



Safeguarding Adults Policy

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Section 1: Safeguarding Adults Policy

1. Introduction

The Family Centre Deaf Children (FCDC) is Bristol's leading charity dedicated to supporting children, young people and families impacted by hearing loss in Bristol, Bath, North-East Somerset and South Gloucestershire.

The safety and welfare of everyone affected by our services and activities is our first priority and at the heart of everything we do. FCDC is committed to safeguarding adults in line with national legislation and relevant national and local guidelines. We will safeguard adults by ensuring that our services and activities are delivered in a way which keeps all adults safe.

FCDC is committed to best safeguarding practice and to uphold the rights of all adults to live their lives free from harm, abuse and neglect.

We are committed to creating a culture of zero-tolerance of abuse and harm to adults which requires:

- recognising adults who may be at risk and the circumstances which may increase risk
- knowing how adult abuse and neglect manifests itself
- being willing and able to report all safeguarding concerns

This extends to recognising and reporting harm experienced anywhere, including within our activities and services, in the community, in the person's own home and in any care setting.

Our safeguarding standards, policies, procedures and guidance outline how we will fulfil our duty of care to safeguard the children, young people and adults we work with and those that work on our behalf.

This policy explains what we expect of our staff, volunteers (including Trustees), Family Centre Members and other service users. It also outlines how we protect adults at risk and sets out the safeguarding procedures that everyone should follow if they have a safeguarding concern about an adult or a safeguarding concern/allegation about an adult's behaviour.

All staff, volunteers (including Trustees), sessional workers, contracted professionals and any other person working on behalf of the Charity will receive a copy of this Policy and must sign to confirm that they have read and agree to abide by this Policy.

It is important that you follow this policy and our safeguarding procedures. If you have a safeguarding concern (offline or online), you must report it.

If you have any questions or concerns about safeguarding, this policy or if you are unsure whether your concern or question comes under this policy, please contact FCDC's Designated Safeguarding Lead.

Designated Safeguarding Lead and Wellbeing Officer

Helen Davies (Family Centre Manager)

Tel: 0117 9030366 / Mobile: 07810 533269

Email: helen@fcdc.org.uk

This policy should be read and complied with alongside FCDC's 'Safeguarding Adults Procedure'. This policy is available on FCDC's website and will be reviewed annually.

2. Policy Statement

FCDC believes everyone has the right to live free from abuse, exploitation, fear or neglect regardless of age, ability or disability, sex, gender identity, race, religion, ethnic origin, sexual orientation, marital or gender status.

FCDC recognises that:

- safeguarding is everybody's responsibility.
- health, wellbeing, ability, disability and the need for care and support can affect a person's resilience.
- some people experience barriers, for example, to communication in raising concerns or seeking help. We also recognise that these factors can vary at different points in people's lives.
- there is a legal framework within which charities need to work to safeguard adults who have needs for care and support and for protecting those who are unable to take action to protect themselves and will act in accordance with the relevant safeguarding adult legislation and with local statutory safeguarding procedures.

FCDC is committed to:

- creating and maintaining a safe and positive environment.
- creating and maintaining an open, listening culture where people feel able to share concerns without fear of retribution.
- preventing and responding appropriately to abuse and neglect by safeguarding the welfare of all adults whom we come into contact with during the course of our work and operations.

All actions taken by FCDC will be consistent with the principles of adult safeguarding, ensuring that any action taken by FCDC is prompt, proportionate and that it includes and respects the voice of the adult concerned.

3. Purpose and scope

The purpose of this policy is to demonstrate FCDC's commitment to safeguarding adults and to ensure that everyone involved in FCDC is aware of:

- The legislation, policy and procedures for safeguarding adults.

- Their role and responsibility for safeguarding adults.
- What to do and who to speak to if they have a concern relating to the welfare or wellbeing of an adult within the organisation.

This Safeguarding Adults Policy and its associated procedures apply to all individuals involved in FCDC's services and activities, including Trustees, staff, sessional workers, volunteers, contracted professionals, service users and all others concerned about the safety of adults when involved in our organisation, taking part in our activities/events and in the wider community.

In addition, we expect FCDC partner organisations, including suppliers and contractors, to adopt and demonstrate their commitment to the principles and practice as set out in this policy and its associated procedures.

4. Principles and commitments

4.1 Safeguarding Principles

- The welfare of the child, young person or adult at risk is paramount.
- All children, young people and adults regardless of age, disability, gender, racial heritage, religious belief or lack thereof, sexual orientation or identity, political, marital or immigration status have the right to equal protection from all types of harm or abuse
- Safeguarding is everyone's responsibility and everyone must play their full part in safeguarding children, young people and adults at risk
- All FCDC service/project delivery partners must adhere to the highest safeguarding standards and practice and adhere to FCDC's safeguarding framework
- Children, young people, adults at risk and their families and carers should be seen as key partners in safeguarding and at the centre of all decision-making, wherever possible.
- Everyone must contribute to a safeguarding culture at FCDC, where people are listened to and allegations, concerns or views and wishes are taken seriously.

4.2 How we fulfil our Principles

We safeguard and promote the welfare of children and adults at risk by embedding safe practice. We do this through the following:

- Appointing a designated lead person for the safeguarding of adults, children and child protection and ensuring their contact details are well publicised to all
- Appointing a lead trustee for safeguarding
- Valuing, listening and respecting all equally

- Creating and maintaining an anti-bullying, anti-harassment and inclusive environment which is supported by policy and procedures
- Having a code of conduct for FCDC staff and volunteers
- Setting clear standards, expectations and procedures for the reporting, sharing of safeguarding concerns and managing allegations
- Recording, storing and using information professionally and securely, in line with data protection legislation and guidance
- Making sure our service users (and their families), staff and volunteers know who to speak to if they have a concern
- Sharing relevant information with external agencies, when appropriate to do so and in line with our safeguarding procedures
- Following procedures to manage any low-level concerns or allegations about staff and volunteers promptly and appropriately
- Having effective complaints and whistleblowing policies and procedures in place, which are easily found
- Following legislative and regulatory guidance for the health and safety of our service users, staff and volunteers
- Keeping our policies and procedures under a cycle of regular review
- Promoting a culture of learning and continuous improvement at FCDC

In order to implement this policy, FCDC will make sure that:

- Everyone involved with the charity is aware of our safeguarding adults policy/procedures and knows what to do and who to contact if they have a concern relating to the welfare or wellbeing of an adult.
- Any concern that an adult is not safe is taken seriously, responded to promptly and followed up in line with this policy and associated procedures.
- The wellbeing of those at risk of harm will be put first and the adult actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will be respected and supported unless there are overriding reasons not to (see the Safeguarding Adults Procedures).
- Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.
- Confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored in line with our Confidentiality and Data Protection Policy and Procedures and Information Management Policy and Procedures.
- FCDC acts in accordance with best safeguarding practice guidance and advice e.g. from Local Authorities, national governing bodies, the NSPCC and Ann Craft Trust.

- FCDC will cooperate with the Police and the relevant Local Authorities in taking action to safeguard an adult.
- All Board members (Trustees), staff and volunteers at FCDC understand their role and responsibility for safeguarding adults and have completed and are up to date with safeguarding adult training at a level appropriate to their role.
- FCDC uses safe recruitment practices and continually assesses the suitability of staff and volunteers to prevent the employment/deployment of unsuitable individuals within our organisation and the wider community. (See FCDC's Safer Recruitment Policy for more information.)
- FCDC shares information about anyone found to be a risk to adults with the appropriate bodies e.g. Disclosure and Barring Service, Police, Local Authority and Social Services.
- When planning our services, activities and events, FCDC includes an assessment of, and risk to, the safety of adults from abuse/neglect and designates a staff member as a safeguarding lead for the service, activity or event.
- Actions taken under this policy are reviewed by the Board of Trustees and management team on an annual basis.
- This policy, together with other related FCDC policies and procedures, are reviewed on an annual basis and updated whenever there are relevant changes in legislation and/or government/Local Authority safeguarding guidance or as a result of any other significant change or event.

5. Implementation

FCDC is committed to developing and maintaining its capacity and capability to implement this policy and procedures. In order to do so, the following safeguarding measures will be in place:

- A clear line of accountability within the organisation for the safety and welfare of all adults.
- Access to relevant legal and professional advice.
- Regular management reports to the Board of Trustees, detailing how risks to adult safeguarding are being addressed and how any reports have been addressed.
- Safeguarding adult procedures that deal effectively with any concerns of abuse or neglect, including those caused through poor practice.
- A Designated Safeguarding Lead (see Appendix 1).
- A delegated Safeguarding Lead for events/trips/camps/ competitions.
- Arrangements to work effectively with other relevant organisations to safeguard and promote the welfare of adults, including arrangements for sharing information.

- Codes of conduct for Board of Trustee members, staff, sessional workers, volunteers and service users and other relevant individuals that specify zero tolerance of abuse in any form, including bullying, harassment, exploitation and abuse of power.
- Risk assessments that specifically include the safeguarding of adults.
- Policies and procedures that address the following areas, and which are consistent with this Safeguarding Adults policy, including (but not limited to):
 - ✚ Safeguarding Children and Young People
 - ✚ Anti-bullying and harassment
 - ✚ Social Media
 - ✚ Equality, diversity and inclusion
 - ✚ Safe activities risk assessments
 - ✚ Code of Conducts and a process for breach of these for Staff, Volunteers, Family Centre Members/Service Users, Parents/Carers/Family Members
 - ✚ Digital safeguarding
 - ✚ Discipline and grievance
 - ✚ Concerns, Complaints and Compliments
 - ✚ Whistleblowing
 - ✚ Safe recruitment and selection (staff and volunteers)
 - ✚ Contract compliance
 - ✚ Information management policy, data protection and information sharing

5.1 Partners and joint working

From time to time, FCDC may work jointly with other agencies to deliver the charity's activities, events or services. When setting up joint working arrangements, FCDC will ensure the safeguarding policies and procedures of other parties and external agencies are fit for purpose. This may involve a written agreement that sets out all parties' responsibilities, including who will be the lead partner for safeguarding.

5.2 Training and Supervision (Staff and Volunteers)

All FCDC staff and volunteers will receive safeguarding training and support relevant to their role. The relevant level of training must be completed within the probation period and renewed at least every three years, or sooner where need is identified by FCDC.

FCDC staff and volunteers will receive regular supervision (minimum 6 weekly) with a suitably competent manager. Supervision will include safeguarding and safe practice as a standard agenda item in order to ensure safeguarding issues or concerns are identified as soon as possible, actioned, monitored and reported.

FCDC's Designated Safeguarding Lead will meet monthly with the Chair of the charity (Designated Safeguarding Trustee) for support and supervision.

Service users may also be required to attend safeguarding training and informal supervision for certain roles, such as FCDC Young Leaders.

5.3 Roles and Responsibilities

Safeguarding is everyone's responsibility at FCDC.

Board of Trustees

The Board of Trustees hold organisation accountability for safeguarding at FCDC.

The Designated Safeguarding Trustee (DST) makes strategic decisions and keeps the Board of Trustees updated on safeguarding matters.

In order to lead the safeguarding culture and be appraised of operational issues and their strategic implications, the Chair (DST) receives regular safeguarding updates from the Designated Safeguarding Lead (DSL).

The DSL and Chair (DST) will ensure that a single central register is held and maintained which ensures that:

- all criminal record checks for staff and volunteers are up to date
- all staff and volunteers complete core safeguarding training

The DSL must make sure all staff and volunteers:

- are recruited in line with FCDC's safer recruitment policy and procedures
- have a job description (or role description for volunteers) which clearly articulates their responsibilities and contribution toward safeguarding
- receive appropriate training and support for their role, including safeguarding
- follow FCDC's Code of Conduct, policies and procedures at all times

Role descriptions for the DSL and DST are detailed in **Appendix 1** of this policy.

Line Managers

Managers across the charity will:

- Be a role model to staff, volunteers, young people and other stakeholders by promoting a safeguarding culture
- Monitor the implementation of this policy and report any concerns to the DSL
- Ensure there is a culture of openness, where everyone feels able to speak up and voice concerns
- Keep records of any concerns raised against a member of staff or volunteer and share with the DSL in line with data protection protocols.
- Ensure all staff and volunteers attend required safeguarding training within their probation period and that this is refreshed in accordance with this policy.
- Ensure that any concerns or allegations are promptly investigated and reported

All Staff and Volunteers

All staff and volunteers have a responsibility for service users who access FCDC services/activities as well as for other children, young people and adults who may come into contact with the charity during the course of our work.

All staff and volunteers must be committed to:

- a. Treating everyone with respect and dignity
- b. Always listening to and taking seriously any concerns raised
- c. Valuing each individual
- d. Using appropriate language and behaviour, particularly when communicating with children, young people and adults at risk

All staff and volunteers must:

- Report any safeguarding incident, concern, allegation or disclosure without delay, using the relevant procedures and safeguarding report forms (as detailed in FCDC's safeguarding procedures.)
- Report any concerns about the behaviour of staff, volunteers, contractors or others in line with FCDC safeguarding procedures.
- Complete safeguarding training and DBS checks when required
- Ensure they are familiar with FCDC policies, procedures and codes of conduct and follow these at all times

In the event that a safeguarding concern or issue is raised by an external agency directly to a staff member or volunteer, that FCDC staff member or volunteer must report this to the DSL immediately or at the earliest opportunity.

Section 2: Supporting Information

1. Key Points

- There is a **legal duty on Local Authorities** to provide support to 'adults at risk'.
- **Adults at risk** are defined in legislation and the criteria applied differs between each home nation. (see definitions for England and Wales on page 12).
- The safeguarding legislation applies **to all forms of abuse** that harm a person's wellbeing.
- The law provides a framework for good practice in safeguarding that makes the overall **wellbeing** of the adult at risk a priority of any intervention.
- The law emphasises the importance of **person-centred safeguarding** (referred to as '**Making Safeguarding Personal**' in England).
- The law provides a framework for making decisions on behalf of adults who cannot make decisions for themselves (**Mental Capacity**).
- The law provides a framework for organisations to **share concerns** that they have about adults at risk with the local authority.
- The law provides a framework for all organisations to **share information and cooperate** to protect adults at risk.

2. Safeguarding Adults Legislation

Safeguarding Adults in all home nations is compliant with United Nations directives on the rights of disabled people and commitments to the rights of older people. It is covered by:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018

The practices and procedures within this policy are based on the relevant legislation and government guidance.

- The Care Act 2014
- Care and Support Statutory Guidance 2014 (especially chapter 14)

Many other pieces of UK legislation also affect adult safeguarding.

These include legislation about different forms of abuse and those that govern information sharing. For example:

- Crime and Disorder Act 1998
- Data Protection Act 1998
- Domestic Abuse Act 2021
- Equality Act 2010
- Health and Social Care Act 2012
- Mental Capacity Act 2005, 2019

- Safeguarding Vulnerable Groups Act 2006
- Sexual Offences Act 2003
- The Public Interest Disclosure Act (1998)

There are specific offences applying to the mistreatment of and sexual offences against adults who do not have Mental Capacity and specific offences where mistreatment is carried out by a person who is employed as a carer: e.g. wilful neglect and wilful mistreatment,

3. Definition of an 'Adult at Risk'

The Safeguarding Adults legislation creates specific responsibilities on Local Authorities, Health, and the Police to provide additional protection from abuse and neglect to Adults at Risk.

When a Local Authority has reason to believe there is an adult at risk, they have a responsibility to find out more about the situation and decide what actions need to be taken to support the adult. In Scotland and Wales, the Local Authority can gain access to an adult to find out if they are at risk of harm for example, if that access is being blocked by another person.

The actions that need to be taken might be by the Local Authority (usually social services) and/or by other agencies, for example the Police and Health. A sporting organisation may need to take action as part of safeguarding an adult, for example, to use the disciplinary procedures in relation to a member of staff or member who has been reported to be harming a participant. The Local Authority role includes having multi-agency procedures which coordinate the actions taken by different organisations.

In England and Wales, an **adult at risk** is an individual aged 18 years and over who:

- a) has needs for care and support (whether or not the local authority is meeting any of those needs) AND;
- b) is experiencing, or at risk of, abuse or neglect, AND;
- c) 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

4. Abuse and Neglect

Abuse is a violation of an individual's human and civil rights by another person or persons.

Abuse 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.

There are different types and patterns of abuse and neglect and different circumstances in which they may take place.

Safeguarding legislation in each home nation lists categories of abuse differently however, they all include the following types of abuse:

- Physical
- Sexual
- Psychological
- Neglect
- Financial

Abuse can take place in any relationship and there are many contexts in which abuse might take place; e.g. Institutional abuse, Domestic Abuse, Forced Marriage, Human Trafficking, Modern Slavery, Sexual Exploitation, County Lines, Radicalisation, Hate Crime, Mate Crime, Cyber bullying, Scams.

Abuse can also take place within the context of our work at FCDC.

Some examples of abuse within the context of FCDC's work include:

- Harassment of an event participant because of their (perceived) disability and/or other protected characteristics.
- An adult service user intentionally striking another service user
- A family member or partner controlling a parent's access to our support services
- A staff member who sends unwanted sexually explicit text messages to a service user with learning disabilities.

Abuse or neglect outside of FCDC could be carried out by:

- A spouse, partner or family member
- Neighbours or residents
- Friends, acquaintances or strangers
- People who deliberately exploit adults they perceive as vulnerable
- Paid staff, professionals or volunteers providing care and support

Often the perpetrator is known to the adult and may be in a position of trust and/or power.

The Safeguarding Adults Legislation in England (Care Act 2014) defines categories of adult abuse and harm as follows:

- 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

5. Signs and Indicators of Abuse and Neglect

An adult may confide to a member of staff, coach, volunteer or another participant that they are experiencing abuse inside or outside of the organisation's setting. Similarly, others may suspect that this is the case.

There are many signs and indicators that may suggest someone is being abused or neglected. There may be other explanations, but they should not be ignored. The signs and symptoms include (but are not limited to):

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying activities at FCDC. You may notice that a service user has been missing from group support sessions and is not responding to reminders from staff.
- Someone losing or gaining weight / an unkempt appearance.
- A change in the behaviour or confidence of a person. For example, a service user may look quiet and withdrawn when a family member comes to collect them from FCDC activities
- Self-harm.
- A fear of a particular group of people or individual.
- A parent/carer always speaks for the person and doesn't allow them to make their own choices.
- They may tell you or another person they are being abused – i.e. they make a disclosure

6. Wellbeing Principle

The concept of 'wellbeing' is threaded throughout UK legislation and is part of the Law about how health and social care is provided. Our wellbeing includes our mental and physical health, our relationships, our connection with our communities and our contribution to society. Being able to live free from abuse and neglect is a key element of wellbeing.

The legislation recognises that statutory agencies have sometimes acted disproportionately in the past. For example, removing an adult at risk from their own home when there were other ways of preventing harm. In the words of Justice Mumby *'What good is it making someone safe when we merely make them miserable?'* What Price Dignity? (2010)

For that reason, any actions taken to safeguard an adult must take their whole wellbeing into account and be proportionate to the risk of harm.

7. Person-Centred Safeguarding (Making Safeguarding Personal)

The legislation also recognises that adults make choices that may mean that one part of our well-being suffers at the expense of another – for example we move away from friends and family to take a better job. Similarly, adults can choose to risk their personal safety; for example, to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety we need to understand ‘What matters’ to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

The concept of ‘Person Centred Safeguarding’/‘Making Safeguarding Personal’ means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. Organisations work to support adults to achieve the outcomes they want for themselves. The adult’s views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people’s sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

Table 1 The Principles of Adult Safeguarding

England (Care Act 2014)
<p>The Act’s principles are:</p> <ul style="list-style-type: none">● 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.

8. Mental Capacity and Decision Making

We make many decisions every day, often without realising. UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise.

We make so many decisions that it is easy to take this ability for granted. The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support however, some adults with care and support needs have the experience of other people making decisions about them and for them.

Some people can only make simple decisions like which colour T-shirt to wear or can only make decisions if a lot of time is spent supporting them to understand the options. If someone has a disability that means they need support to understand or make a decision this must be provided. A small number of people cannot make any decisions. Being unable to make a decision is called "lacking mental capacity".

Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's mental capacity can change. If it is safe/possible to wait until they are able to be involved in decision making or to make the decision themselves.

For example:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

Mental Capacity is important for safeguarding for several reasons.

Not being allowed to make decisions one is capable of making is abuse. For example, a disabled adult may want to take part in an activity but their parent who is their carer won't allow them to and will not provide the support they would need. Conversely the adult may not seem to be benefiting from an activity other people are insisting they do.

Another situation is where an adult is being abused and they are scared of the consequences of going against the views of the person abusing them. It is recognised in the law as coercion and a person can be seen not to have mental capacity because they cannot make 'free and informed decisions'.

Mental Capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

Each home nation has legislation that describes when and how we can make decisions for people who are unable to make decisions for themselves. The principles are the same.

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed.
- If the decision can wait, wait – e.g. to get help to help the person make their decision or until they can make it themselves.
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes.
- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible.

Many potential difficulties with making decisions can be overcome with preparation. A person needing support to help them make decisions whilst taking part in an organisation's activities or accessing services will ordinarily be accompanied by someone e.g. a family member or formal carer whose role includes supporting them to make decisions.

It is good practice to get as much information about the person as possible. Some people with care and support needs will have a 'One page profile' or a 'This is me' document that describes important things about them. Some of those things will be about how to support the person, their routines, food and drink choices etc. but will also include things they like and don't like doing. It's also important to have an agreement with the person who has enrolled the adult in the sports activity about how different types of decisions will be made on a day to day basis.

If a person who has a lot of difficulty making their own decisions is thought to be being

abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

There may be times when a sporting organisation needs to make decisions on behalf of an individual in an emergency. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them.
- Stopping them being in contact with the person causing harm.

9. Recording, Information Sharing and Confidentiality

All charities must comply with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR). Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

Processing information includes record keeping. Records relating to safeguarding concerns must be accurate and relevant. They must be stored confidentially with access only to those with a need to know.

Sharing information, with the right people, is central to good practice in safeguarding adults. However, information sharing must only ever be with those with a 'need to know'. This does **NOT** automatically include the person's spouse, partner, child, unpaid or paid carer. Information should only be shared with family and friends and/or carers with the consent of the adult or if the adult does not have capacity to make that decision and family/ friends/ carers need to know in order to help keep the person safe.

The purpose of Data Protection legislation is not to prevent information sharing, but to ensure personal information is only shared appropriately. Data protection legislation allows information sharing within an organisation. For example:

- Anyone who has a concern about harm can make a report to an appropriate person within the same organisation
- Case management meetings can take place to agree to co-ordinate actions by the organisation.

There are also many situations in which it is perfectly legal to share information about adult safeguarding concerns outside the organisation. Importantly, personal information can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing harm or are scared that they will lose control of

their situation to statutory bodies or because they feel embarrassed. Their wishes should be respected unless there are over-riding reasons for sharing information.

The circumstances when FCDC need to share information without the adult's consent include those where:

- it is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk.
- you believe they or someone else is at risk, including children.
- you believe the adult is being coerced or is under duress.
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed.
- the adult does not have mental capacity to consent to information being shared about them.
- the person causing harm has care and support needs.
- the concerns are about an adult at risk living in England (where there is a duty to report to the Local Authority).

When information is shared without the consent of the adult, this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

If you are in doubt as to whether to share information, seek advice from FCDC's DSL or an external agency e.g. seek legal advice and/or contact the Local Authority and explain the situation without giving personal details about the person at risk or the person causing harm.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

All staff and volunteers must handle information in line with FCDC policies, data protection law and best practice, ensuring that confidential information is secure.

Confidentiality

Whilst working in line with data protection protocols at all times, confidentiality and data protection will never be a barrier to sharing information in order to safeguard a child, young person or adult at risk.

Under no circumstances will any FCDC staff member or volunteer keep confidential any information that raises concerns about the safety and welfare of a child, young person or adult at risk. This position is made clear to all service users through relevant consent forms by FCDC when delivering direct work.

Access to confidential records at FCDC is restricted to authorised users only who require access in order to carry out their responsibilities.

Authorised users must first complete satisfactory screening and checks (in line with FCDC's Safer Recruitment Policy) and have received training and/or support to ensure they understand how to comply with data protection at all times.

Data Protection and Consent

FCDC frequently takes photographs of participants at activities and events. This is only done with the express written consent of the participants, parents or guardians.

At all times written permission will be obtained before any photographic material is used in the public domain.

Reporting

a) Internal reporting

The Board of Trustees receives an annual safeguarding report which enables the trustees to give due scrutiny and consideration to safeguarding risks, policy, practice, implementation and recommendations. The Board may from time to time commission audits, reviews or assessments into any area of safeguarding and safe practice.

The Designated Safeguarding Trustee (DST) maintains oversight on behalf of the Board of Trustees regarding safeguarding issues across FCDC.

The Board of Trustees meets monthly and receives regular safeguarding reports from the DSL. This includes all referrals made and any serious safeguarding matters.

b) External reporting

FCDC recognises its duties in relation to reporting to external bodies such as the Charity Commission for serious safeguarding incidents. In addition to the protection reporting processes, FCDC has a legal duty to refer anyone who is considered unsuitable to work with children or adult at risk (because they have harmed or are a risk to children, young people or adults at risk) to the relevant criminal records agency and local authority designated officer. It may also be necessary to notify other regulatory bodies where the person is part of a profession (e.g. teachers).

The DSL will advise and lead on reporting such matters. The DSL will be supported by the Safeguarding Board as well as the Chair (the lead safeguarding trustee), where necessary.

10. Multi-Agency Working

Multi-agency working and information sharing is key to effective safeguarding. Safeguarding adults' legislation gives the lead role for adult safeguarding to the Local Authority. However, it is recognised that safeguarding can involve a wide range of organisations.

In this context, FCDC may need to cooperate with the Local Authority and the Police including to:

- Provide more information about the concern you have raised.
- Provide a safe venue for the adult to meet with other professionals e.g. Police/Social Workers/Advocates.
- Attend safeguarding meetings.
- Coordinate internal investigations (e.g. complaints, disciplinary) with investigations by the police or other agencies.
- Share information about the outcomes of internal investigations.
- Provide a safe environment for the adult to continue their sporting activity/ their role in the organisation.

Section 3: Appendices

Appendix 1 – FCDC Safeguarding Role Descriptions

1. Designated Safeguarding Lead (DSL)

The designated person at FCDC has primary responsibility for putting into place procedures to safeguard adults at risk, supporting staff/volunteers and where relevant managing concerns about adults at risk.

DSL Duties and responsibilities include:

- Working with others within the organisation to create a positive inclusive environment within the sport.
- Playing a lead role in developing and establishing the organisation's approach to safeguarding adults and in maintaining and reviewing the organisation's implementation plan for safeguarding adults in line with current legislation and best practice.
- Coordinating the dissemination of the safeguarding adult policy, procedures and resources throughout the organisation.
- Contributing to ensuring other policies and procedures are consistent with the organisation's commitment to safeguarding adults.
- Advising on the organisation's training needs and the development of its training strategy.
- Writing and sharing reports on and managing cases of poor practice and abuse reported to FCDC.
- Arranging and coordinating safeguarding training at an appropriate level to FCDC roles
- Preparing and delivering safeguarding briefings for FCDC staff and volunteers
- Maintaining an appropriate recording system.
- Supporting FCDC's Chair to co-ordinate the case management process.
- Managing liaison with, and referrals to, external agencies. For example: adult social-care services and the police.
- Creating a central point of contact for internal and external individuals and agencies concerned about the safety of adults within the organisation.
- Providing advice and support to staff, volunteers and the Board of Trustees.
- Taking a lead role in the recruitment, selection and training of staff and volunteers.
- Representing the organisation at external meetings related to safeguarding.

2. Designated Safeguarding Trustee (DST)

1. Role purpose

The purpose of the role is to support The Family Centre Deaf Children (FCDC) to create a safe and welcoming environment, where everyone is respected and valued. It's about making sure FCDC is run in a way that actively prevents harm, harassment, bullying, abuse and neglect; and to ensure that the charity is ready to respond safely and well if there is a problem.

2. Principal responsibilities

The lead trustee for safeguarding takes on the following duties in addition to their wider responsibilities as a trustee.

- **Strategic leadership**
- Consider the organisation's strategic plans and make sure they reflect safeguarding legislation, any regulations specific to our activities, statutory guidance, and the safeguarding expectations of the Charities Commission.
- Work with FCDC's Designated Safeguarding Lead regularly to review whether the things the organisation has put in place are creating a safer culture and keeping people safe.
- Check the organisation's risk register reflects safeguarding risks properly and plans sensible
- measures to take, including relevant insurance for trustees' liability.
- Make sure there is space on the agenda for safeguarding reports and help trustees understand and challenge those reports.
- **Effective policy and practice**
- Make sure there is an annual review of safeguarding policies and procedures and that this is reported to trustees.
- Understand the monitoring activity to see whether policies and procedures are effective.
- Call for audits of qualitative and quantitative data (either internal or external) as needed.
- Learn from case reviews locally and nationally, to improve the organisation's policies, procedures
- and practices.
- Oversee safeguarding allegations against staff or volunteers, together with the Senior Leader and Designated Safeguarding Lead.

Appendix 2 – Sources of Information and Support

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

England	Northern Ireland
<p>Tel: 0808 2000 247</p> <p>www.nationaldahelpline.org.uk/Contact-us</p>	<p>Tel: 0808 802 1414</p> <p>www.dsahelpline.org</p> <p>Twitter: www.twitter.com/dsahelpline</p> <p>Facebook: www.facebook.com/dsahelpline</p>
Scotland	Wales
<p>Tel: 0800 027 1234</p> <p>Email: helpline@sdafmh.org.uk</p> <p>Web chat: sdafmh.org.uk</p>	<p>Llinell Gymorth Byw HebOfn/ Live free from fear helpline</p> <p>Tel: 0808 8010 800</p> <p>Type Talk: 18001 0808 801 0800</p> <p>Text: 078600 77 333</p>

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid (England and Wales)

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support