

**Kew Neighbourhood Association (charity number 1034340)
Safeguarding Policy and Procedures.
1st edition, January 2020**

1. Kew Neighbourhood Association (KNA) and safeguarding

KNA has obligations under the law, for insurance purposes and to meet requirements of the Charity Commission. We have to demonstrate that we have written policies and procedures, including training opportunities, in several areas. One of the most important of these is **Safeguarding**. To address Safeguarding, KNA trustees and staff have developed this policy and procedures document and one supporting guidance papers for KNA volunteers. These documents constitute our policy and procedures on safeguarding and they have been informed by the core values of Responsibility, Accountability and Transparency.

All volunteers, staff and trustees commit to reading and understanding these documents. They are available on the KNA web site. More details about the responsibilities set out in Sections 42-44 of the 2014 Care Act can be found in the AgeUK Fact Sheet - Safeguarding Older People from Abuse and Neglect (referred to throughout this guidance as Age UK). This Fact Sheet is also on the KNA web site.

Staff and Trustees should confirm that they have read and understood this document either by post, or by email to mail@kna.org.uk

[Volunteers should confirm they have read and understood the relevant guidance document for their role.](#)

2. What is safeguarding?

Safeguarding is a legal requirement for all organisations working with people.

Safeguarding is aimed at people with care and support needs who may be in vulnerable circumstances and at risk of abuse or neglect

(Government Fact Sheet 7 on Care Act 2014). The word 'safeguarding' was first used in relation to children who were at risk of harm – violence, sexual abuse, neglect, emotional abuse – from adults responsible for their care – notably parents and residential carers. During the 1970s, scandals in some residential settings, including hospitals, for older people and adults with learning disabilities, led to greater concern about the safeguarding of 'vulnerable adults'. Since then, further scandals, particularly those arising from the Jimmy Savile case, have resulted in far greater awareness of the dangers and threats to both children and to some adults. Research into the 'abuse' of older people in their own home, as well as in care settings, has shown that a small minority experience abuse of different kinds, including financial exploitation. The UK government has responded by passing a number of laws both to try to prevent and then, if prevention fails, to address these issues. Further details on pages 4-5 of Age UK.

3. What do we mean by abuse and neglect?

The abuse, or mistreatment, of adults, can occur in many different ways. While sexual and physical abuse invariably make the headlines, the more common forms of abuse for adults are emotional/psychological abuse (bullying, shouting, harassing, ignoring, coercing), neglect (failing to address basic needs of care) and financial exploitation (where someone takes advantage of another person to steal their money or belongings). Self-neglect (where someone fails seriously to look

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after themselves) is also included in the legislation. Further details in Age UK (pages 6-7).

4. What is our Responsibility?

Our responsibility is to make sure:

1. as far as we possibly can, that our staff, trustees and volunteers are reliable and trustworthy;
2. that our staff, trustees and volunteers understand about safeguarding, and the necessity of being aware that abuse can and does happen, and of reporting any concerns;
3. that a member of staff is our Nominated Safeguarding Person (NSP) and one of our trustees is our Nominated Safeguarding Trustee (NST).
4. That we establish (and understand fully) the procedures for following up any concerns (see section 7, initial response and section 8, notifying the local authority);
5. that we have, and, without fail, use careful and thorough methods of recording
6. that safeguarding is a routine agenda item at our quarterly trustee meetings even if there is nothing to report;
7. that trustees and staff review all our safeguarding documents annually and revise them if necessary.

5. Recruitment of staff, trustees and volunteers (for further details, see relevant policies)

All potential staff, trustees and volunteers are interviewed, this includes a question on any past convictions, cautions, reprimands and final warnings as well as any pending cases. Applicants will be asked if they have ever had any complaints of abuse against them. In addition all are required to have two references and a Disclosure and Barring Check (DBS) (Age UK, page 24) before appointment. All are required to have a new DBS check after five years.

6. Understanding safeguarding

1. All staff are required to do appropriate safeguarding training;
2. all trustees are responsible for being appropriately informed, through reading or training, or both, about safeguarding and our duties of responsibility, accountability and transparency;
3. all volunteers are appropriately informed about safeguarding, and understand their responsibilities to be aware and to share any concerns with our NSP and /or NST.
4. our users understand that they should share any concerns about their safety, or anyone else's safety, with our NSP.

7. Initial response in the event of a concern being expressed about a KNA user

In the event of any concern being reported about one of our service users, the nominated safeguarding person (NSP) (Abi Palmer) will undertake the following procedures within 48 hours of the report being received, unless there is reason to suppose this is a criminal matter and must be reported to the police. (We will follow the same procedure if a service user or fellow volunteer raises concerns about a volunteer). The NSP will:

1. Arrange to make contact with the person expressing the concern;
2. Assure the person that they have done the right thing in sharing this concern;
3. Listen very carefully to what is being said;
4. Complete our record form, making sure there are answers to the following questions:
 - a. What is the day and time you are making the report?
 - b. Who is reporting the concern? (e.g. Humphrey Jones, volunteer driver)

- c. Who is the concern about? (e.g. Susan Smith, aged 85)
 - d. Who may be abusing, or mistreating, the person concerned? (e.g. her husband)
 - e. What actually is the concern? (e.g. her son is taking money from her purse).
 - f. Is it a concern in the person's own home? (e.g. in person's own home)
 - g. Is this a 'one-off' event, or on-going? (e.g. heard horrible shouting and bullying when calling at the house last Tuesday 20 July)
 - h. What has made the person share their concern with you? (they were worried)
 - i. How serious does it seem to you from what they have said, and how they have said it? (from very serious indeed to probably not very serious)
 - j. Do they have anything further they want to say?
5. stay calm and concentrate on getting the 'facts' without probing for details, and empathise without jumping to conclusions;
 6. assure the person reporting the concern that they remain anonymous, unless and until the matter has to be reported to the local authority or to the police;
 7. check against our records whether any previous concerns have been raised about this service user;
 8. inform the safeguarding trustee (Claudine McCreadie) and talk over confidentially whether to consult the local authority.

8. Notifying the local authority

The law and guidance are clear that the role of KNA is to share their concern with the local authority, **not** to investigate. If there is any on-going concern, our duty, in law, is to contact the Richmond Council Adult Access Team (contact details at the end of this document) and then to co-operate fully with them. The NSP (Abi Palmer) will be responsible for making that contact.

"Once you notify the local authority of your concerns, it has a duty to respond appropriately. It might initiate a safeguarding enquiry, provide social care services, or just provide information and advice to help resolve the issue. They can require partner organisations to take action or provide further information". (Age UK, page 10)

The NSP will record details of all telephone calls, emails and conversations should be recorded with dates. All records should be marked Confidential and kept securely, whether the record is on paper or digital.

9. The role of the local authority. (Age UK page 14)

The Age UK Fact Sheet contains full details of the local authority's duties. There are three specific ones which cover both any enquiry (Age UK, pages 10-14) and the actual safeguarding process:

"1) A local authority has a duty to 'make enquiries' where there is 'reasonable cause' to suspect an adult with care and support needs is being abused or neglected or is at risk of being abused or neglected and as a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it ((Care Act 2014, section 42);

In the (we hope, very unlikely) event of such an enquiry, KNA will co-operate fully with the local authority, and will consult with them on any on-going role of KNA with the person who is the subject of the enquiry. Throughout, we will keep detailed records as noted above (section 9).

"2) Each local authority must set up a '**Safeguarding Adults Board**' which is a multi-agency body to help and protect adults in its area (Care Act 2014, section 43);

"3) Safeguarding Adult Boards have a duty to arrange for '**case reviews**' where there has been a serious safeguarding incident (Care Act 2014, section 44). The Fact Sheet explains in detail (pages 11-24) how these duties are to be carried out in practice.

10. Key contact details and Age UK reference

Nominated Safeguarding Person (NSP): **Abi Palmer, KNA Co-ordinator**
mail@kna.org.uk **07951 293 319**

Nominated Safeguarding Trustee (NST): **Claudine McCreadie, 020 8241 7627**

Richmond Council Adult Access Team 020 8891 7971 (Emergency Outside Office Hours 0208 744 2442)

Age UK Factsheet (January 2019), Safeguarding older people from abuse and neglect. https://www.ageuk.org.uk/globalassets/age-uk/documents/factsheets/fs78_safeguarding_older_people_from_abuse_fcs.pdf

All our safeguarding documents are on the KNA web site as well as the Age UK Fact Sheet on Safeguarding older people from abuse and neglect. Abi and Claudine are very happy to answer any questions that you may have. Please do not hesitate to contact us.

Please confirm that you have read and understood this document either by post, or by email to mail@kna.org.uk

KNA trustees, January 2020.