



The Civil Service
Retirement Fellowship

Safeguarding Adults Policy

Adopted by the Board of Directors at their meeting on 14th
November 2019

Updated: **31st October 2022**

Aims

The Civil Service Retirement Fellowship (CSRF) is a national charity dedicated to helping former civil servants and their dependents make the most of their retirement. Our befriending services provide companionship to those experiencing loneliness or social isolation. We also have local community groups across the UK which provides a forum for fun, friendship and leisure activities. These activities may include access to adults with care and/or support needs.

This policy will enable the CSRF to safeguard adults with care and support needs appropriately at the point of access of services, whether at a group, by a volunteer or with a member of staff.

The CSRF will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

This policy outlines the steps The CSRF will make to safeguard an adult with care and support needs if they are deemed to be at risk. This policy sets out the roles and responsibilities of The CSRF in collaborating with other professionals and agencies in promoting the adult's welfare and safeguarding them from abuse and neglect.

The CSRF will ensure that decisions made will allow adults to make their own choices and include them in any decision making. The CSRF will also ensure that safe and effective working practices are in place. This policy is intended to support staff and volunteers working within The CSRF to understand their role and responsibilities in safeguarding adults. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of The CSRF to:

- have an overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
- London Safeguarding Adults policy and procedures
- Royal Greenwich Safeguarding Adults Board's local procedures and appendices

Under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect.

<https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Copies of this policy should be available within The CSRF and The CSRF will not tolerate the abuse of adults in the organisation and staff and volunteers should be made aware of how this policy can be accessed.

What is Safeguarding adults?

'Safeguarding means 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 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. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'

Care and Support Statutory Guidance, Department of Health, updated February 2017

All people should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is generally able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

The CSRF adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

The CSRF will not tolerate the abuse of adults and staff and volunteers should ensure that their work reflects the principles above and ensure the adult with care and support needs is involved in their decisions and informed consent is obtained. The CSRF should ensure that the safeguarding action agreed is the least intrusive response to the risk. Partners from the community should be involved in any safeguarding work in preventing, detecting and reporting neglect and abuse. The CSRF should be transparent and accountable in delivering safeguarding actions.

What is Making Safeguarding Personal (MSP)?

MSP means a case should be person-led and outcome-focused. The individual should be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing and safety.

The CSRF will not tolerate the abuse of adults and will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case-by-case basis. As adults may have different preferences, histories and lifestyles, the same process may not work for all.

Who do adult safeguarding duties apply to?

The Care Act 2014 sets out those adult safeguarding duties apply to *any* adult who:

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

“So, for example, if a beneficiary discloses a concern or worry to a befriender that fell within the safeguarding area the befriender would be expected to follow the appropriate channel to report and register their concern”

SAFEGUARDING IN THE CSRF

There are currently three possible service areas where safeguarding concerns may apply:

1. Befriending Schemes (Phone Buddy and National Visitors Network) – a volunteer and/or beneficiary may encounter a situation where an adult maybe 'at risk'
2. Local Community Groups – a group volunteer maybe arranging an activity where an adult maybe 'at risk' (e.g. a day trip where an appropriate risk assessment has not been carried out)
3. Call/Email/Letter at Fellowship Office – a staff member or office volunteer may encounter a safeguarding concern raised from a telephone call, letter or email from a beneficiary

Who do I go to if I am concerned?

The named responsible person for safeguarding duties for The CSRF is **Deputy Chief Executive Denise Headley who is contactable on 020 8469 9194 or by email: denise.headley@csrf.org.uk**

All staff and volunteers should contact **Denise Headley for any concerns/queries they have with regards to safeguarding adults**. A log of the concern must be kept.

Denise will be responsible to make decisions about notifying adult social services if required and consider alternative actions, where necessary.

Denise will also ensure that the safeguarding adults' policies and procedures are in place and up to date. They will ensure a safe environment is promoted for staff and volunteers and adults accessing the service

Denise will ensure they are up to date with their safeguarding adults training.

In the event Denise is unavailable you can contact David Tickner, Chief Executive on 020 8691 7411 or by email: david.tickner@csrf.org.uk

What should I do if I am concerned?

Staff and volunteers at The CSRF who have any adult safeguarding concerns should:

1. Respond
 - Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
 - Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation
 - Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.
2. Report
 - Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see above)
3. Record
 - Any incident should be recorded on the beneficiary's record on the central records database and in the case of the befriending services a more detailed written report

should be added to the individual's file. It should outline the date of the report, a concise explanation of the concern and the action taken accordingly.

- As far as possible, records should be written contemporaneously, dated and signed.
- Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised person for accessing confidential information including the sharing of passwords.

4. Refer

In making a decision whether to refer or not, the designated safeguarding lead should take into account:

- (1) the adult's wishes and preferred outcome
- (2) whether the adult has mental capacity to make an informed decision about their own and others' safety
- (3) the safety or wellbeing of children or other adults with care and support needs
- (4) whether there is a person in a position of trust involved
- (5) whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- o the police if a crime has been committed and/or,
- o The relevant local authority's Access & Advice Team (part of adult social services) for possible safeguarding enquiry
- o relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- o service commissioning teams
- o family/relatives as appropriate (seek advice from adult social services)

The designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

What are your roles and responsibilities?

All staff, management, trustees and volunteers at The CSRF are expected to report any concerns to the named person for safeguarding. If the allegation is against one of The CSRF members, subscribers, volunteers, trustees or staff, seek advice from The CSRF safeguarding lead Denise Headley. If the allegation is against the safeguarding lead, seek advice from the Royal Greenwich Safeguarding Adults Board.

The designated safeguarding adults lead should be responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern. Feedback should be given in a way that will not make the situation worse or breach the General Data Protection Regulation (GDPR). If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. The named organisation should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

It would also be expected that all members of staff receive appropriate training in safeguarding to ensure full understanding of the CSRF's safeguarding policy and procedures. A document highlighting all the key points on safeguarding would also be produced and displayed in Fellowship Office.

Complaints & Grievances procedure

The CSRF promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with service users and other relevant people when things go wrong. Our complaints procedure is published on the home page of our website, www.csrf.org.uk (and available on request)

If a staff member or volunteer is unhappy the CSRF's decision about the safeguarding concern, then they have the right to complain. Full details of the Grievance & Complaints Procedure are included in the CSRF's volunteering policy and procedures document which is available on request from Fellowship Office.

The CSRF is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation. The Trustee responsible for whistle blowing is National Honorary Vice Chair, **Michelle Wyer**.

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>. You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

Why is it important to take action?

It may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

Confidentiality and information sharing

The CSRF expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with the General Data Protection Regulation, the CSRF does not share information if not required.

It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm.

For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Recruitment and selection

The CSRF is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks for all volunteer befrienders reduce the risk of exposing adults with care and support needs to people unsuitable to work with them.

Training, awareness raising and supervision

The CSRF ensures that all staff and volunteers on their befriending schemes receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse.

Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required.

All staff and volunteers should be clear about the core values of the CSRF and its commitment to safeguarding adults.

Prevent

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media. If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see: <https://www.gov.uk/government/publications/prevent-duty-guidance>

Useful contacts

Denise Headley,
CSRF Deputy Chief Executive
Tel: 020 8469 9194 or email:
denise.headley@csrf.org.uk

ROYAL GREENWICH ADULT
SAFEGUARDING BOARD

Are you concerned about a vulnerable
adult in Greenwich?

If you are in any doubt, don't delay – call
020 8921 3888 or in an emergency dial
999

Useful links

Care act- <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Carer and support statutory guidance-

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf

Prevent- <https://www.gov.uk/government/publications/prevent-duty-guidance>

Appendix 1

What are the types of safeguarding adults' abuse?

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern Slavery
- Self-neglect

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

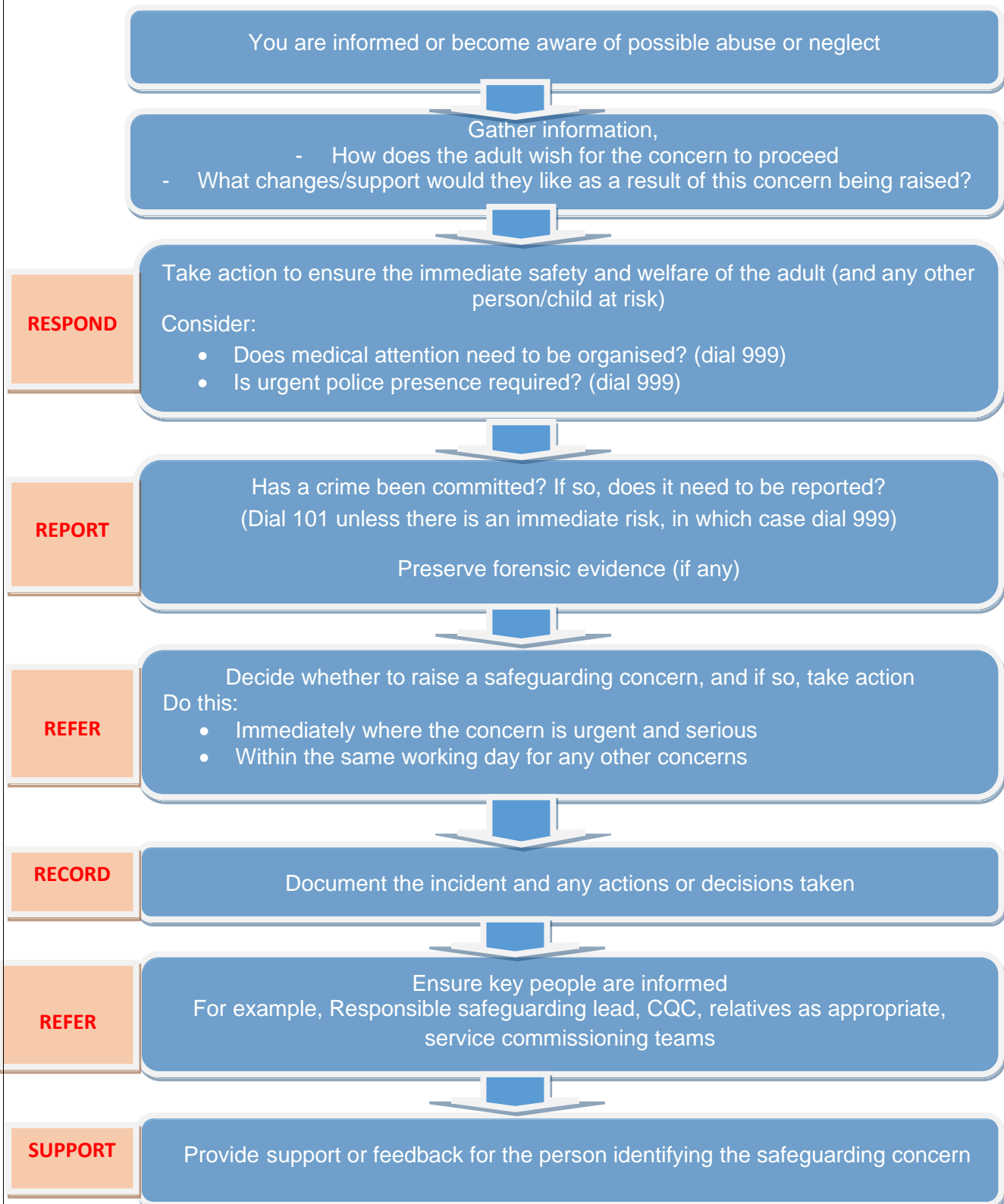
You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers

Appendix 2: Raising a safeguarding concern



What Happens next?

In the event of a Safeguarding concern being raised against a Befriender, Fellowship Office would contact the volunteer to advise them of the report and that while it was being investigated any calls or visits would be suspended.

Following the investigation, the volunteer would be invited to participate in an outcome meeting which depending on the level of seriousness may involve a member of the Board of Directors. The meeting would address the concerns and what actions (if any) needed to be taken.

The CSRF is committed to ensuring that all investigations are conducted fairly and transparently to ensure the correct outcome for all parties concerned.

The CSRF reserves the right to report serious safeguarding concerns to the appropriate external authorities.

Appendix 3: CSRF's Befriending Services DBS Checks flowchart

