

FRIENDS OF HADDENHAM LIBRARY

7 Station Rd, Haddenham, Cambridgeshire CB6 3XD

Adults Safeguarding Policy

Aims

Haddenham Library is a volunteer-run, Community Library service. A team of approximately 20 adult volunteers runs the library, working in small teams to cover 5 opening periods (total 11 hours) throughout the week. The library users include parents and children, young people and adults.

Haddenham Library will not tolerate any form of abuse of adults, and is committed to safeguarding from harm any adults with care and support needs.

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

Haddenham Library will ensure that decisions made will allow adults to make their own choices, and, where relevant, include them in any decision-making. Haddenham Library will also ensure that safe and effective working practices are in place.

This policy is intended to support volunteers working within Haddenham Library to understand their role and responsibilities in safeguarding adults. All volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of Haddenham Library 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.

Haddenham Library will follow practice laid out in Section 42 – 46 of the Care Act 2014. This will be achieved by following the guidance and procedures found at:

- Cambridgeshire & Peterborough Safeguarding Partnership Board County Councils Safeguarding Policy and Procedure.
<https://safeguardingcambspeterborough.org.uk/adults-board/>
- Cambridgeshire County Council's Policy guidance for voluntary and community organisations

<https://www.cambridgeshire.gov.uk/residents/adults/keeping-safe/adult-safeguarding-and-mental-capacity/adult-safeguarding>

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 Haddenham Library, 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. 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 usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

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

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

Haddenham Library will not tolerate the abuse of adults, and volunteers should ensure that their work reflects the principles above and ensure an adult with care and support needs is involved in their decisions, and that informed consent is obtained. Haddenham Library 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. Haddenham Library 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.

Haddenham Library 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 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.

Who do I go to if I am concerned?

The named responsible person for safeguarding duties for Haddenham Library is Robin Gildersleeve. Mobile number: 07773328337. Email: robingildersleeve@hotmail.co.uk

All volunteers should contact Robin Gildersleeve for any concerns/queries they have in regards to safeguarding adults. A log of the concern must be kept.

Robin Gildersleeve will be responsible for making decisions about notifying adult social services if required and consider alternative actions, where necessary.

Robin Gildersleeve will also ensure that the safeguarding adults policies and procedures are in place and up to date, to ensure a safe environment is promoted for volunteers and adults accessing the library service. Robin Gildersleeve will ensure they are up to date with their safeguarding adults training.

What should I do if I am concerned?

Volunteers at Haddenham Library 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
- Any potential safeguarding concerns to Robin Gildersleeve.
3. Record
- Use the Library Safeguarding Incident Log, which is stored securely in the library.
 - 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 deciding 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:

- the police if a crime has been committed and/or
- Cambridgeshire & Peterborough Safeguarding Partnership Board for possible safeguarding enquiry
- relevant regulatory bodies such as the Care Quality Commission and the Charity Commission
- 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. Volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

As soon as Adult Social Services becomes involved, a 4-stage safeguarding adults process is followed.

What are your roles and responsibilities?

All trustees and volunteers at Haddenham Library are expected to report any concerns to the named person for safeguarding. If the allegation is against one of Haddenham Library's volunteers or trustees, seek advice from Haddenham Library's safeguarding lead Robin Gildersleeve. If the allegation is against the safeguarding lead, seek advice from Cambridgeshire & Peterborough Safeguarding Partnership 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 Data Protection Act 2018 (or later enactments). 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. 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.

Complaints procedure

Haddenham Library promotes transparency and honesty when things go wrong. All volunteers should apologise and be honest with service users and other relevant people when things go wrong.

If a volunteer or any other member of the organisation is unhappy with Haddenham Library's decision about the safeguarding concern, refer them to Haddenham Library's complaints procedure.

Haddenham Library is committed to ensuring that 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 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

Haddenham Library expects all volunteers and trustees to maintain confidentiality at all times. In line with Data Protection law, Haddenham Library 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.

Recruitment, selection, training and awareness-raising

Haddenham Library is committed to safe employment. Haddenham Library ensures that all volunteers 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 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 volunteers should be clear about the core values of Haddenham Library and commitment to safeguarding adults.

Voluntary organisations (including volunteers) who support adults with care and support needs can access the basic awareness safeguarding adults training provided by Cambridgeshire & Peterborough Safeguarding Partnership Board Free on-line training is also available.

Similarly, volunteers may encounter concerns about the safety and wellbeing of children. For more information about children's safeguarding, refer to Haddenham Library's Children's safeguarding policy.

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 volunteers 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

Robin Gildersleeve
Haddenham Library Safeguarding Lead
Mobile: 07773328337
Email: robingildersleeve@hotmail.co.uk

If your concern relates to an adult at risk of harm or abuse, please contact
Cambridgeshire County Council
PO Box 144
St Ives
PE27 9AU
Tel: 0345 045 5202
Email: referral.centreadults@cambridgeshire.gov.uk

In an out of hours emergency: The Emergency Duty Team on 01733 234 724

Useful links

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

Cambridgeshire & Peterborough Safeguarding Partnership Board County Councils Safeguarding Policy and Procedure. <https://safeguardingcambspeterborough.org.uk/adults-board/>

Cambridgeshire County Councils Policy guidance for voluntary and community organisations
<https://www.cambridgeshire.gov.uk/residents/adults/keeping-safe/adult-safeguarding-and-mental-capacity/adult-safeguarding>

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

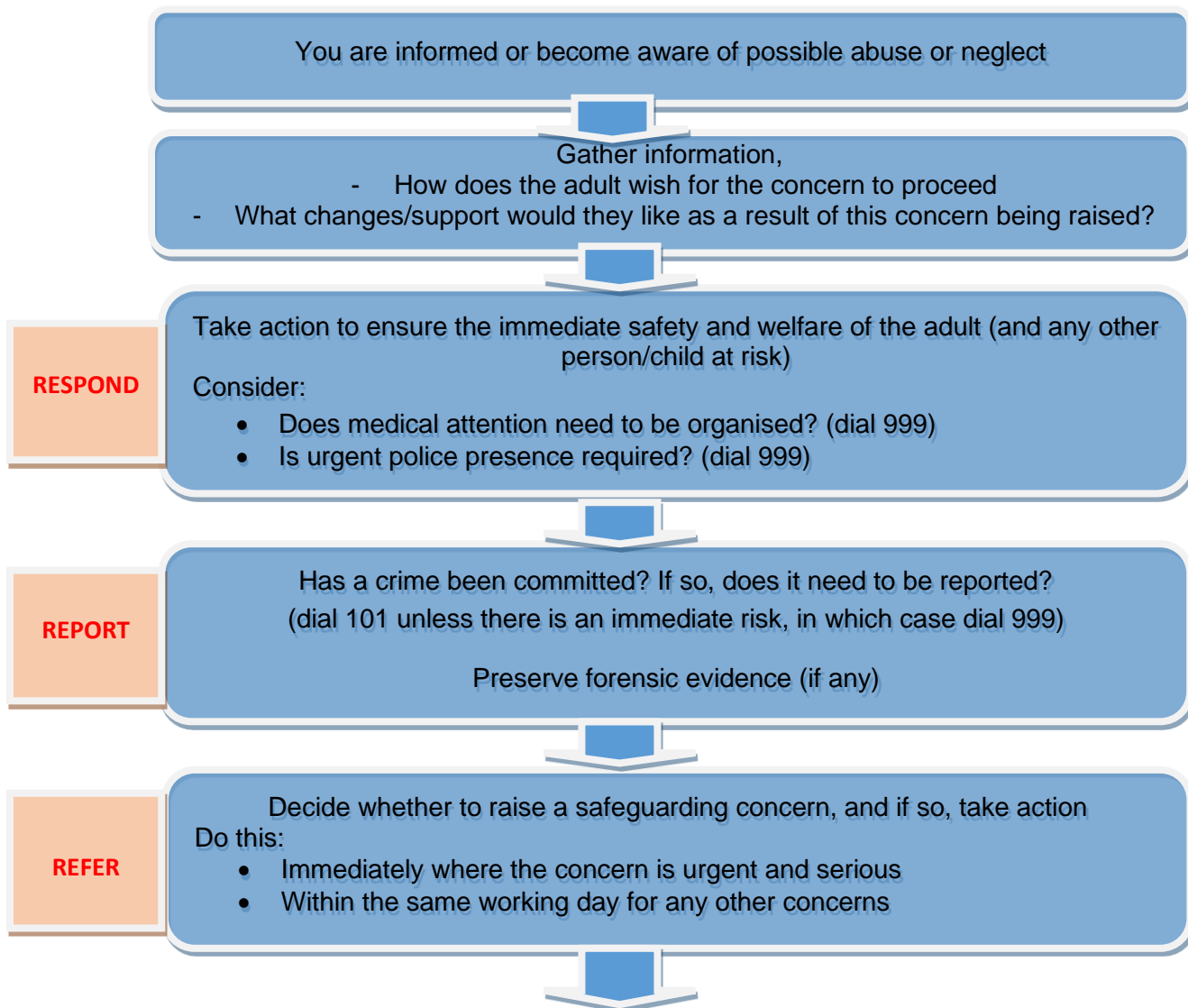
You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

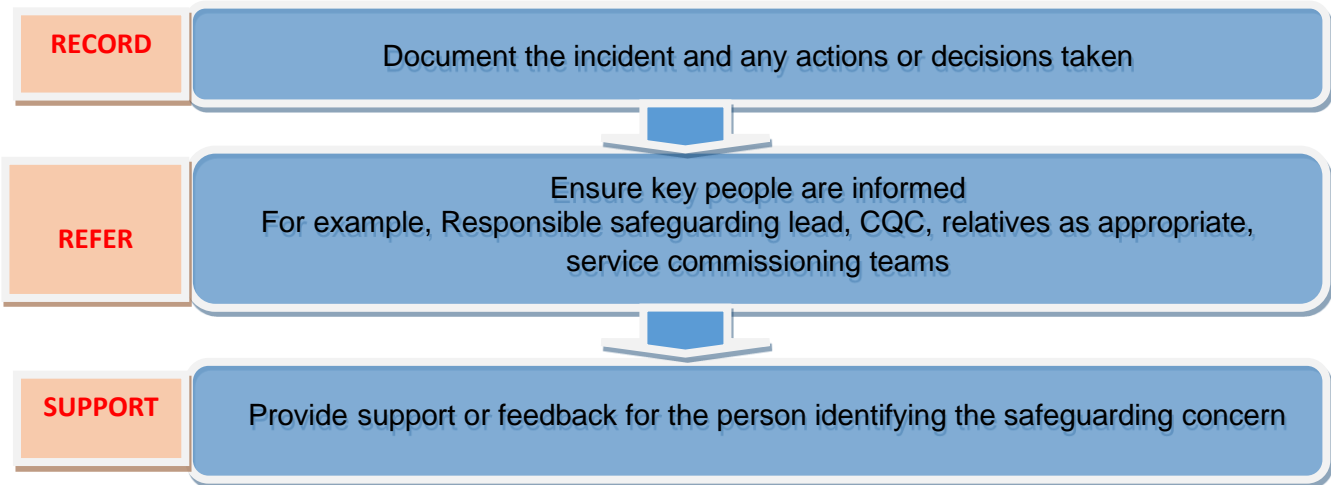
Who abuses and neglects adults?

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

Raising a safeguarding concern





With thanks and acknowledgements to West and North Yorkshire and York regional Multi-Agency Policy and Procedures from which this flowchart has been adopted.