

BYFIELD GOOD NEIGHBOUR SCHEME –

SAFEGUARDING POLICY

1.	NAME <i>Whose policy</i>	Byfield Good Neighbour Scheme , hereafter called “the Scheme”
2.	INTENTION <i>Why</i>	<p>The Scheme has been set up to aid, include and involve all in our community.</p> <p>It is the duty of the organisation to identify risks for vulnerable persons of any age and report it to the relevant authority.</p> <p>We may be in a unique position to notice a Safeguarding issue, and it is everyone’s responsibility to report this.</p>
3.	ACTIONS <i>What we will do</i>	<p>The Scheme will provide a Designated Safeguarding Officer to support volunteers and ensure adherence to the policy.</p> <p>The Scheme will vet volunteers to an appropriate level, including DBS checks if necessary.</p> <p>Volunteers will follow the H&S and associated policies to maintain their own welfare, including carrying ID and a mobile phone.</p> <p>The Scheme will train the volunteers to spot any issues, and what to do should they notice anything of concern.</p> <p>The Scheme will report any issues of safeguarding to the relevant authorities.</p>
4.	DEFINITIONS	This policy is informed by, and adheres, to “Safeguarding Adults Joint Policy and Operational Procedures” and the following legislation: NHS

<p><i>What is Safeguarding?</i></p>	<p>and Community Care Act 1990 Mental Health Act 1983 Public Interest Disclosure Act 1998 Care Standards Act 2000 Care Act 2014</p> <p>“Safeguarding” means protecting an individual’s right to live in safety, free from abuse or neglect.</p> <p>Volunteers are not expected to be social workers or have expert knowledge, but there may be an occasion when you visit someone at home and you come away with an uneasy feeling that things are not quite right or safe. In those circumstances this policy may help you decide what to do next.</p> <p>This policy will also raise your awareness of the increasing problem of adult abuse, in case you should ever come across it.</p> <p>“Abuse” is a violation of an individual’s human and civil rights by any other person or persons. Where this is happening to vulnerable adults :</p> <ul style="list-style-type: none">• It may consist of a single act or repeated acts often in a relationship where there is an expectation of trust, which causes harm to an individual.• It may be an act of neglect or a failure to act.• Adult abuse can cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s).• Victims may be too afraid, ashamed or embarrassed to raise any complaint.• They may regard what is happening as “normal” and be unaware that they are being abused.
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		<ul style="list-style-type: none"> • They may be reluctant to discuss their concerns with other people or be unsure who to trust or approach with their worries. • They may be unable to communicate or explain what is happening. <p><i>See Appendix A for a chart on types of adult abuse and indicators</i></p>
<p>5</p>	<p>REPORTING</p> <p><i>What to do if you see signs of abuse or neglect</i></p>	<p>If a member is told something or sees evidence that raises a suspicion that a person may be unsafe or at risk of abuse, each person has a duty to record the concerns and alert the Designated Safeguarding Officer in the Good Neighbour Scheme.</p> <p><i>NB Act immediately if the person is in imminent danger – eg call Police or Ambulance.</i></p> <p>The Designated Safeguarding Officer for the Scheme is : the Vice -Chair</p> <p>The Designated Safeguarding Officer will :</p> <ul style="list-style-type: none"> • Provide a single point of contact for Scheme volunteers on vulnerable adult protection issues • Provide internal consultation to volunteers • Ensure that good working practice is followed by Scheme volunteers • Carry out a risk assessment • Maintain the Safeguarding Records of the Scheme • Contact the adult social services department when necessary – 0344 800 8020 <p><i>See Appendix B for a list of advice on Do’s and Don’t’s when someone has reported something to you.</i></p>

<p>6.</p>	<p>DBS POLICY</p> <p><i>Verifying the volunteers</i></p>	<p>See the DBS Policy for information on how we check the suitability of volunteers for their tasks.</p>
<p>7.</p>	<p>WHISTLEBLOWING</p> <p><i>What to do if you have concerns about a Scheme member</i></p>	<p>All organisations that provide services to vulnerable persons of any age should have Whistleblowing Procedures.</p> <p>Whilst volunteers will have been verified, all members and users have individual responsibility to bring matters of unacceptable practises, performance or behaviour to the attention of the Scheme.</p> <p>In the first instance, refer to our Complaints Policy.</p> <p>If the whistle-blower feels unable to follow that Policy, the alternate route is as follows :</p> <ul style="list-style-type: none">• Raise the matter with the Designated Safeguarding Officer (or a Committee Member)• Be specific, ideally in writing, with background, history, dates and times <p>A whistle-blower is encouraged to identify themselves – we will abide by our Confidentiality Policy – however if they wish to be anonymous, the report will be assessed, taking into account the seriousness of the matter, the credibility and likelihood of confirmation from an attributable source.</p>

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8.	FEEDBACK <i>If you notice some way we can improve...</i>	The Scheme is continuously open to feedback from volunteers, users and the village community. If you notice an obstacle, please help us by letting us know. If you have a recommendation for action, again, please pass it on: ByfieldGNS@gmail.com
9.	REVIEW <i>When we will look at this policy again</i>	The policy will be reviewed annually, or as necessary from feedback received, by the Management Committee.

We certify that this is the Safeguarding Policy of the Byfield Good Neighbour Scheme which was adopted at a meeting held on:

Date:

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Chairperson:

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Secretary:

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Appendix A

Type of abuse	Examples	Possible signs
<p>Physical Abuse This may involve actual or likely injury, assault and neglect. Inflicted intentionally or through lack of care</p>	<p>Assault – hitting, slapping, pushing, kicking Rough handling / restraint / locked doors Poisoning / misuse of medication / giving medication without consent</p>	<p>Unexplained injuries or illness Bruising / finger marks Broken bones Fear of certain people Withdrawal</p>
<p>Emotional / Psychological Abuse This includes acts or behaviours that cause mental distress or anguish. Any action or ill treatment which has an adverse effect on mental well-being, causing suffering to the individual</p>	<p>Verbal harassment / ridicule / treating with contempt or as a child / intimidation Withholding pleasurable foods, activities or social contacts Racial abuse Humiliation Threats of harm or abandonment or isolation Preventing a person from expressing an opinion or their wishes</p>	<p>Fear of certain people or places Mood swings Crying or getting upset over ordinary things Increase in difficult behaviour</p>
<p>Sexual Abuse This is the involvement of a person in sexual activities against their will, which they do not understand or have not given consent to</p>	<p>Rape / sexual assault Unwanted touching or sexual activity which the person does not understand or is unable to consent to Sexual harassment Involvement in pornography / prostitution</p>	<p>Unexplained sexual language or sexualised behaviour Difficulty or pain on using the toilet Unexplained money or presents</p>

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<p>Financial Abuse Everyone has the right to the money and property that is rightfully theirs. This abuse is theft or misuse of money or personal possessions which involves a person’s resources being used to the advantage of another person</p>	<p>Theft of money or possessions Fraud Exploitation Pressure in connection with wills, inheritance or financial transactions Overcharging e.g. for house repairs Misuse of benefits Stealing financial identity</p>	<p>Unexplained or sudden inability to pay bills Discrepancy between assets and living conditions Reluctance to spend money Loss of possessions</p>
<p>Neglect / Acts of Omission Everyone has the right to adequate standards of care. Neglect is a failure to provide adequate care or a failure to act in a way to protect a person from harm.</p>	<p>Failure to provide access to health, social care or educational resources Withholding of adequate food, drink, medication or heating Untreated illness or conditions Inadequate personal hygiene / care Failure to provide information on sexual and reproductive health</p>	<p>Poor physical condition and hygiene Dirty or wet clothing Weight loss / malnutrition Mental or physical ill health Unusual behaviour</p>
<p>Discrimination This includes abuse based on racism, disability, religion, sex and sexuality etc. It includes harassment, slurs or similar treatment. It includes the withholding of culturally appropriate food, clothing, skin and hair care, washing arrangements and religious worship and customs.</p>	<p>Racist harassment or name calling Negativity about other cultures Forcing women to do low status activities Failure to recognise or comply with someone’s religion or religious customs Hate crime</p>	<p>Negative selfimage Selfinjury/ harm Depression Mood swings Fear of certain people or places Reluctance to engage in activities</p>

<p>Institutional Abuse This can occur in any setting where things are arranged for the benefit of staff rather than the people who use the service. There is a lack of choice and control for users who become institutionalised.</p>	<p>Lack of dignity and privacy – staff entering rooms without knocking Lack of choice over meals and bedtimes – fixed routines No individual care plans</p>	<p>No opportunity for making decisions No personal possessions Poor mental or physical health / self-harm Weight loss Withdrawn or unusually subdued Rocking or repetitive movements</p>
<p>Self-neglect / Harm This is the inability or unwillingness to perform essential self-care tasks or to recognise unsafe living conditions, leading to risk of injury or ill health.</p>	<p>The person is not looking after him/herself, eating and drinking sufficiently well or keeping warm and does not seem interested in doing so Failure to take medication / attend medical appointments The physical environment is hazardous / unhygienic</p>	<p>Unkempt appearance Pests in the residence – mice, rats, cockroaches etc Weight loss Ill health Evidence of alcohol or drug abuse such as empty alcohol bottles etc</p>
<p>Domestic Abuse This is controlling, coercive, threatening or violent behaviour between those who have been intimate partners or family members that is designed to make a person subordinate, dependent or isolated. It occurs at home.</p>	<p>Violence Threatening behaviour / blackmail Curtailing of freedom to see friends or family Locking family member in the house Female genital mutilation Forced marriage</p>	<p>Partner or family member is seen acting in controlling or overbearing way Visits to family home may be discouraged The person may refuse to be seen alone Isolation and depression</p>

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<p>Modern Slavery This is when a person is treated as property and forced to work against their will and without proper payment.</p>	<p>Human trafficking for forced labour or sex Domestic servitude Buying women for marriage Forced prostitution or gang rape Bonded labour / debt bondage</p>	<p>Workers have little income or freedom Depression and social isolation Self-harm Passports may be confiscated Can be held in captivity</p>
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APPENDIX B - DOs and DON'Ts:

DO:

Ensure the safety of the person

Call **999** straight away if there is imminent danger or if a crime is being committed or has clearly been committed

Remain calm and respectful and listen carefully to what is being said

Acknowledge that the person may be upset and may need appropriate support

Take concerns seriously

- Reassure the person that they have done the right thing by talking to you.
- Ask the person what they would like to do now (for example do they want to contact a relative or friend for support)
- As soon as possible make a detailed record of what has been said and done ideally using the person's own words on an Incident Report Form
- Ensure that you have informed everyone who needs to know – the Good Neighbour Scheme duty coordinator or designated safeguarding person initially

If a volunteer has been told about the allegation of abuse in confidence, they should attempt to gain the consent of the person concerned to make a referral to another agency. However, gaining consent is not essential in order for information to be passed on.

Consideration needs to be given to:

- The scale of the abuse
- The risk of harm to others
- The capacity of the adult concerned to understand the issues of abuse and consent
- If you or the designated safeguarding person has any doubt about whether or not to report an issue to Social Services then it should be reported

DON'T :

- Discuss the issue with anyone other than those who need to know
- Interfere with anything that could be used as evidence
- Ask detailed or probing questions
- Ignore the issue and hope it will go away

- Contact the alleged abuser
- Get the alleged abuser to contact the victim
- Investigate the matter yourself in anything other than the basic detail
- Make promises that you cannot keep or tell the person what might happen