



COMMUNITY OF REFUGEES FROM East London

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Adult Protection Policy

SAFEGUARDING ADULTS POLICY AND PROCEDURES



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1. Policy Statement

The Community of Refugees from Vietnam (CRV) – East London is committed to working in a way that protects adults at risk from harm. We accept our responsibilities to safeguard the well-being of all those with whom we work.

In order to safeguard adults the CRV shall:

- deal with any allegations or suspicions of abuse quickly and sensitively;
- ensure there is appropriate support and training for all staff, volunteers and Management Committee members;
- ensure that Disclosure and Barring Service (DBS) checks are undertaken for all members of staff and volunteers;
- involve service users in the implementation and review of this policy;
- implement and regularly review the Safeguarding Adults Policy and Procedures;
- ensure that the Safeguarding Adults Policy and Procedures are consistent with other CRV policies and procedures, such as the Health and Safety Policy, and where appropriate amend other policies to further safeguard adults;
- undertake risk assessments of adults who may attend the CRV activities on a regular basis.

The CRV's Safeguarding Adults Policy and Procedure attempts to be consistent with the London Multi-Agency Adult Safeguarding Policy and Procedures – the policy and procedures adopted by Tower Hamlets but if in doubt about any aspect of the policy and procedures the London Multi-Agency Policy agreed by Tower Hamlets takes precedence and should be followed.

2. What is Safeguarding?

Adult safeguarding is about preventing and responding to concerns of abuse, harm or neglect of adults. Staff should work together in partnership with adults so that they are:

- Safe and able to protect themselves from abuse and neglect;
- Treated fairly and with dignity and respect;
- Protected when they need to be;
- Able easily to get the support, protection and services that they need

The aims of Adult Safeguarding are to:

- Stop abuse or neglect wherever possible;
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- 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;
- Raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;



- Provide information and support in accessible ways to help adults 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 an adult; and
- Address what has caused the abuse.

Who do adult safeguarding duties apply to?

Adult safeguarding duties apply to any adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse or neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

Within the scope of this definition are:

- All adults who meet the above criteria regardless of their mental capacity to make decisions about their own safety or other decisions relating to safeguarding processes and activities;
- Adults who manage their own care and support through personal or health budgets.

3. Types of abuse and neglect

There are many types of abuse and neglect listed in the Tower Hamlets Safeguarding Adults Procedures. The types most relevant to the services provided by CRV include:

Disability Hate Crime; Discriminatory Abuse; Domestic Abuse; Financial or material abuse; Hate Crime; Neglect and acts of omission; Organisational abuse; Physical abuse; Psychological abuse; Restraint; Self-neglect (including hoarding); Sexual abuse.

Abuse can happen anywhere - in a residential or nursing home, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street, and in a person's home. The person being abused or neglected very often knows the abuser. Anyone can potentially be an abuser such as a carer, relative, or health professional.

The CRV is producing Guidance Notes to clarify the meaning of these different types of abuse and neglect.

4. Responsibilities

All members of the CRV, including staff, management committee and volunteers are responsible for safeguarding adults.

4.1 Staff and volunteers

All staff and volunteers who come into contact with adults have a duty to safeguard and promote the welfare of adults at risk. Staff will be trained to understand their responsibilities and failure to comply will be seen as a serious matter which may lead to disciplinary action. Staff and volunteers are expected to:



- attend safeguarding training and refresher training;
- familiarise themselves with the Safeguarding Adults Policy and Procedures.

4.2 Management Committee

The Management Committees is responsible for ensuring that the CRV East London has a safeguarding policy and procedures in place, which includes safe recruitment procedures and dealing with allegations of abuse against members of staff.

5. Raising Concerns

Any member of staff who knows or believes that abuse is occurring has an obligation to report it as quickly as possible to their manager. If the victim requests that the matter should not be reported, the staff member or volunteer should inform them that they have a duty to report any suspected abuse to Social Services and the Police regardless of the service's user's consent.

The organisation will take vigorous action against anyone trying to suppress a possible report of abuse. The organisation and staff

5.1 Support for those who report abuse

All those making a complaint or allegation or expressing concern, whether they are staff, service users, carers or members of the general public should be reassured that:

- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared if they or others are at significant risk

5.2 The adult at risk has the right:

- To be made aware of this policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate
- To receive information about the outcome

5.3 Action in Emergency Situations

If the situation is an emergency, with a service user in immediate danger, staff should take urgent action to intervene and call for assistance as soon as possible. They should give any necessary first aid and contact appropriate emergency services if required. If the abuser remains present, staff should seek to calm the situation.

5.4 Immediate action to be taken by Managers

When a manager receives a report of suspected or actual abuse, he or she should establish the facts as soon as possible; interview the alleged victim of abuse; and preferably obtain their consent for further investigation and action by the statutory agencies. Investigating the alleged abuse is the responsibility of the statutory authorities. Do not discuss the concern with the person alleged to have caused harm, unless the immediate welfare of the adult at risk makes this unavoidable.

If the suspected abuser is a member of staff, the manager should initiate appropriate steps under the disciplinary procedure. Staff will take all possible steps to co-operate with further investigations by Social Services or the Police.

5.5 Record Keeping

There should be an accurate written record of all details associated with allegations of abuse. This confidential information will be kept securely in a locked drawer by the appropriate person, and will be kept for as long as deemed necessary, in line with Data Protection principles. (Please refer to Confidentiality & Data Protection Policy). Reports will be made as required to the Commission for Social Care Inspection (CSCI).

There is a legal requirement on CSV to refer someone to be placed on Protection of Vulnerable Adults (POVA) list where there is evidence that a person has been guilty of misconduct by harming or putting at risk a vulnerable adult, during the course of their work, even if they have left employment of the CRV.

5.6 Referral to the Social Services

The situation should be reported as soon as possible to Social Services who will carry out an investigation under the LBTH Safeguarding Procedures, involving other agencies as necessary.

5.7 Reporting to the Police

If it is suspected that a criminal act might have been committed, the situation should be reported to the police. Every effort should be made not to interfere with possible evidence.

6. Contact details

The contact details of relevant organisations are as follows:

Report abuse to Tower Hamlets Council:

6.1 Contact the First Response team:

Phone, Fax and Email:

Tel: 020 7364 5005

Fax: 020 7364 3860

Email: adultcare@towerhamlets.gov.uk

Or the Emergency Duty Team on:

Tel: 0207 364 7000 (out of office hours)

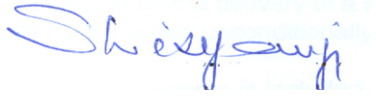
6.2 If a crime has been committed, you should contact:

Police control room on 0207 265 1212

For emergencies: 999 ask for Poplar Police Station



Checklist signed:



Dated: 1/09/2018

Chairman : Mr Jack Shieh –

OBE

Implementation date: 1/9/2018

Next review date: 1/9/2019

