

**Safeguarding Policy/Combined**

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# Statement

Compass (CCS) is committed to :

* Protect, where appropriate, the children of adults who use our services.
* Protect, where appropriate, vulnerable adults who use our services.
* Protect children, young people and vulnerable adults who may come into contact with Compass on our premises or at events.
* Taking a proactive approach to safeguarding

This policy statement, policies and procedures apply to anyone working on behalf of Compass, including senior managers, the board of trustees, paid staff, volunteers, sessional workers, agency staff and students on placement.

# Safeguarding Vulnerable Adults Policy and Procedures

CCS follows guidelines set out in the Merseyside Safeguarding Adults Board. Combined procedures are currently being drawn up for the new board. Meanwhile the [Liverpool Inter-Agency Safeguarding Policy and Procedure 2018](https://liverpool.gov.uk/media/8902/liverpool-inter-agency-safeguarding-adults-policy-and-procedure.pdf)  be used where there is a concern, allegation or disclosure of abuse in relation to any adult who is a Liverpool resident or in receipt of services in Liverpool.

CCS is committed to supporting the right of adults at risk to be protected from abuse and to making sure all staff and volunteers work together, in line with the Liverpool Inter-Agency Safeguarding Adults Policy, and act promptly when dealing with allegations or suspicions of abuse.

We recognise that safeguarding is the responsibility of everyone. We will work together to prevent and minimise abuse. If we have concerns that someone is being abused, then they will be our priority. If we know or suspect that a child or vulnerable adult is being abused, we will do something about it and ensure our work is properly recorded. We will work within the boundaries of the Inter-Agency Safeguarding Adults Procedures.

# Who might be a Vulnerable Adult / Adult at risk?

A vulnerable person/ person at risk may fall into any one of the following groups: older and frail people; people with a mental health need, a learning difficulty, a physical impairment, a sensory or cognitive impairment; people who are substance or alcohol dependent; or family carers providing assistance to another vulnerable adult. They may be unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

They may be particularly at risk of abuse due to their vulnerability. Abuse is a violation of an individual’s human and civil rights by any other persons(s) or group of people.

# How Might We Notice Abuse?

Concerns about or evidence of abuse can come to us through:

* + A direct disclosure by the vulnerable adult.
  + A complaint or expression of concern by a member of staff, a volunteer, another service user, a carer, a member of the public or relative.
  + An observation of the behaviour of the vulnerable adult by the volunteer, member of staff or carer.
  1. **Spotting Abuse**

Abuse may be single or repeated acts. It can be:

* + 1. **Physical:** for example, hitting, slapping, burning, pushing, restraining, giving the wrong medication, making someone purposely uncomfortable, for example, opening windows, removing blankets, forcibly feeding or withholding food. Female Genital Mutilation (FGM) is a form of child abuse and is a criminal offence in the UK.
    2. **Psychological and emotional:** for example, shouting, swearing, frightening, blaming, ignoring or humiliating a person, threats of harm or abandonment, intimidation, verbal abuse. Threats to take away something important to that person. Control of what someone wears, who they see, etc. constant criticism and undermining.
    3. **Financia**l: including the illegal or unauthorised use of a person’s property, money, benefits, or other valuables, pressure in connection with finance, loans etc.
    4. **Sexual:** such as forcing a person to take part in any sexual activity without his or her informed consent – this can occur in any relationship.
    5. **Discriminatory:** including racist or sexist remarks or comments based on a person’s disability, age or illness, and other forms of harassment, slurs or similar treatment. This also includes stopping someone involved in religious or cultural activity, stopping access to services or support networks;
    6. **Institutional**: the collective failure of an organisation to provide an appropriate and professional service to vulnerable people. This includes a failure to ensure the necessary safeguards are in place to protect vulnerable adults and maintain good standards of care in accordance with individual needs, including training of staff, supervision and management, record keeping and liaising with other providers of care.
    7. **Neglect and acts of omission**: including ignoring medical or physical care needs. These can be deliberate or unintentional, amounting to abuse by a carer or self-neglect by the vulnerable person: for example, a person is deprived of food, heat, clothing, comfort or essential medication, or failing to provide access to appropriate health or social care services. Some behaviour patterns such as hoarding can become safeguarding issues for the person involved and family neighbours.
    8. **Modern Slavery**: including human trafficking, forced labour, domestic servitude, sexual exploitation, such as escort work, prostitution and pornography; debt bondage.
  1. **Our Commitment** is to support vulnerable adults who are experiencing, or at risk from, abuse. CCS is committed to:
* Identifying the abuse of vulnerable adults where it is occurring.
* Responding effectively to any circumstances giving grounds for concern, or where formal complaints or expressions of anxiety are expressed.
* Ensuring the active participation of individuals, families, groups and communities wherever possible and appropriate.
* Raising awareness of the extent of abuse on vulnerable adults and its impact on them.
* Promoting and supporting work designed to reduce abuse and the fear of abuse as experienced by vulnerable adults.
* Regularly monitoring and evaluating how our policies, procedures, and practices for protecting vulnerable adults are working.
* Making sure our policies, procedures and practices stay up to date with good practice and the law in relation to safeguarding vulnerable adults.
* Ensuring our procedures is in line with the Liverpool Inter-Agency Safeguarding Policy and Procedures 2018.
* Prevention and Confidentiality. All staff and volunteers will have DBS checks and have two references provided before they will have direct contact with vulnerable adults or their carers.

All staff and volunteers will be requested to read CCS Safeguarding Policy and Procedure, Liverpool Inter–Agency Safeguarding Adults Safeguarding Policy and Procedures and safeguarding will be discussed initially as part of their induction and then ongoing via access to supervision, Counselling Service Managers and via reviews.

Working with vulnerable adults in a way that meets all the aspects of confidentiality in our different policies, but where abuse to a vulnerable person is alleged, suspected, reported or concerns are raised, the Safeguarding Adults Procedure must be followed. The confidentiality of the vulnerable person will be respected wherever possible, and their consent obtained to share information. The vulnerable person should be made aware that staff cannot ignore issues around abuse and that steps will be taken to deal with them in as sensitive a manner as possible. The welfare of the individual is paramount.



# Safeguarding Vulnerable Adults – what to do

Responsibilities when you have a safeguarding concern:

5. 1. **With the client**

* Assess the situation i.e., are emergency services required? If so liaise with the Counselling Service Manager or Safeguarding Lead urgently
* Ensure the safety and wellbeing of the individual is addressed and a practical plan put in place
* Establish what the individual’s views and wishes are about the safeguarding issue and procedure
* Maintain any evidence
* Follow CCS procedures for reporting incidents/risks before the client leaves
* Listen carefully and demonstrate understanding by acknowledging regret and concern that this has happened
* Inform the person that you are required to share the information, explaining what information will be shared and why.
* Make a written record of what the person has told you, using their words, what you have seen and your actions.
  1. **Report within CCS**
* The key to dealing with safeguarding is to pay attention to it even when it may only be a potential issue.
* Make the Community Services Manager aware of any potential issues, they will support counsellors, students on placements and other staff to monitor the situation and can provide resources such as referral, out of hours support numbers and guidance on speaking with a GP or other professional.
* Re-familiarise yourself with all the documentation
  + see BACP Good Practice in Action documents (Appendix A and B)
  + See CCS confidentiality policy (Appendix C)
  1. **Reporting externally**

In some situations, it may be necessary to inform an external body. This would normally be undertaken by CCS designated leads.

* + 1. **Nominated leads for safeguarding and child protection**:
       1. Helen Moore (Learning & Organisational Development Manager)
       2. Senior Lead / Trustee lead: Carol Toner (Chair of Trustees)
       3. Janette Carr (Chief Executive Officer)

The staff above may liaise with the Board on the following numbers.

**Merseyside Safeguarding Adults Board**

Knowsley:           0151 443 2600 <https://knowsleysafeguardingadultsboard.co.uk/contact/>

Liverpool:           0151 233 3800

<https://liverpoolsab.org/report-a-concern/>

Sefton:                 0345 140 0840

<https://www.seftonsab.org.uk/>

Wirral:                  0151 514 2222

<https://www.wirral.gov.uk/health-and-social-care/adult-social-care/support-adults/getting-support-adults>

* 1. **Child protection.**

Take any issues seriously and never assume someone else will deal with it. Consult on it with the Counselling Services Manager and the safeguarding lead at the earliest stage. In consultation with you they may seek further advice externally to help identify the next steps for the client and for CCS and formalise any actions that need to be taken.

**NSPCC Helpline:** 0808 800 5000

help@NSPCC.org.uk

**Merseyside safeguarding children’s board**

Knowsley:           0151 443 2600

<https://www.knowsley.gov.uk/residents/care/raise-concerns-about-a-child>

Liverpool:           0151 233 3700

<https://liverpool.gov.uk/children-and-families/childrens-social-care/getting-help/careline-child-services/>

Sefton:                 0345 140 0845

Wirral:                  0151 606 2008

# Appendices

* 1. Appendix A: BACP (2019) Good Practice in Action: Safeguarding Vulnerable Adults within the Counselling Professions in England and Wales. GPiA 030: Lutterworth, BACP
  2. Appendix B: BACP (2019) Good Practice in Action: Working with Suicidal Clients in the Counselling Professions. Updated April 2019. GPiA 042