



**South Liverpool
Domestic Abuse
Services**

SLDAS Safeguarding Vulnerable Adults Policy

Aim of policy	The purpose of the policy is to outline how SLDAS is fully committed in supporting vulnerable individuals when accessing our services
Approved by	Board of Trustees
Date approved	01/11/2023
Review Cycle	2 years
Review Date	November 2025
Designated officer	Rebecca Radcliffe

General Statement

SLDAS supports women who are defined as vulnerable. Most domestic abuse is perpetrated by men towards women. SLDAS supports women on a face-to-face basis or telephone/computer if preferred.

However, it is recognised that men can be subjected to domestic abuse and SLDAS will make every effort to offer initial advice via telephone and signpost male victim/survivors to appropriate services.

Domestic violence is about power and control, accessing services is therefore essential to recovery to empower women to take control over their own lives. Therefore, on-going risk assessments, safety plans, information and support are fundamental organising principles to our work.

SLDAS recognises that ALL women have the right to be protected from abuse.

SLDAS is committed to ensuring that all beneficiaries are protected from abuse whilst using our services.

Definition of abuse:

Abuse is the behaviour that deliberately or unknowingly causes harm, endangers lives, reduces well-being, or violates human rights – physically, sexually, emotionally, financially or through neglect. Abuse concerns the misuse of power, control and/or authority.

Definition of vulnerable adult:

An individual unable through limitation to ability, leaving them subject to a downward spiral that reduces well-being, leaves them subject to isolation and control, unable to act on their own behalf, prohibiting them to take-up of opportunities for support.

Some of the indicators of vulnerability & risk factors:

substance misuse, lack of concentration, signs of neglect, taking undue risks, living with an abuser in inappropriate environments & space, isolation, breakdown in communication.

Safeguarding vulnerable adults is the responsibility of all members of the organisation.

Everyone must be pro-active in seeking support for vulnerable adults by alerting the appropriate person,

SLDAS Designated Officer (DSO) – Rebecca Radcliffe, Director.

Tel: 0151 494 2222/07931292449

Email: manager@sldas.co.uk

SLDAS Procedure for an Alerter

In an emergency dial 999 for police or ambulance support

Step 1: If you have a concern that a person is at risk, use a risk assessment tool to help assess the risk (if appropriate/possible) Log concerns accurately and in a timely manner.

Step 2: Advise the client that you have concerns for her/others safety and you will work within SLDAS Policy to try to reduce risk

Step 3: If possible/safe offer a Safety Plan to reduce the risk. Discuss a referral to other support services if required to strengthen support.

Step 4: Inform the Designated Officer of your concerns and discuss referral to adult care line

Step 5: If the risk is not reduced the Services Co-ordinator will inform the woman that she should speak to Social Services Adult Careline. If the woman declines to do so the SLDAS Services Co-ordinator or (if unavailable, the Senior Manager) will alert Careline of the concerns with the aim of improving safety for the woman and her family.

Step 6: If the woman does not agree with SLDAS contacting Careline the referrer must fill in the SLDAS Alerter Incident Logging Form and store a copy in the woman's case file and in the SSD referral file in the Service Office filing cabinet.

Step 7: Check within 14 days to see what the outcome of the alert/referral was.

SLDAS Director Rebecca Radcliffe - 0151 494 1777

In an emergency dial 999 for Police or Ambulance support

If a woman discloses abuse to you, or makes an allegation:

- Stay calm.
- Listen carefully.
- Record everything you have been told in a timely, precise and accurate manner.
- Discuss how information discussed is kept confidential and the only time we would break confidentiality is if we were concerned there was a risk to client or someone else.
- Reassure they have done the right thing speaking to someone.
- Reassure there is help and support and discuss what you will do next with the information.
- Discuss how this information will need to be shared with SLDAS Designated Safeguarding officer and if necessary, Adult Social care.
- If there are safeguarding concerns a referral must be made urgently to Adult Care line, if you are unsure if a referral is required, you must discuss your concerns with the Designated Safeguarding Officer

General duties of all staff and volunteers (in relation to the safety and welfare of vulnerable people)

- Take all reasonable steps to protect vulnerable adults from hazards.
- Take appropriate action if an accident/incident occurs.
- Take all reasonable steps to prevent abuse of vulnerable adults in contact with the organisation.
- Report any incident or suspicion of abuse.
- Keep factual, up-to-date case notes and records of support.

What does SLDAS do?

1. Our staff and volunteers provide on-going risk assessments using the Merit tool to measure risk to client/children, if a client scores High/Gold risk on the Merit, a referral to MARAC is completed promptly along with a referral to adult/children's services if required.

It is the duty of the staff and all volunteers to report concerns, allegations, and disclosures to the Designated Safeguarding Officer.

2. All concerns are to be documented factually and a copy added to the client's case file.
3. It is the role of the Designated Safeguarding Officer to report concerns to adult safeguarding, If the DSO is not available and the referral cannot wait, you must report the disclosure direct to adult safeguarding. It is not SLDAS role to investigate. The DSO will keep an up-to-date log of all concerns on the client's case notes.
4. The member of staff or volunteer who initially raised a concern is to check the progress of their report with the DSO within 14 days.

The Designated Officer role will be:

- To promote awareness of the policy within the organisation.
- To be an advisor on best practice.
- To ensure staff and volunteers are all training in at least Level 1 Safeguarding and they have a refresher course every two years.
- To build a network with relevant personnel in the statutory authorities.
- To ensure incident reporting procedures are in place.
- To keep up-to-date and accurate records of incidents and reports, together with any other relevant information.
- To report incidents to the relevant statutory authorities and ensure that appropriate information is available at the time of referral.
- To record referrals and alerts to Adult Careline.

- To record when beneficiaries **do not want** SLDAS to contact Careline, but consent has been overridden due to professional judgement.
- To work in a multi-agency approach to offer support to beneficiaries.
- To ensure that individual case records reflect the action taken by the organisation.

Disseminating information about this policy

Everyone working or applying to work for SLDAS is made aware of our policy. Furthermore, these guidelines are being issued to all trustees, volunteers, and staff.

Queries or suggestions regarding the policy or guidelines should go through the Designated Safeguarding Officer.

Support for volunteers and staff

If you witness or suspect abusive behaviour towards a vulnerable adult, use the procedure outlined in this policy.

If you are in any doubt as to what to do, contact the Designated Safeguarding Officer (DSO) who will advise and support you.

If you suspect your line manager is involved in the abuse or is not following procedures correctly, you must report this to the Chair of the Board of Trustees (Nina Doran) as soon as possible.

If you are still concerned that staff are not taking your concerns seriously you should contact Careline (contact details on page 6 of this document)

Definitions of abuse

Physical

Including assault, hitting, slapping, pushing, and misuse of medication, restraint or inappropriate physical sanctions.

Domestic abuse

Including psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence.

Sexual abuse

Including rape, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting, sexual harassment, inappropriate looking

or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts.

Psychological abuse

Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, intimidation, coercion and control, harassment, verbal abuse, cyberbullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse

Including theft, fraud, internet scamming, coercion in relation to an adult's financial arrangements (including in connection with wills, property, inheritance or financial transactions), the misuse or misappropriation of property, possession or benefits.

Modern slavery

Slavery, human trafficking, forced labour and domestic servitude, traffickers and slave masters using whatever means they have at their disposal to coerce, deceive, and force people into a life of abuse, servitude and inhuman treatment.

Discriminatory abuse

Including harassment, slurs or similar treatment because of race, gender, gender identity, age, disability, sexual orientation, or religion.

Organisational abuse

It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within the organisation including neglect and poor care practice within an institution or specific care setting such as hospital or care home for example, or in relation to care provided in a person's own home. This may range from one off incidents to ongoing ill-treatment.

Neglect and acts of omission

Including ignoring medical, emotional, or physical 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 or heating.

Self-neglect

This covers a wide range of behaviour around neglecting to care for one's own personal hygiene, health, or surroundings. It should be noted that self-neglect may not prompt a section 42 enquiry. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.

This may include hoarding when the hoarding becomes a serious risk to an adult with care and support needs.

Supporting policies:

Flow Chart for Vulnerable Adults Vulnerable Adults

Incident Logging Form

Confidentiality policy

Grievance procedures

Complaints procedures

Whistle-blowing policy

Health & Safety policy

SOVA 2004

Reporting Safeguarding concerns

Liverpool Adult Careline –

Telephone: 0151 233 3800

Website: <http://www.liverpool.gov.uk>