



Kehelland Trust Adult Safeguarding Policy

Policy Statement

To develop procedures and good practice within Kehelland Trust to ensure that each person can demonstrate that there is an understanding of the duty to safeguard and promote the welfare of all service users. To provide evidence of how this is being implemented within its organisation and within multi-agency working arrangements and of its plans to address any gaps in these arrangements.

Policy Aim

To set out the duty to safeguard and promote the welfare of all service users at Kehelland Trust and how this will be implemented by the Trust in the discharge of its duties.

Introduction

Safeguarding is everyone's responsibility and all staff and volunteers who, during the course of their employment/ volunteering have direct or indirect contact with service users, or who have access to information about them, have a responsibility to safeguard and promote the welfare of service users. There is a duty on organisations to make appropriate arrangements to safeguard and promote the welfare of anyone who uses the service. Also, government guidance makes it clear that it is a shared responsibility and depends upon effective joint working between agencies and professionals.

The following principles will underpin all of our work:

- Everyone has the right to live his or her life free from violence, fear and abuse.
- Everyone has the right to be protected from harm and exploitation.
- Everyone has the right to independence, which carries with it a degree of risk.

Policy Application

This policy applies to all members of staff of Kehelland Trust, all Board Members and all those organisations who have a working relationship with the Trust, including volunteers.

Our Designated Safeguarding Leads (DSL) are Phil Slack (Head of Operations and Compliance), Stacey Lee (Head of Day Service) for the day service and Adam Shore (Head of Education) for the education provision. The deputies (DDSL) are Jacqui Rich for the day service and Jon Staley for the education provision.

Adult Safeguarding

The definition of safeguarding in the Care Act 2014 is broad and states that the safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or is 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 neglect or abuse.

This policy relates to people of 18 years of age or over.

It differs from Child Protection and Safeguarding by virtue of the aims which include:

- Prevent harm and reduce the risk of abuse or neglect to adults with care/ support needs.
- Safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives.

The main forms of abuse as identified by The Care Act are divided into the following categories:

- **Physical abuse** – including assault, slapping, hitting, punching, misuse of medication, restraint or other inappropriate physical sanctions; and female genital mutilation.
- **Domestic abuse** – including psychological, physical, sexual, financial, emotional abuse; Forced Marriage and ‘honour-based’ abuse.
- **Sexual violence** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts and sexual assault or sexual acts to which the adult has not consented or was coerced.
- **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; and belief in spirit possession.
- **Financial or material abuse** – including coercion to take extortionate loans and threats to recover debt, theft, fraud, over-charging, 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.
- **Discriminatory abuse** – including forms of verbal or physical 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 or in relation to care provided in the person’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 support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. Failure to follow agreed processes.
- **Self-neglect** – this covers a wide range of behaviours, neglecting to care for one’s own personal hygiene, health or surroundings and includes behaviour such as hoarding that causes a risk of harm to self and or others.

Kehelland Trust fully endorses and adheres to the Cornwall and Isles of Scilly Safeguarding Adults Board Adult Safeguarding/ Policy 2023 and the Care Act 2014.

Equality and Diversity

This policy should be read with Kehelland Trust’s Equality and Diversity Policy and Equal Opportunity Policy. Equality is based on the idea of fairness whilst recognising that everyone is different, and diversity is about the ways in which people differ and about recognising that differences are a natural part of society. Kehelland Trust expects that all elected members, staff and volunteers who come into contact with the wide range of service users treat them as individuals and make them feel respected and valued as an essential part of our commitment to safeguarding.

FGM (female genital mutilation)

FGM is when a female’s genitals are deliberately altered or removed for non-medical reasons. It is also known as “female circumcision” or “cutting” but has many other names. It is carried out for a number of cultural, religious and social reasons but it is a form of abuse and is a criminal offence in the UK.

FGM can happen at different times in a girl or woman's life including when a baby is newborn, during childhood or as a teenager, just before marriage or during pregnancy.

A female who is at risk of FGM might ask for help, but some might not know what's going to happen to them, so it is important to be aware of the signs:

- A relative or someone known as a "cutter" visiting from abroad.
- A special occasion or ceremony takes place where a girl "becomes a woman" or is "prepared for marriage".
- A female relative, like a mother, sister or aunt has undergone FGM.
- A family arranges a long holiday overseas or visits a family abroad during the summer holidays.
- A girl has an unexpected or long absence from school.
- A girl runs away or plans to run away from home.

Signs that FGM has already taken place include:

- Having difficulty walking or standing.
- Spending longer in the bathroom or toilet.
- Appearing quiet, anxious or depressed.
- Acting differently after an absence from school/ college.
- Reluctance to go to the doctor or have routine medical examinations.
- Asking for help, although they may not be explicit about the problem because they are scared or embarrassed.

The Prevent Strategy

Prevent is part of a government initiative to develop a robust counter terrorism and extremism programme – CONTEST. The UK faces a range of terrorist threats including its ideologies and methodologies. All the terrorist groups who pose a threat to us seek to radicalise and recruit people to their cause. The Prevent strategy seeks to:

- Respond to the ideological challenge of terrorism and aspects of extremism, and the threat we face from those who promote these views.
- Provide practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support.
- Work with a wide range of sectors where there are risks of radicalisation which needs to be addressed, including education, criminal justice, faith, charities, the internet and health.

Criminal Exploitation of Children and Vulnerable Adults (County Lines Guidance) Home Office 2018

This publication provides guidance about Child Criminal Exploitation and County Lines Exploitation which, like any other forms of abuse and exploitation:

- can affect any child or young person (male or female) under the age of 18 years.
- can affect any vulnerable adult over the age of 18 years.
- can still be exploitation even if the activity appears consensual.
- can involve force and/or enticement-based methods of compliance and is often accompanied by violence or threats of violence.
- can be perpetrated by individuals or groups, males or females, and young people or adults; and
- is typified by some form of power imbalance in favour of those perpetrating the exploitation. Whilst age may be the most obvious, this power imbalance can also be due to a range of other factors including gender, cognitive ability, physical strength, status, and access to economic or other resources.

The national picture on county lines continues to develop but there are recorded cases of:

- Children as young as 12 years old being exploited or moved by gangs to courier drugs out of their local area; 15-16 years is the most common age range.
- Both males and females being exploited.
- White British children being targeted because gangs perceive they are more likely to evade police detection but a person of any ethnicity or nationality may be exploited.
- The use of social media to make initial contact with children and young people.
- Class A drug users being targeted so that gangs can take over their homes (known as 'cuckooing').

Any practitioner working with a vulnerable person who they think may be at risk of county lines exploitation should follow their local safeguarding guidance and share this information with local authority social services. If you believe a person is in immediate risk of harm, you should **contact the police**. We are advised to use our local safeguarding process, the first step of which is usually to contact your Designated Safeguarding Lead within your organisation.

Responsibilities for Safeguarding and Prevent

Kehelland Trust will ensure that:

All Board members, senior managers, managers, coordinators, senior support staff and team leaders are committed to safeguarding and promoting the welfare of children, young people and adults at risk, that they demonstrate leadership, are informed about and take full responsibility for the actions of staff and volunteers who provide services to all people who use the service and their families or carers at all levels.

This means:

- Ensuring the highest standards of safe recruitment, supervision and management oversight of staff and volunteers.
- Ensuring that children, young people and adults at risk are seen and listened to and that their views are taken fully into account when making decisions.
- Taking appropriate action regarding any concerns expressed about their welfare, commensurate with their rights to privacy and wherever possible on the basis of valid consent (i.e. has capacity to consent in accordance with the Mental Capacity Act 2005, has sufficient information to make a choice and has given their consent freely).
- Ensuring an ethos which upholds core values of shared responsibility and wellbeing for all students, trainees, staff, volunteers and visitors and promotes respect, equality and diversity and understanding.
- Ensuring a curriculum which promotes knowledge, skills and understanding to build the resilience of learners and trainees, by undermining extremist ideology and supporting the learner voice.
- All members of staff and volunteers who are employed by or on behalf of the Trust, and who have contact with children, young people, adults and their families or carers, will have a clear understanding of the Trust's responsibilities for safeguarding.
- A statement of the Trust's responsibilities towards all service users will be available to all staff and volunteers; this will include effective systems to ensure that complaints about non-compliance with safeguarding procedures and policies can be made by service users, staff and other people - and that they receive an appropriate response.
- Regularly refreshing our policies and procedures about safeguarding in light of lessons from research and Safeguarding Adults Reviews and maintaining an action plan for continuous improvement.
- Promoting the highest standards of safeguarding practice across the sector, including robust standards for safe recruitment and ongoing checks.
- Carrying out annual audits on our performance and complying fully with the requirements of the local safeguarding boards to undertake statutory audits.

The Trust has clear lines of accountability in relation to its work in safeguarding and delegated decision-making. This means:

- The Board of Trustees has a statutory duty and is accountable for ensuring that satisfactory arrangements are in place to safeguard and promote the welfare of service users.
- The CEO has a coordinating role in developing the policy and procedure for the protection of adults at risk from abuse and takes strategic responsibility for safeguarding and Prevent arrangements within the Trust. This includes strategic responsibility for safer recruitment, ongoing safer employment, including training and the management of allegations, the monitoring of safeguarding arrangements and the management and support of other named staff who have safeguarding roles and who are trained and able to provide advice on procedures in relation to appropriately passing on concerns relating to service users and staff.

Staff Awareness

Kehelland Trust considers that safeguarding is everyone's responsibility. In particular the Trust will ensure that all staff and volunteers in contact with service users or who have access to sensitive information know

what to do and how best to share information in order to ensure that all service users and their families or carers receive necessary services - especially when they are concerned that a service user may be suffering or at risk of suffering harm – and that all staff and volunteers have access to support and appropriately expert advice in this context.

This means that all staff employed by the Trust will have induction and on-going training so that they know of the appropriate procedures and personnel in place, and of their role in responding to concerns about service users and other safeguarding matters. Additionally, line management and/or supervision is in place to appropriately support staff and volunteers.

Safe Employment

Robust procedures are in place to ensure that staff and volunteers are recruited safely. This means:

- There is a culture throughout the Trust that enables safeguarding issues to be addressed.
- Recruitment and vetting procedures prevent unsuitable people from having contact with service users, including enhanced DBS checks.
- Staff and volunteers have appropriate safeguarding and safe working practices training, including induction, consistent with their role and function. This training will reflect the necessity for effective multi-agency and inter-professional working – both within the Trust and with other organisations.
- Safe working practices are promoted, and poor and unsafe practice is challenged.
- Allegations or concerns about staff relating to safeguarding matters adults are handled in accordance with the Cornwall and Isles of Scilly (CIOS) Safeguarding Adults Board Multi-Agency Safeguarding Adults policy.
- Effective arrangements such as a Whistleblowing Policy, which explicitly describes arrangements for sharing concerns about the behavior of colleagues and other members of staff are described at induction and training.

Conduct, Recording and Reporting suspicions of abuse and disclosures

Where a person makes comments to a member of staff that give cause for concern (disclosure), or the staff member/ volunteer observes signs or signals that gives cause for concern such as significant changes in behaviour/deterioration in general well-being/unexplained bruising, marks or signs of possible abuse or neglect, that member of staff/ volunteer:

- listens to the person, offers reassurance and gives assurance that she or he will take action.
- do not be judgemental or jump to conclusions.
- listens carefully to what they are telling you, stay calm, get as clear a picture as you can.
- make sure they have all the aids and support they may need to communicate as clearly as possible.
- uses open-ended questions using the TED principles; Tell me, Explain, Describe.
- do not start to investigate or ask detailed or probing questions.
- helps the adult stay as much in control of their situation as possible, what do they want to happen now? What do they think needs to change?
- explains that you have a duty to tell your manager, you cannot keep secrets.
- reassure the person that they will be involved in decisions about them.
- explains next steps including what adult safeguarding processes are.
- makes a written record that forms an objective record of the observation or disclosure that includes:
 1. the person's name.
 2. the person's address.
 3. the age/ date of birth of the person.
 4. the date and time of the observation or the disclosure.
 5. the exact words spoken by the person as far as possible.
 6. the name of the person to whom the concern was reported, with date and time.
 7. the names of any other person present at the time.
 8. an objective, factual and accurate record of the disclosure.

ALL records are signed, dated and stored securely (in accordance with the General Data Protection Regulation 2018).

Consent

Consent to share the information with adult safeguarding should be sought where possible. There may be circumstances where consent cannot be obtained because the adult lacks the capacity to give it or is subject to coercion or undue influence. There are occasions when you may need to raise a concern without the person's consent, for example:

- It is in the public interest, for example:
 - there is a risk to other 'adults at risk', or children, or
 - the concern is about organisational abuse, or
 - the concern or allegation of abuse relates to the conduct of an employee or volunteer within an organisation providing services to adults at risk, or
 - the abuse or neglect has occurred on property owned or managed by an organisation with a responsibility to provide care:
- the person lacks capacity to make specific decisions to consent and a decision is made to raise a safeguarding concern in the person's 'best interests' (Mental Capacity Act 2005)
- a person is subject to coercion or undue influence, to the extent that they are unable to give consent.
- it is in the adult's vital interests (to prevent serious harm or distress or life-threatening situations).

It is important to remember that the Care Act states the person is "asked what they want as the outcomes from the safeguarding process, and these directly inform what happens" and that the person gives their valid consent to report their disclosure.

This is then passed on to the Designated Safeguarding Lead, or in their absence, their appointed deputy, who will then make the referral by completing the referral form issued by the Cornwall and Isles of Scilly Safeguarding Adults Board.

If you are not sure whether you should raise a safeguarding concern, you should seek advice. If you have become aware of concerns through the course of your work, seek advice from the Designated Safeguarding Lead in your organisation or telephone the CIOS adult safeguarding team on 01872 326433 or email adultsafeguardingreferrals@cornwall.gcsx.gov.uk

Monitoring Outcomes

Kehelland Trust will collect, analyse, monitor and review a wide range of data associated with safeguarding objectives arising from the outcomes listed above and report on a range of these objectives within the Key Performance Indicator Report to Board quarterly.

Please also refer to the following policies and procedures to be used in conjunction with this one:

1. **Prevent Strategy**
2. **Child Safeguarding Policy**
3. **Mental Capacity Act 2005**
4. **Health and Social Care Act 2008 Regulations 2014, Regulation 13**
5. **Equality and Diversity Policy**
6. **Whistleblowing Policy.**

Contacts

For members of the public, family and friends: Telephone the Access team: 0300 1234 131 or email accessteam.referral@cornwall.gov.uk For professionals: Contact the adult safeguarding team: 01872 326433 or make an online referral here: [Safeguarding adults - Cornwall Council](#)

If there are child safeguarding concerns, contact the MARU on 0300 1231 116 option 2.

Safeguarding Flow Chart

