

Vulnerable Adults and Young people - Safeguarding Policy

Policy statement

Manchester Care and Repair recognise that safeguarding issues may be disclosed, suspected or observed by our staff and volunteers.

We recognise that 'safeguarding is everybody's business' and commit to playing our part in terms of reporting any safeguarding concerns we have in terms of clients, staff, volunteers and the wider community.

Whilst our clients are predominantly older and vulnerable adults our staff may have contact with young people during their work, this may be because there are children or young people in a household where Manchester Care and Repair are working. This policy statement covers both adults and young people.

We recognise that safeguarding concerns may come in many forms and;

- can be a single act or a pattern of behaviour over occurring over some time.
- can result from deliberate intent, negligence or ignorance.
- can be perpetrated by relatives and family members, professional staff, paid care workers, volunteers, neighbours, friends and associates, those who deliberately exploit vulnerable people, and strangers.
- can be in person or online events.

Manchester Care & Repair will:

- Ensure that safeguarding matters are dealt with at the highest level of the organisation by making the Chief Executive the safeguarding lead.
- ensure that all staff and volunteers are aware of all the potential safeguarding issues and understand what the indicators of all kinds of abuse, neglect, forced marriage, grooming, modern slavery, trafficking and radicalisation might be.
- ensure that all staff and volunteers know how and to whom to report a safeguarding concern within the organisation.
- ensure that all staff understand the safeguarding procedures of the organisation and understand the role they play in safeguarding.
- ensure that all frontline staff and volunteers are DBS checked.
- ensure that annual safeguarding training is mandatory for all staff and that line managers receive additional training at least every two years.

In the event that there is an allegation of abuse that involves Care & Repair's own personnel (staff and volunteers) they should be made aware of their rights under employment legislation and internal disciplinary procedures. Likewise, if the abuse is connected to organisational bad practice then staff involved in the disclosure are guided by, and protected from reprisal under, the Company's Whistle Blowing Code and procedure.

This policy operates in conjunction with the Organisation's Confidentiality, Data Protection and Equal Opportunity and Diversity policies. The Organisation will normally obtain consent (from the 'abused') before sharing information with other agencies but where this is not possible, or where other vulnerable adults are at risk, this requirement

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will be overridden. However, it is understood that no assurance of absolute confidentiality should be given in any situation where there are safeguarding concerns where it may be necessary to share information with others on a 'need to know' basis as part of the local authority multi-agency framework for the protection of children, young people and vulnerable adults.

Definitions

Definition of Abuse

Abuse is defined as: 'a violation of an individual's human and civil rights by any other person or persons'. Abuse may be physical, psychological, sexual, neglect or acts of omission. It may involve people taking money without permission, or not looking after someone properly. It may include poor care practices, bullying or humiliating, or not allowing contact with friends and family. Abuse often involves criminal acts. Abuse can be a single act or may continue over a long period. It can be unintentional or deliberate, but will result in harm to the victim, either physically, emotionally or in its effect on the person's wellbeing or development.

Physical Abuse

Physical abuse includes: hitting, slapping, pushing, kicking, squeezing, shaking, pinching, misuse of any medication, undue restraint, or force feeding.

Sexual Abuse

Sexual abuse includes: sexual assault, rape or other sexual acts, the inappropriate touching of the individual's sexual areas, or coercion into the viewing of pornographic materials. Compelling, inciting or facilitating a person, with impaired capacity for choice to engage in sexual activity without consent is an offence under the Sexual Offences Act 2003.

Psychological Abuse

Psychological abuse includes: threats of harm, abandonment, prevention of social contact or family networks, isolation, humiliation, shouting, bullying, name calling, intimidation, harassment, or the denial of or withdrawal from required services.

Financial or Material Abuse

Financial or material abuse includes: withholding of money or possessions, intentional mismanagement of the person's finances or property, theft, fraud, exploitation and stealing person's money.

Neglect and Acts of Omission

Neglect or acts of omission include: the failure to access appropriate services for recognised needs, avoidance of required health care, ignoring physical care needs, withholding of adequate nutrition, clothing or warmth, exposing the person to unacceptable risk, lack of action to provide or ensure adequate supervision

Discriminatory Abuse

includes: any acts that use hurtful language, cause harassment or similar treatment of

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the individual because of their race, sex, age, disability, faith, culture or sexual orientation. Such abuses are increasingly being recognised as hate crimes.

Institutional Abuse

Institutional abuse includes: the use of systems, routines, practice or care that neglect individual needs and create an imbalance and control within a managed setting such as residential/nursing care or day services.

Domestic Abuse

People may think of domestic abuse only as a physical assault by a man on a woman, but it can take many different forms. The definition used in Manchester is: 'any incident of threatening behaviour, violence and abuse (psychological, physical, sexual, financial or emotional) between people who are or have been intimate partners or family members, regardless of gender' This definition includes forced marriage and abuse within same sex relationships. Domestic abuse is very common and affects one in four women in their lifetime. Although most victims of domestic abuse are women and most abusers are men, domestic abuse can affect anyone. Domestic abuse may apply to relationships other than those of partners and include sibling and intergenerational relationships (parents–offspring).

Forced Marriages

Forced marriages include: one or both spouses not consenting to the marriage and some element of duress is involved. Duress includes feeling both physical and emotional pressure. Some victims of forced marriage are tricked into going to another country by their families. Victims fall prey to forced marriage through deception, abduction, coercion, fear, and inducements. A forced marriage is considered to be domestic abuse and an abuse of human rights. There have been reports of vulnerable adults with mental and physical disabilities being forced to marry. Some individuals do not have the capacity to consent to the marriage. Some individuals may be unable to consent to consummate the marriage – sexual intercourse without consent is rape.

Modern slavery and Human Trafficking

Modern slavery is the illegal exploitation of people for personal or commercial gain. It covers a wide range of abuse and exploitation including sexual exploitation, domestic servitude, forced labour, criminal exploitation and organ harvesting.

Victims of modern slavery can be any age, gender, nationality and ethnicity. They are tricked or threatened into work and may feel unable to leave or report the crime through fear or intimidation. They may not recognise themselves as a victim.

Human Trafficking is the recruitment, transportation, transfer, harbouring or receipt of people through force, fraud or deception, with the aim of exploiting them for profit. Men, women and children of all ages and from all backgrounds can become victims of this crime, which occurs in every region of the world. The traffickers often use violence, fraudulent employment agencies and fake promises of education and job opportunities to trick and coerce their victims.

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Risk of Radicalisation

Vulnerable adults may be at risk of radicalisation by a range of groups and any such risks identified should be managed through the safeguarding process. These groups include:

- Far Right extremists
- Al-Qa'ida influenced groups
- other groups involved in terrorist activity

Grooming

Grooming is when someone builds a relationship, trust and emotional connection with a child or young person or a vulnerable adult so that they can manipulate, exploit and abuse them. Children and young people and vulnerable adults who are groomed can be [sexually abused](#), [exploited](#) or [trafficked](#). Older people can also be groomed for a variety of abusive and/or fraudulent purposes.

Anybody can be a groomer, no matter their age, gender or race. Grooming can take place over a short or long period of time – from weeks to years. Groomers may also build a relationship with the vulnerable person's family or friends to make them seem trustworthy or authoritative.

Children, young people and vulnerable adults can be groomed online, in person or both – by a stranger or someone they know. This could be a family member, a friend or someone who has targeted them – like a teacher, faith group leader, sports coach, carer or professional involved with the . When someone is groomed [online](#), groomers may hide who they are by sending photos or videos of other people.

Safeguarding Procedure

If someone makes a disclosure or you have a cause for concern

A concern may be a suspicion or allegation of abuse or harm. A disclosure is information about possible abuse or harm received from a person themselves or someone else on their behalf.

If someone makes a disclosure to

- Respond sensitively
- Make sure the person is safe – this may mean calling emergency services if the person is in danger or requires medical treatment.
- Note down in detail what you have observed and/or what has been said.
- Don't ask any leading questions.
- If it is possible to do so tell the client that you are concerned.
- If it is possible to obtain consent from the client for you to discuss the matter with your manager or a social worker please obtain this consent.

Reporting a concern

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- Report your concerns to your line manager or someone more senior if your line manager is not available as soon as possible.
- Record what has been said to you/what you have observed and all immediate actions taken as soon as practicable. Preserve any evidence i.e. do not destroy or disturb any articles that could be used as evidence.

Action by management

1. The line manager (or more senior manager acting in their stead) should talk through the incident with the member of staff to ascertain what has happened.
2. The line manager should consult with the named safeguarding Lead (the Chief Executive, or in their absence the Resources Director) who will decide if it is appropriate to refer the matter to Social Services and/or the police.
Manchester Social Service Department on 0161 234 5001
mcsreply@manchester.gov.uk
<https://www.manchestersafeguardingpartnership.co.uk/concerned/>
3. All safeguarding concerns should be clearly recorded along with the reasons for deciding whether or not to refer the matter to Social Services and/or the police. If the decision is to refer to Social Services and/or the police the actions that those organisations plan to take should also be recorded.
4. A record of referrals through this policy, and actions taken, should be clearly recorded in the client's case notes. In the case of MC&R, the database should also have a note added reading "PLEASE REFER TO CASE NOTES" so that other staff members working with the client are aware of the course of the situation and actions taken.
5. MC&R does not investigate the abuse: this is the role of Social Services and/or the police. But if the alleged perpetrator is a member of staff, then further action under the Company's disciplinary procedures may be necessary. However, if the matter has been referred to Social Services and/or the police then internal investigations should not be launched without reference to the authority to which the case has been referred (i.e. Social Services and/or the police) as pre-empting the official investigation could jeopardise the case.

Date	By Whom	Date to be approved by Board	Implementation date	Review date
September 2021	AJM Merged previous separate adults and childrens policies	Sept 2021	Sept 2021	sept 2023