

Chiltern U3A

Safeguarding Policy and Procedure

Policy Statement

This Policy and Procedure is written to enable Chiltern U3A (CU3A) to act appropriately whenever instances, or allegations of, actual abuse or neglect comes to its attention.

CU3A recognises that some people are potentially at risk of abuse and neglect. Abuse and neglect can take place in a person's own home, in the home of a carer, family member or friend, and within any form of institution e.g. hospitals, residential care or nursing home.

Where abuse or neglect is suspected, CU3A will aim to respond to the situation in a way which is caring, effective and enabling. CU3A also recognises that abuse and neglect can be perpetrated by volunteers, other users of services, relatives, friends and neighbours. CU3A acknowledges that the reasons for abuse and neglect occurring may not be fully understood and vary with each incident, often dependant on risk factors

CU3A will neither condone nor tolerate any form of abuse or neglect and believes that everyone should be able and, where necessary enabled, to live in an environment which is safe.

In all situations, CU3A believes that everyone is entitled to:

- privacy
- be treated with dignity and respect
- lead an independent life and to be enabled to do so
- choose how they live their lives
- the protection of the law
- have their human and civil rights upheld regardless of ethnic origin, gender, sexuality, impairment or disability, age, religious or cultural background.

It is not appropriate for CU3A to take the lead role in any Safeguarding Enquiry under Section 42 of the Care Act 2014, but should refer this to the Advice and Volunteer Manager in National Office who will contact the appropriate local authority.

Procedure

1. CU3A recognises that it has a responsibility to ensure that its committee, convenors and other group leaders understand this policy.
2. CU3A will support the alleged victims and the alleged perpetrators of any abuse as well as any member who becomes aware of the abuse in so far as this does not compromise any Safeguarding Enquiry or investigation into the allegation or place other individuals at risk.
3. While CU3A will make every effort to respect the confidentiality of any information that is disclosed under this Policy and Procedure, this cannot be guaranteed. Information will be recorded and stored securely in accordance with GDPR 2018 but confidentiality is not absolute and information may have to be shared, on a 'need-to-know' basis only, to prevent:
 - Danger to a person's life
 - Danger to a person's health
 - Danger to others
 - Danger to the communityor to prevent or to facilitate the investigation of a serious crime.

4. This Policy, Procedure, Courses of Action and Appendices will be reviewed every 3 years, normally shortly after the AGM. Details of the Officers should be amended after each AGM or if any change takes place. *See Appendix 2 for Officer details and the updating process.*

Courses of Action

1. The first priority of any committee member or convenor who becomes aware of possible or actual abuse or neglect should be to ensure that the safety of the adult at risk is secured.
2. As soon as possible thereafter, details of the abuse should be recorded using SAP1, see Appendix 1, and reported to The Chair and/or Secretary or other officer of CU3A. They in turn should report the matter to the Advice and Volunteer Manager at National Office who will provide further guidance.
3. The officers, having been advised of the possible or actual abuse or neglect, should satisfy themselves that the adult at risk is safe, and that the alleged perpetrator, if known, does not pose a threat to any other adult at risk.
4. The officers, working with the Advice and Volunteer Manager at National Office will decide whether or not to refer the possible or actual abuse to the local authority and/or the Police. When a crime may have been committed, the Police must be contacted as soon as possible. If the decision is to not refer, the reasons for this must be recorded on form SAP1
5. As far as possible, the wishes of the adult at risk will be respected as to whether or not to refer any concerns to the local authority as a Safeguarding Enquiry under Section 42 of the Care Act 2014. However, it may be necessary to override these in the best interests of the adult at issue or other adults at risk.
6. The committee will then complete SAP1 with the guidance of the Advice and Volunteering Manager.
7. Completed SAP1s will be held in a designated file for a minimum of 2 years from the date of the last completed SAP1 on the adult at risk.
8. Confidentiality is maintained at all times. Therefore the contents of the form will not be provided to any third parties except where legally required.

This Policy, Procedure and the following 5 Appendices were adopted on 20 February 2020

Review due: January 2023

Three yearly review was approved on :

SAFEGUARDING PROFORMA for RECORDING ADULT DISCLOSURE or SUSPICION

Adult at Risk:			
Surname:		Forename:	
Gender:	Ethnicity:	Date of Birth:	Marital Status:
Home address:			
Post Code:			
Disclosure/Suspicion Date and Time:		Location of Disclosure/Suspicion:	
Who Received Disclosure/Had Suspicion:			
Type of Alleged Abuse:		Location of Alleged Abuse:	
Description of Alleged Abuse:			
Name of Person completing this form:			
Signature:	Position:	Date:	

SAFEGUARDING PROFORMA for RECORDING ADULT DISCLOSURE or SUSPICION

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Committee Member informed:		
Name:	Post:	Date & Time:
Committee decision:		
	No further action:	Referral on:
	Yes/No	Yes/No
Date		
Action Date:		
Reason for Decision:		
Date Record to be Destroyed:		
Chair's Signature:	Date:	Time:

Information contained in this document should only be used for the purposes of implementing and monitoring Chiltern U3A's Safeguarding Adults Policy and Procedures. The information must not be copied, transmitted or in any way divulged without the permission of Chiltern U3A.

Appendix 2

Contact details for the officers of the Chiltern U3A Committee:

Name & position	Tel number	Mobile number	Email address
Mike Hender Chair	01494 763468	07787 122244	u3achairman@chiltern-u3a.org.uk
Sarah Jones Vice-Chair	01494 874304	07973 156331	u3avicechairman@chiltern-u3a.org.uk
Ernest Newhouse Secretary	01494 726915	0788 762 4162	u3asecretary@chiltern-u3a.org.uk
Sue Harold-Barry Treasurer	01494 873775	07799 767724.	u3atreasurer@chiltern-u3a.org.uk

Amendments to contact details for the officers of the CU3A Committee:

These details will normally change after an AGM and the above details are those of the current Officers.

Revised by: **Office:**

(Print name)

Signature: **Date:**

Appendix 3

If someone discloses abuse to you:

Do:

- Stay calm and try not to show shock or disbelief
- Listen carefully to what they are saying
- Be sympathetic (I'm sorry that this has happened to you')
- Be aware of the possibility that medical evidence might be needed
- Tell the person that:
 - * They did the right thing to tell you
 - * You are treating the information seriously. It was not their fault
 - * You are going to inform the appropriate person
 - * You will take steps to protect and support them
- Record and report the disclosure in line with the Procedure

Do Not:

- Press the person for more details; this will be done at a later date
- Stop someone who is freely recalling significant events (Don't say 'hold on, we'll come back to that later'; they may not tell you or anybody else again)
- Promise to keep secrets; you cannot keep this kind of information to yourself
- Make promises you cannot keep (Such as 'This will never happen to you again')
- Contact the alleged abuser
- Be judgemental
- Pass on the information other than to those with a legitimate 'need-to-know' under this Policy and Procedure

In your record of the disclosure:

You should aim to:

- Note what people actually said, using their own words and phrases
- Describe the circumstances in which the disclosure came about
- Note the setting and anyone else who was there at the time of the abuse or the disclosure
- Separate factual information from your own and others opinions
- Use pen or biro with black ink so that the report can be photocopied if needed

And be aware that your report may be required later as part of a legal action or disciplinary procedure.

Appendix 4

Key Definitions

1. **Adult at risk:**

Any person, who is over 18 years of age and who has need for care and support, is experiencing, or is at risk of abuse or neglect and so is unable to protect himself or herself against the abuse or neglect or risk of either.

2. **Abuse:**

The violation of a person's human and civil rights by any other person(s). It may be a single or repeated act(s), physical verbal, psychological, sexual, institutional, discriminatory or financial, an act of neglect or failure to act.

3. **Types of abuse:**

- a) *Physical abuse* – includes assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- b) *Domestic violence* – includes psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.
- c) *Sexual abuse* – includes 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.
- d) *Psychological abuse* – includes 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.
- e) *Financial or material abuse* – includes 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.
- f) *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.
- g) *Discriminatory abuse* – includes forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- h) *Organisational abuse* – includes 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.
- i) *Neglect and acts of omission* – includes 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
- j) *Self-neglect* – covers a wide range of behaviour such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Such neglect may also arise from dementia.

Appendix 5

Recommended Agencies

1. Bucks Social Services, GP Surgery, Police, etc.

The numbers for Bucks Social Services are:

Report abuse: 0800 137 915

Speak to the adult social care team: 01296 383 204

Outside office hours: 0800 999 7677

Amersham Heath Centre (Chiltern Avenue) is on *01494 434 344*;

Rectory Meadow Surgery (Old Amersham) is on *01494 727 711*

The number for the police is *101*

2. *Action on Elder Abuse (AEA)* is a confidential support and advice for older people who have been abused or people who know an older person who may be suffering abuse.

Available weekdays 9am - 5pm on freephone 0808 8088141.

3. *Voice UK* is a national charity supporting people with learning disabilities and other vulnerable people who have experienced crime or abuse. They also support their families, carers and professional workers.

Voice runs a helpline 0808 8028686.