a person's money/property/ benefits. Taking or offering any financial inducements.*
- *Modern Slavery / Smuggling Trafficking – Smuggling is defined as the facilitation of entry to the UK either secretly or by deception (whether for profit or otherwise). Trafficking involves the transportation of persons in the UK in order to exploit them by the use of force, violence, deception, intimidation, coercion or abuse of their vulnerability.*
- *Radicalisation - is a process by which an individual or group comes to adopt increasingly extreme political, social, or religious ideals and aspirations that (1) reject or undermine the status quo or (2) reject and/or undermine contemporary ideas and expressions of freedom of choice.*



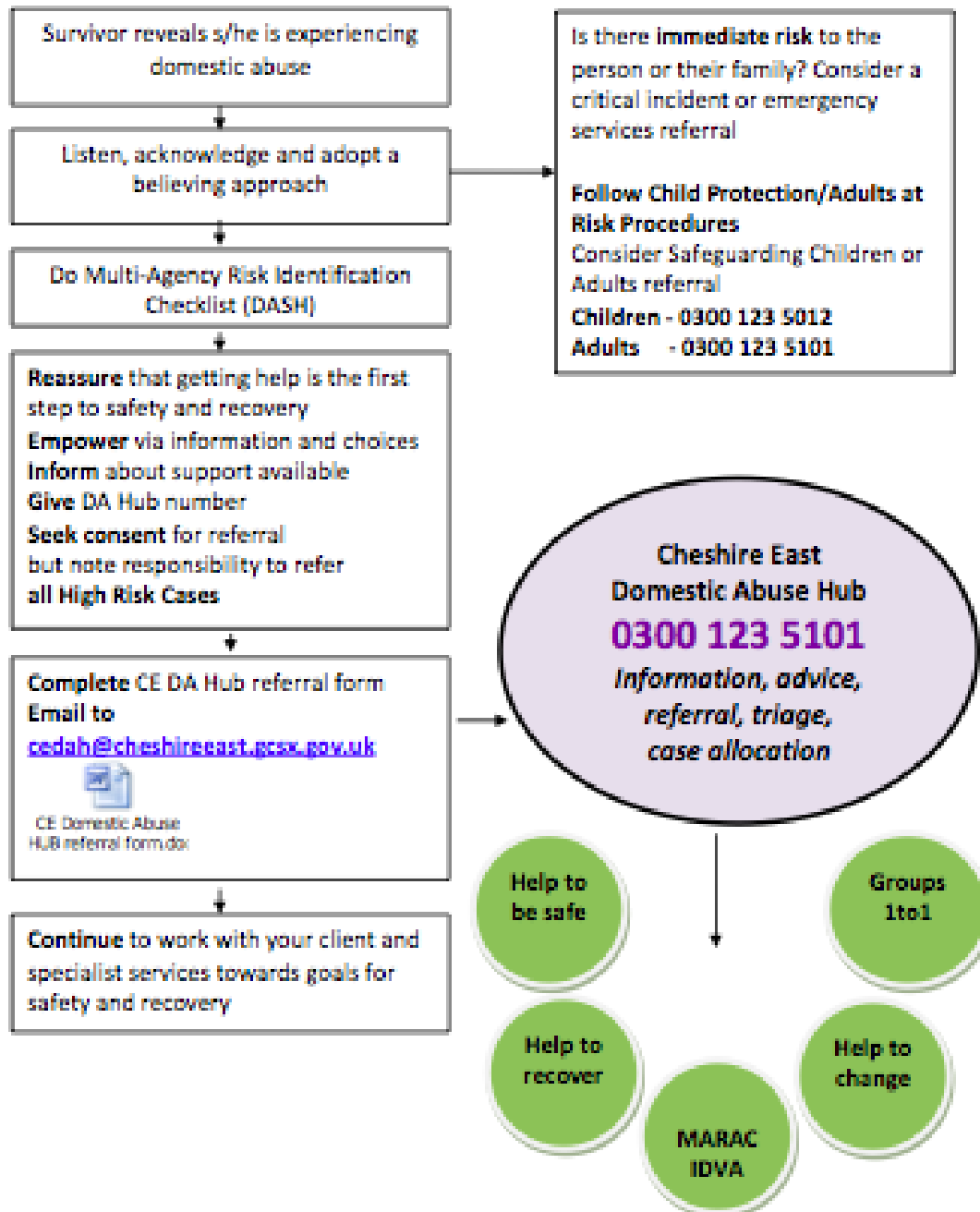
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## APPENDIX II - Referral Process for Domestic Abuse

### WHAT TO DO IN THE EVENT OF DISCLOSURE OF DOMESTIC ABUSE

See [www.cheshireeast.gov.uk/domesticabuse](http://www.cheshireeast.gov.uk/domesticabuse)  
for further information, including all forms and procedures



Cheshire East Domestic Abuse Hub is open office hours & Saturday and Sunday mornings  
National 24/7 Helpline 0808 2000 247  
In an emergency ring 999

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### Useful phone numbers

Adult Safeguarding Cheshire East	0300 123 5010 5022 out of hours	Cheshire East service for Adults at risk of abuse
ChECS (Cheshire East Consultation Service)	0300 123 5010 5022 out of hours	Cheshire East Services for Safeguarding Children at risk of abuse
MyCWA (formerly Cheshire Without Abuse)	0300 123 5101 / 01270 250390	Support service, advice and crisis accommodation for adults and children at risk of domestic abuse. Covering Cheshire East <a href="http://www.mycwa.org.uk">www.mycwa.org.uk</a>
National Domestic Abuse Helpline	0808 2000 247	National helpline. <a href="http://www.Nationaldahelpline.org.uk">www.Nationaldahelpline.org.uk</a>
GALOP	0300 99 5428 / 0800 999 5428	National helpline for LGBTQ+ people at risk of Domestic Abuse <a href="http://www.galop.org.uk">www.galop.org.uk</a>
Mankind	01823 334244	National Helpline for Men at risk of Domestic Abuse <a href="http://www.mankind.org.uk">www.mankind.org.uk</a>
Karma Nirvana	0800 5999 247	National helpline for women at risk of honour based violence or forced marriage <a href="http://www.karmanirvana.org.uk">www.karmanirvana.org.uk</a>

See: [www.cheshireeast.gov.uk/domesticabuse](http://www.cheshireeast.gov.uk/domesticabuse) for more information