

Safeguarding Policy and Procedures for The Pink Place

1. Policy Statement

Safeguarding is everyone's responsibility: Safeguarding vulnerable adults is a part of the wider role of safeguarding and promoting welfare. This refers to the activity which is undertaken to protect specific vulnerable adults who are suffering or are at risk of suffering significant harm.

As adults and/or professionals or volunteers, everyone has a responsibility to safeguard vulnerable adults and promote their welfare. Safeguarding and promoting the welfare of vulnerable adults – and in particular protecting them from significant harm - depends upon appropriate action being taken and effective joint working between individuals, professionals and agencies that have different roles and expertise.

Some of the most vulnerable adults and those at greatest risk of social exclusion, will need co-ordinated help from health, education, social care, and quite possibly the voluntary sector and other agencies, including justice services.

For those vulnerable adults who are suffering, or at risk of suffering significant harm, joint working is essential, to safeguard and promote their welfare and – where necessary – to help bring to justice the perpetrators of crimes against them.

All individuals, professionals and agencies should:

- be alert to potential indicators of abuse or neglect;
- be alert to the risks which individual abusers, or potential abusers, may pose to vulnerable adults;
- on recognising a risk take action to alert the safeguarding lead and/or other responsible individuals;
- share and help to analyse information so that an assessment can be made of the individual's needs and circumstances;
- contribute to whatever actions are needed to safeguard and promote the individual's welfare;
- take part in regularly reviewing the outcomes for the individual against specific plans; and
- work co-operatively with other carers unless this is inconsistent with ensuring the individual's safety.

As one of its activities The Pink Place charity seeks to serve the needs of adults who have experienced cancer, providing complementary therapies and opportunities to socialise in a safe group. In doing so the charity takes seriously the

welfare of any adult who are or may be vulnerable who, come onto Pink Place premises or who are involved in its activities.

The charity aims to ensure that they are welcomed into a safe, caring environment with a happy and friendly atmosphere. The charity recognises that it is the responsibility of each one of its staff and volunteers to prevent the neglect, physical, sexual or emotional abuse of vulnerable adults and to report any abuse discovered or suspected.

The charity recognises its responsibility to implement, maintain and regularly review procedures, which are designed to prevent and to be alert to such abuse. The charity is committed to supporting, resourcing and training those who work with vulnerable adults.

2. Purpose of the policy

The Pink Place is committed to safeguarding practices that help ensure the safety of adults at risk whilst taking part in Pink Place activities and in the wider community. This policy helps everyone involved in our organisation to:

- be aware of our legal and ethical responsibilities
- understand safeguarding risks that may relate to The Pink Place activities
- be aware of The Pink Place Code of Conduct, see Section 3 below
- know what to do if they have a concern about the wellbeing or welfare of any adult at risk that comes into contact with our organisation.

This safeguarding policy, and associated procedures, applies to all individuals involved in The Pink Place, including: trustees, members, volunteers, and staff. The policy applies to all concerns about the protection of adults at risk while taking part in Pink Place services and activities run in the wider community.

3. Code of conduct

When working with adults who are or may be vulnerable we are acting in a position of trust. We recognise that keeping The Pink Place safe is everyone's responsibility, and we expect our members, volunteers, staff and trustees to behave according to the following values:

- All adults at risk have an equal right to protection from abuse and to be kept safe from harm regardless of their age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
- We recognise some adults are additionally vulnerable because of the impact of

- previous experiences, their level of dependency, communication needs or other issues.
- We listen to and respect everyone in the organisation.
- We use language that is appropriate for age and ability, and not offensive or discriminatory.
- We encourage a culture of honesty, where everyone feels comfortable to point out attitudes or behaviours they do not like.
- We know it isn't always easy to be vocal about concerns – for ourselves or for other people.
- All allegations and suspicions of neglect and abuse will be taken seriously and responded to swiftly and appropriately.

This means when working with adults at risk, we will never:

- Promise to keep secrets – safeguarding relies on sharing concerns appropriately with other individuals, professionals and agencies.
- Allow suspicions or allegations of abuse or neglect to go unreported
- Act in a way that is threatening, abusive or bullying
- Jump to conclusions about others without checking facts
- Enter into a sexual or intimate relationship with an adult at risk

4. Legislation

The Pink Place recognises that the local authority has the main legal duty to safeguard adults at risk, and we are committed to working with them and Hants Safeguarding Adults Board. This policy, and the practices within it, are based on the relevant legislation and government guidance, including:

- The Care Act 2014; and
- The Mental Capacity Act 2005 (which protects people's right to make their own decisions in any situation where they are able to do so).

We base our practices on the principles laid out in the Care Act 2014 i.e.

Empowerment – People being supported and encouraged to make their own decisions and 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 delivering safeguarding.

5. Definitions

According to the Care Act 2014 (applicable in England):

An **adult at risk** is an individual aged 18 years and over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) AND;
- is experiencing, or at risk of, abuse or neglect, AND;
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

Abuse is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance. Often the perpetrator of abuse is known to the adult and may be in a position of trust and power.

The types of abuse we need to be aware of are:

Physical

Sexual

Emotional/Psychological/Mental

Neglect and acts of omission

Financial or material abuse

Discriminatory

Organisational / institutional

Self-neglect

Domestic abuse (including coercive control)

Modern slavery

6. Recognising safeguarding concerns

There are many signs and indicators that may suggest someone is experiencing abuse or neglect. There may be other explanations too, but The Pink Place staff and volunteers will be alert to the risk and will not ignore any of these signs if they are apparent. The Pink Place staff and volunteers will act to inform or consult with responsible individuals, professionals or agencies, see Section 7 below.

An adult may confide (disclose) to a trustee, volunteer, or staff member of The Pink Place that they are experiencing abuse, inside or outside the activities of the group. Or someone else may notice signs in a particular individual. The signs we will look out for include:

- Unexplained bruises or injuries
- Belongings or money going missing from the person
- The person no longer attending or enjoying Pink Place activities, or responding to contact from other members of the group
- A change in confidence or behaviour of a person e.g. if they are withdrawn and quiet around a particular person or people, when usually they are more outgoing and confident.
- A change in appearance of the person e.g., deterioration in personal hygiene or way of dressing.
- Someone else (e.g. a parent, carer, family member or friend) always speaking for the person and not allowing them to make their own choices
- The person showing fear of, or not wanting to be around, a particular individual or group of people.

7. Responding to concerns

The Pink Place has a designated safeguarding lead whose contact details are in section 12.

The Pink Place recognises that it can be difficult for many reasons to speak up if you think someone is being abused or neglected. However, we expect our volunteers, trustees, and staff to take action in response to any concerns. The Pink Place safeguarding lead will support the person raising the concerns, as well as the person who is or may be being abused.

If any individual in The Pink Place notices any signs of abuse or neglect in another person, they should bring these concerns to the safeguarding lead, and if they are not available another responsible individual.

If someone discloses to anyone else in The Pink Place that they are being abused, the response and action taken should be as follows:

- Always make sure the person speaking up knows they are being listened to and supported
- Don't promise to keep information confidential between you and them
- Tell the designated safeguarding lead about the concerns (unless the safeguarding lead is implicated in causing the harm or perpetrating the abuse. In this situation, information should be shared with a trustee (and they will be responsible for taking further action instead of the safeguarding lead)
- Ask for the person's consent to share the information. If they refuse and you are still worried that they or someone else is at immediate risk of harm, you

cannot wait for this consent. You must share this information with the safeguarding lead.

- Write a clear statement of what you have been told, seen, or heard

The **designated safeguarding lead (DSL)** is responsible for taking further action once concerns have been raised with them. Throughout the process, the safeguarding lead will record all the information they are given, the actions they take, and why. The procedures they will follow are:

7.1 Initial assessment

As soon as information is shared with the safeguarding lead, they will make an initial assessment of the concern. They will, if possible, talk to the vulnerable person reporting the concern, the staff member reporting what the vulnerable person said, and gather as much information as possible from them.

Key questions to ask:

- What type of concern has been reported? Different actions are required depending on what type of concern it is (see below)
- What action has already been taken?
- Is anyone else in the organisation affected by this situation (e.g. other volunteers, guests or staff)? Are there any attitudes or emotions that you may have to be aware of?
- How might this concern affect what the organisation delivers in the short term?
- Who else might need to be informed?
- What other actions now need to be taken?

7.2 Immediate actions depending on what type of concern has been raised

Emergency incidents: this is when there's a life-threatening situation where there's imminent danger and harm to an adult, young person or child.

- Immediately contact the emergency services, if they haven't been called already. When telephoning 999 ask for "Police". Prepare, in writing, what you will say to the police, note: person at risk, vulnerability, immediate danger and concerns.
- Make sure, where possible, the current situation is safe.
- Establish how others are coping – do they need any immediate support?
- Inform The Pink Place trustees about the situation.

Protection concerns: This is when an adult who you believe is unable to protect themselves is at current risk of, or has experienced, abuse or harm.

- If the person is in immediate danger, telephone 999 and ask for "Police".

- If they're not in immediate danger you must contact the local authority safeguarding team within 24 hours and make a referral (contact details are in section 10).
- Be guided by the safeguarding team or police on any further actions required of you.

Allegations concerning staff or volunteers: this is when someone has alleged that staff or volunteers from The Pink Place may be intending to harm, have harmed or abused an adult at risk.

- Contact the local authority safeguarding team as soon as possible within 24 hours.
- Be guided by them on any further actions required of you.

Welfare concerns: This is when no one has been harmed in any way, but a person reports they may be harmed or shows signs of being in need. It's when you have concerns for their health, wellbeing or safety if they don't get help.

- Within 7 days you, or another responsible individual in The Pink Place should speak with the person. When it is appropriate you should also speak with their family or carer. You must explain your concerns and make sure they have the support they need.
- Depending on the conversation, the safeguarding lead may then also help the person or their family access services or give them the information they need to do this themselves.

Concerns about other organisations: This is a situation where the safeguarding concern is about another organisation, their staff, volunteers or the people they work with.

- As soon as possible within 24 hours contact the designated safeguarding lead of the organisation in question and pass on your concerns, if this has not already happened.
- In some circumstances you may decide to follow up with the organisation to confirm they have acted on the issue.
- If at any point you think the organisation has not acted and someone is at risk, you should contact the local safeguarding team yourself.

Responding to historic or non-recent concerns: You may become aware or be told about a concern from an adult relating to an incident which took place in the past, including when they were a child. Historical allegations of abuse should be taken as seriously as contemporary allegations.

- Remember that it's never too late to report abuse. An individual can make a formal complaint to the police about non-recent abuse, ideally in the geographic area in which the abuse is reported to have taken place.
- Ask about the abuse, and whether, at the time it happened, it was reported to the authorities and action was taken. If no action was taken at the time ask

about the reason for talking about the abuse now. Is it because the person wants to take action now? Or because the person providing the information now is doing so to help those helping them to understand their personal situation and feelings. If the person wants to take action now, check if they are giving you consent to act on the information, or looking to take action themselves with your help.

- Consider what consent the person has given for information to be shared. How, when and to whom they share this information should usually be with their consent.
- Where appropriate provide information to the person who experienced the abuse to about relevant support groups that can help them.

Supporting those who share a concern with you: Your primary concern should be the best interests of the person who is at risk of harm. However, the individual sharing this concern with you may also be distressed by the situation, even if they are reporting on behalf of someone else. Everyone can respond to worries about another differently. If someone has previously experienced trauma they can find it especially upsetting.

- Thank them for bringing this concern to your attention and that they have fulfilled their key responsibility
- Explain that you will now take responsibility for leading the response to this concern, informing colleagues and professionals, and any contact with statutory agencies
- Highlight that there may be limited updates that you have or can give them on the situation; that does not mean that it was not important for them to share their concern
- Remind them of the importance of confidentiality and not sharing this information further
- Ensure they have your contact details in case they think of anything else they have not yet shared that they think may be relevant
- Discuss with them what additional support they may require. Consider contacting them later to check in on how they are doing

8. Keeping records

The Pink Place recognises that it is vital to record and store details about any safeguarding concerns that arise. Information will be recorded, even if the concerns have not, or not yet, been shared with the police or the local authority safeguarding team. These records are extremely sensitive and will be kept in a locked cabinet or drawer (if hard copy) and/or password protected and stored on a computer with protection against hackers and viruses (if electronic).

It is the responsibility of the designated safeguarding lead to ensure that the following information is recorded about every safeguarding concern:

- The date and time of the incident/disclosure/concern
- The date and time of the report
- The name and role of the person to whom the concern was originally reported and their contact details
- The name and role of the person making the report (if this is different to the above) and their contact details
- The names of all parties who were involved in the incident, including any witnesses
- The name and any other relevant information about the adult who is the subject of the concern (including information about their care and support needs)
- What was said or done and by whom to cause concern
- What action was taken to respond to the concern – including what information was passed to the police.
- Any further action taken (such as a referral being made)
- The reasons why the organisation decided not to refer those concerns to a statutory agency (if relevant)

Each incident report record will be signed and dated by the person making the report.

9. Confidentiality, consent and information sharing

Timely information sharing is key to keeping people safe and responding appropriately to concerns about their welfare. In general, The Pink Place expects all trustees, volunteers and staff to maintain confidentiality and act in accordance with the UK General Data Protection Regulations (GDPR).

The Pink Place will share information within the charity (e.g. with other volunteers) in situations where this is necessary in order to deal effectively with safeguarding concerns or to provide continuity of support. We will share information with other responsible individuals, professionals or agencies in order to keep a person safe.

Whenever confidential information is shared, we will follow the principles below. We will:

- Have a clear and legitimate purpose for disclosure
- Keep clear records of why we chose to share the information
- Ensure we are not putting the person at risk by sharing information
- Be as factual as possible
- Seek consent. If the adult refuses consent, we may share information **only** if:
 - We think they are at serious risk of harm or abuse, including harming themselves;
 - Information indicates that a serious crime has been or is going to be committed;
 - We think the person lacks the mental capacity to decide for themselves and we believe it would be in the individual's best interests;

- There was evidence or information about a legal requirement e.g. if we suspect FGM, forced marriage, or a possible terrorist threat

10. Recruiting and training volunteers

The Pink Place volunteers that work with adults at risk will be given an induction which covers the safeguarding policy and procedures. They will be trained in: our code of conduct; definitions of abuse and harm; recognising signs of abuse; and how to respond to concerns, confidentiality and disclosures. All volunteers will ~~know~~ be informed about who is the designated safeguarding lead, and that they should go to them with any concerns.

The designated safeguarding lead will be offered further training to ensure they are clear about their role, and what action to take in response to different concerns.

We will apply for Disclosure and Barring Service (DBS) checks for all staff and volunteers for whom we are legally required to do so.

11. Reviewing policy and procedures

This policy and its procedures will be reviewed every 2 years. They were last reviewed and updated on 19 Sept 2024.

12. Key contacts

The Pink Place's Designated Safeguarding Lead

Name: *Kay Alsop, Operations Manager*

Contact details: kay@thepinkplace.org.uk 07899 970841

The Pink Place Trustees : pinkplacetrustee@gmail.com

In an emergency call 999 or 101 (if there is a risk to life)

Adult Services : professional line 0132 922 5379. General concerns:0300

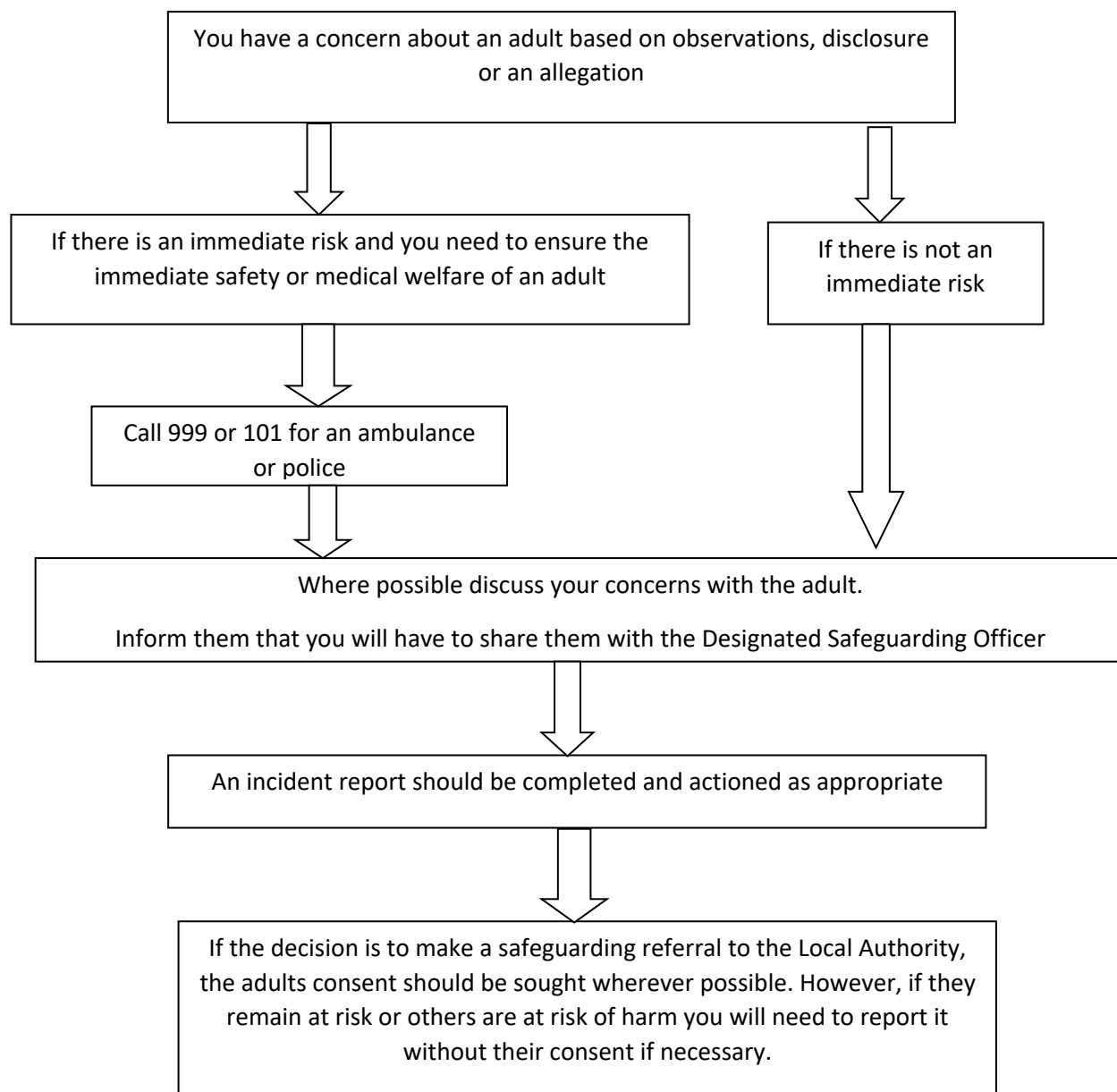
555 1384 (evenings and weekends : 0300 555 1373)

csprofessional@hants.gov.uk

Disclosure and Barring Service : 0870 909 081

Safeguarding Flow Chart

What to do if you have a concern about an adult?



Remember

It is not your duty to investigate concerns about an adult but do not ignore them – talk to the adult if possible and get in touch with the Pink Place Designated Safeguarding lead or the local authority for advice.

Incident Reporting Form

Recorder's Name:	
Address:	
Post Code:	Tel. No:

Name of Identified Adult:	
Address:	
Post Code:	Tel.No:

Name of person reporting concern:	
Address:	
Post Code:	Tel. No:

Details of allegations: (include: date: time; location; and nature of the incident)
Additional information: (include witnesses; corroborative statements etc)
Have you discussed your concerns with the adults? What are their views?

Action Taken:

Date

Time

Signature of Recorder:

Signature of person reporting concern:

Data Protection:

Strict confidentiality will be maintained and information will only be shared on a need to know basis in the interests of safeguarding. The Pink Place will share information within the charity (e.g. with other volunteers) in situations where this is necessary in order to deal effectively with safeguarding concerns or to provide continuity of support. We will share information with other responsible individuals, professionals or agencies in order to keep a person safe.