



HULL UNIVERSITY UNION GROUP SAFEGUARDING ADULTS AT RISK POLICY AND PROCEDURES

Statement of intent

Hull University Union Group is committed to safeguarding adults at risk that participate in any Students' Union activities and to providing an environment and practice that is safe and protects individuals from harm. Hull University Union Group recognises that anyone working with adults at risk has a duty to ensure their safety and protection.

This document is a reference for staff, Presidents, trustees, representatives, and volunteers who may encounter vulnerable groups because of activities organised by the Students' Union. It is a framework of procedures and guidelines enabling prompt and appropriate action in responding to suspicions or allegations of abuse, working collaboratively with the University of Hull Wellbeing team and Safeguarding officer and other agencies as appropriate. The policy aims to protect adults at risk, as well as staff, volunteers and students.

This policy is based on:

- The Care Act 2014 and the Care and Support statutory guidance
- Hull Safeguarding Board's Local Operating Guidance 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>
- University of Hull's Safeguarding Policy and internal operating procedures.

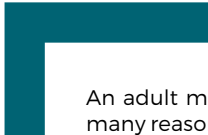
This policy is available on the Hull University Union website, Hull University Union group will not tolerate the abuse of adults in the organisation, and staff and volunteers should be made aware of how this policy can be accessed.

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 adults should be able to live free from fear and harm. However, 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 usually able to protect themselves from harm but may be unable to do so because of an accident, disability, frailty, addiction or illness. Hull University Union group adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- **Empowerment**

People being supported and encouraged to make their own decisions and give informed consent.

- **Prevention**

It is better to take action before harm occurs.

- **Proportionality**

The least intrusive response appropriate to the risk presented.

- **Protection**

Support and representation for those in greatest need.

- **Partnership**

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

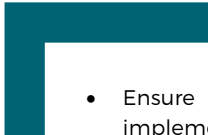
- **Accountability**

Accountability and transparency in safeguarding practice.

Implementation

In implementing this Adult Safeguarding policy Hull University Union group will:

- Ensure that all staff and volunteers understand their roles and responsibilities in respect of safeguarding to protect adults from harm, abuse and exploitation and to achieve desired outcomes;
- Promote and prioritise the safety and wellbeing of adults at risk and, when the adult has capacity to make their own decisions, aim for any action to be taken in line with their wishes as far as appropriate;
- Ensure that all staff and volunteers are aware of Hull Safeguarding Board's Local Operating Guidance and are confident in how to work within these guidelines
- Ensure that all staff and volunteers are aware of the Hull University Safeguarding policies, the role of the Wellbeing team and who the University of Hull Safeguarding Officer is.
- Ensure that all staff and volunteers understand their duty to report concerns that arise about an adult, or a worker's conduct towards an adult, to the organisation's Named Person for adult safeguarding and that support is provided to the individual/s who raise or disclose the concern;
- Ensure that the Named Person understands their responsibility to refer any adult safeguarding concerns to the Multi Agency Safeguarding Hub (MASH).

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- Ensure that any procedures relating to the conduct of workers are implemented in a consistent and equitable manner;
 - Provide appropriate learning opportunities for all workers to develop their skills and knowledge, to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to adults
 - Ensure that the views and consent of the adult or representative should be sought at the start of the process and will have access to the organisation's Complaints Procedure;
 - Endeavour to keep up-to-date with national developments relating to the welfare and protection of adults

Recruitment and Selection process:

HUU has a safer recruiting approach to recruitment and selection set out within its Safer recruiting policy. DBS checks are a requirement for any role, which has regular contact with vulnerable groups.

What is Making Safeguarding Personal (MSP)?

Making Safeguarding Personal

Making safeguarding personal means it should be person-led and outcome-focused. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

We recognise that adults may make decisions that might be perceived as risky or unwise.

Adults must be assumed to have capacity to make their own decisions and be given all practicable help before anyone treats them as not being able to make their own decisions. Where an adult is found to lack capacity to make a decision then any action taken, or any decision made for/or on their behalf, must be made in their best interests.

We need to understand and always work in line with the Mental Capacity Act 2005 (MCA), and seek support and guidance when we have concerns regarding an adult's capacity.

Who do adult safeguarding duties apply to?

The Care Act 2014 sets out that 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.

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What are the types of safeguarding adult abuse?

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

- Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions;
- Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence;
- Domestic abuse - including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence; Female Genital Mutilation; forced marriage. Incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality. Age range extended down to 16;
- Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting;
- Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks;
- Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;
- Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment; (Modern Slavery Act 2015)
- Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion;
- Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one off incidents to on going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation;
- Neglect and acts of omission – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and

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support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating; and/or

Self-neglect – this covers a wide range of behaviour – neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

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



Hull University Union group procedure on reporting suspected abuse on vulnerable adults

All staff have a duty to recognise abusive situations and should report concerns to their Designated Safeguarding Adult's Leads (DSLAs)

The Designated Safeguarding Adult's Leads for Hull University Union group is
Chloe Birr-Pixton Student Opportunities Manager Chloe.birr-pixton@hull.ac.uk
Angie Drinkall Community Volunteering Coordinator A.drinkall@hull.ac.uk
Fran Lane Entertainments Manager F.lane@hull.ac.uk
Jane Stafford CEO jane.stafford@hull.ac.uk

General telephone: 01482 445361

All staff and volunteers should contact the above for any concerns/queries they have with regard to safeguarding adults. A log of the concern must be kept and stored as outlined in the GDPR Data Protection policy.

The above will be responsible to make decisions about notifying Multi Agency Safeguarding Hub (MASH) if required and consider alternative actions, where necessary.

The above 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 and will ensure they are up to date with their safeguarding adults training.

Staff and volunteers at Hull University Union group 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

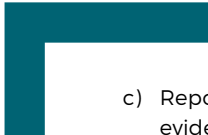
Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's Designated Safeguarding Adults Lead (see above)

3. Record

Where anyone has cause for a safeguarding concern they should make confidential notes as soon as possible, and at least within 24 hours. The report should:

- a) Report factual evidence accurately,
- b) Use the persons own words and phrases,

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- c) Report all feelings and suspicions, but clearly separated from the factual evidence;
 - d) Describe the circumstance in which the disclosure came about;
 - e) Note down the setting and anyone else who was there at the time;
 - f) Note whether there are noticeable cuts, bruises or other marks on the skin of the person involved;
 - g) Ensure all reports are kept in accordance with the GDPR Data Protection Policy; all previous notes should then be destroyed.

As far as possible, records should be written contemporaneously, dated and signed. Keep records about safeguarding concerns confidential. Access should not be given to any unauthorised persons/personnel for accessing confidential information including the sharing of passwords.

4. Refer

In making a decision whether or not to refer, the Designated Safeguarding Adults Lead should take into account:

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

Please note: Even if an adult has capacity, but are a risk to themselves or others, HUU staff would be expected to breach confidentiality and inform relevant parties.

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

- the police if a crime has been committed and/or;
- MASH;
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission;
- service commissioning teams;
- family/relatives as appropriate (seek advice from adult social services)

The Designated Safeguarding Adult 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.

Why is it important to take action?

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

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Managing Allegations made against a member of staff or volunteer

An allegation may relate to staff or volunteer who has:

- behaved in a way that has or may have harmed an adult;
- Possibly committed a criminal offence against or related to an adult; or
- behaved towards an adult in a way that indicates they may pose a risk of harm to adults.

Please see HUU whistle-blowing policy, which can be found in the Employee handbook.

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Hull University Union group will ensure that any allegations made against any worker(s) will be dealt with swiftly and in accordance with these procedures:

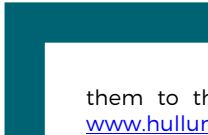
- The worker must ensure that that the adult at risk is safe and away from the person against whom the allegation is made.
- The Designated Safeguarding Adults Lead (DSAL) should be informed immediately. In the case of an allegation involving one of the DSAL, alternative arrangements should be sought to ensure that the matter is dealt with by an independent person (ordinarily, the Chair of the Board of Trustees).
- The Designated Safeguarding Adult's Lead should contact the Local Authority's designated officer or team of officers for the management and oversight of allegations for advice on how to proceed with the immediate situation. Outside of working hours, the Emergency Duty Team can give advice and/or in the event of an emergency situation arising, the Police should be contacted.
- The individual who first received/witnessed the concern should make a full written record of what was seen, heard and/or told immediately or at maximum three working days after observing the incident/receiving the report. It is important that the report is an accurate description. The Designated Safeguarding Adults Lead (if appropriate) can support the worker during this process but must not complete the report for the worker. This report must be made available on request from the referred Reporting Body and Local Authority.

Regardless of whether a Safeguarding Adults investigation follows, HUU will ensure that an internal investigation takes place and consideration is given to the operation of disciplinary procedures. This may involve an immediate suspension and/or ultimate dismissal dependant on the nature of the incident. No member facing work will be undertaken by a staff member if they are under investigation.

Complaints procedure

Hull University Union group promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with the adult concerned and other relevant people when things go wrong.

If a staff member, volunteer or any other member of the organisation is unhappy with Hull University Union group's decision about the safeguarding concern, refer



them to the organisations Complaints Policy available on the HUU website www.hulluniunion.com.

Hull University Union group 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 Mental Capacity Act 2005 is to be used when decisions are made 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.

Confidentiality and information sharing

Hull University Union group expects all staff, volunteers and trustees to maintain confidentiality at all times. In line with GDPR/Data Protection law, Hull University Union group 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>

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.

Channel is a programme that offers support to those vulnerable to being drawn in to terrorism and we can refer anyone we are concerned about to <https://www.itai.info/what-is-channel/>

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

For more information and to access the Alerter form <https://safeguardingadultshull.com/contact>