



## **SAFEGUARDING POLICY**

### **STATEMENT OF COMMITMENT**

The NEWway Project works with single homeless adults with low to medium support needs, using volunteer helpers. We are committed to protecting people's health, wellbeing and rights, and enabling them to live free from harm, abuse and neglect.

### **PURPOSE THIS POLICY**

The purpose of this policy is to:

- Clarify the definitions and categories of abuse that we recognise.
- Highlight possible signs of abuse that our team must be mindful of.
- Effectively safeguard people coming into contact with our services, and promote their rights and welfare.
- Provide all staff and volunteers with clear rules to follow.
- Make all staff and volunteers aware of what is expected of them in terms of their approach, behaviour and actions.
- Provide evidence to NEWway guests, referring agencies, churches, the local community, Newham Council, Housing Justice and those funding our work that NEWway is committed to safeguarding.

### **SCOPE**

This policy covers safeguarding adults only, and it applies to all NEWway staff, volunteers and trustees. It is important to note that NEWway only provides services for people over 18 years and very rarely have volunteers under the age of 18 (please see Section 5 of this Policy or refer to the NEWdawn Volunteer Handbook for further details).

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## **Section 1 - DEFINITIONS**

**Vulnerable adult** - An adult is defined as vulnerable while they are in receipt of a “regulated activity”, for instance Health care, Personal Care, Social Work, Assistance with general household matters or assistance in the conduct of a person's own affairs.

**Safeguarding** - Protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

**Adult at Risk** is a person aged 18 or over who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs);  
and;
- Is experiencing, or is at risk of, abuse or neglect;  
and;
- 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.

**Adult in need of care and support** is determined by a range of factors including personal characteristics, factors associated with their situation, or environment and social factors. Naturally, a person's disability or frailty does not mean that they will inevitably experience harm or abuse. In the context of safeguarding adults, the likelihood of an adult in need of care and support experiencing harm or abuse should be determined by considering a range of social, environmental and clinical factors, not merely because they may be defined by one or more of the above descriptors.

**Abuse** is a violation of an individual's human and civil rights by another person or persons. See section 2 for further explanations.

**Adult safeguarding** is protecting a person's right to live in safety, free from abuse and neglect. Capacity refers to the ability to make a decision at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to make a decision unless it can be established that they lack capacity (MCA 2005).

## **Section 2 - CATEGORIES OF ABUSE**

There are different types and patterns of abuse and neglect, and different circumstances in which they may take place. The Care Act 2014 identifies the following as an illustrative guide and is not intended to be exhaustive list as to the sort of behaviour which could give rise to a safeguarding concern:

**Self-neglect:** It covers a wide range of behaviour: neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

**Modern Slavery:** It 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.

**Domestic Abuse and coercive control:** It includes psychological, physical, sexual, financial and emotional abuse. It also includes so-called 'honour' based violence. It can occur between any family members.

**Discriminatory Abuse:** Discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act.

**Organisational Abuse:** It 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.

**Physical Abuse:** It includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

**Sexual Abuse:** It 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.

**Financial or Material Abuse:** It includes theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection to wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Neglect:** It includes ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**Emotional or Psychological Abuse:** It includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

*Not included in the Care Act 2014 but also relevant:*

**Cyber Bullying:** Cyber bullying occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

**Forced Marriage:** Forced marriage is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-social Behaviour, Crime and Policing Act 2014 makes it a criminal offence to force someone to marry. The forced marriage of adults with learning disabilities occurs when the adult does not have the capacity to consent to the marriage.

**Mate Crime:** A 'mate crime' as defined by the Safety Net Project as 'when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual.' Mate Crime is carried out by someone the adult knows and often happens in private. In recent years there have been a number of Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.

**Radicalisation:** The aim of radicalisation is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. This may be direct through a relationship, or through social media.

Spiritual Abuse: the forced acquiescence to a set of spiritual propositions or spiritual behaviours.

## **Section 3 - POSSIBLE SIGNS OF ABUSE**

### **PHYSICAL ABUSE**

*Visual signs of physical abuse:*

- Any injuries not consistent with the explanation given for them,
- Injuries which occur to the body in places which are not normally exposed to falls or games,
- Bruises which reflect hand marks or fingertips (from slapping or pinching),
- Cigarette burns,
- Bite marks,
- Broken bones,
- Scalds,
- Injuries which have not received medical attention,
- Neglect - under nourishment, constant hunger, stealing or gorging food,
- Untreated illnesses, inadequate care,
- Repeated urinary infections or unexplained stomach pains.

*Changes in behaviour which can also indicate physical abuse:*

- Aggressive behaviour or severe temper outbursts,
- Flinching when approached or touched,
- Reluctance to get changed, for example, wearing long sleeves in hot weather,
- Depression,
- Withdrawn behaviour,
- Obsessions or phobias,
- Sudden under-achievement or lack of concentration,

- Inappropriate relationships with other adults,
- Being unable to interact with others,
- Attention seeking behaviour,
- Fear of making mistakes,
- Self-harm.

## **SEXUAL ABUSE**

*The physical signs of sexual abuse:*

- Pain or itching in the genital/anal area,
- Bruising or bleeding near genital/anal areas,
- Sexually transmitted disease,
- Vaginal discharge or infection,
- Stomach pains,
- Discomfort when walking or sitting down,
- Pregnancy.

*Changes in behaviour which can also indicate sexual abuse include:*

- Sudden or unexplained changes in behaviour e.g. becoming withdrawn or aggressive,
- Fear of being left with a specific person or group of people,
- Having nightmares,
- Eating problems such as over-eating or anorexia,
- Self-harm or mutilation, sometimes leading to suicide attempts,
- Saying they have secrets they cannot tell anyone about,
- Substance or drug abuse,
- Suddenly having unexplained sources of money or expensive gifts,
- Acting in an inappropriate sexually explicit way.

## **NEGLECT**

*The physical signs of neglect may include:*

- Constant hunger, sometimes stealing food,
- Constantly dirty or smelly,
- Loss of weight or being constantly underweight,
- Inappropriate dress for the conditions.

*Changes in behaviour which can also indicate neglect include:*

- Complaining of being tired all the time,
- Not requesting medical assistance and/or failing to attend appointments,
- Having few friends,
- Mentioning being left alone without a possibility of free movement.

## **Section 4 - GUIDANCE ON HOW TO RESPOND TO DISCLOSURE**

It is not your responsibility to decide whether or not an adult has been abused. It is, however, everyone's responsibility to respond to and report concerns.

### **DO:**

- Do treat any allegations seriously and act at all times towards the adult as if you believe what they are saying.
- Do tell the adult they are right to tell you.
- Do reassure them that they are not to blame.
- Do tell the adult what you are doing, when, and who you have to tell, and keep them up to date with what is happening. It is good practice to seek the adult's views on what they would like to happen next, considering their needs and wishes, and to inform the adult you will be passing on your concern.
- Do take further action - you may be the only person in a position to prevent future abuse – tell your nominated person immediately. See Section 6 for details.
- Do write down everything said and what was done.
- If you are concerned someone is in immediate danger, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.

### **DO NOT:**

- Do not make promises you cannot keep.
- Do not interrogate the adult. It is not your job to carry out an investigation. It will be up to police officers or social workers, who have experience in this.
- Do not cast doubt on what the adult has told you.
- Do not interrupt them or change the subject.
- Do not say anything that makes the adult feel responsible for the abuse.
- Do not promise to keep the conversation confidential.
- Do not do nothing. Make sure you tell your Designated Safeguarding Lead immediately - they will know how to follow this up and where to contact for further advice.

## **RESPONDING TO ABUSE & SAFEGUARDING ADULTS WITH CARE AND SUPPORT NEEDS**

An adult with care and support needs is someone who has mental health, disability, age or illness needs. They may be unable to take care of themselves or protect themselves from harm and exploitation.

Apart from the obvious anxiety of being homeless, possible indicators might be that the person:

- is withdrawn, agitated; overly subservient and anxious to please;
- has dramatic changes in behaviour or personality; depression or confusion;
- is cowering or flinching;
- has unexplained bruising, or other marks or cuts;
- is seeking attention in dramatically new ways; overly sexualised behaviour;
- has suddenly lost money or other valuables;
- is subject to another's disproportionate interest or controlling behaviour in their affairs, particularly around money and relationships.

## **PROCEDURE**

In all of what follows, involve the person concerned as an equal and keep them informed.

- a. If you suspect abuse from some of the indicators above, note your observations and take them to your line manager.
- b. If a guest reports an action that sounds like abuse, calmly listen to all they say. Ask if another witness can attend to hear what is said. Record immediately. Report to the line manager.

An emergency discussion will be held between the NEWway Management Team. They will decide the actions needed under all these headings below (even if the action is to do nothing) and a record will be kept.

- Is a medical intervention necessary immediately?
- Other investigative issues to cover, questions to ask: how they will be asked and by whom.
- Timing of the investigation.
- Alerting the Police, as a crime may well have occurred.
- Alerting social services.
- Alerting family (or not).

The investigating officer(s) will record all that is discovered. If there is only one investigating officer, they will report all the findings to at least one other of the senior team. As they work through all the resultant actions, at every stage further actions will all be recorded and kept.

## **Section 5 - NEWWAY SAFE PRACTICE PRINCIPLES**

At NEWway we will endeavour to safeguard people by:

- Promoting understanding and acceptance that safeguarding is the responsibility of everyone.
- Listening to our guests and volunteers, and respecting and valuing them at all times.
- Challenging discrimination and promoting the right to equal protection regardless of race, ethnicity, culture, religion, faith, gender, sexual orientation, disability, physical and mental health, social or immigration status or any other element of diversity.
- Recruiting staff and volunteers safely, ensuring that all necessary checks are made and safe recruitment good practice guidelines are followed.
- Providing effective management to staff and volunteers through support, supervision and training.
- Responding to protection concerns immediately.
- Working in partnership with all guests and volunteers, the host churches, members of the local community and local statutory and voluntary organisations.
- All staff and volunteers at NEWway must comply with the charity's Lone Working Policy (found in the Staff and Volunteer Handbook, page 18) and Green Pastures Lone Working Policy (Appendix 2 on page 13).



## **SAFEGUARDING CHILDREN**

- Children and young people are permitted at NEWday and NEWlife at all times.
- Children under 16 years are not permitted in the NEWdawn winter night shelter at times when guests are present.
- Children may help with setting up the winter night shelter before guests arrive, supervised by a responsible adult.
- With the policy outlined in our NEWdawn Volunteer Handbook, some 16 - 17 year olds may volunteer in the winter night shelter, provided they are supervised by a responsible adult at all times and comply with a number of other terms and conditions.
- If some other event which may include children is taking place in another part of the building while any NEWway service is running, it is the responsibility of that venue management team to ensure that there is no contact between children and the NEWway guests.
- Children may not be accepted as guests, either alone or in families.

## **SAFEGUARDING ADULTS**

- Volunteers are not generally expected to engage in regulated activity with NEWway guests.
- In a case of a regulated activity taking place, e.g. volunteers are asked to accompany a guest to an appointment, there should always be at least one DBS checked responsible person involved.
- When a guest is referred, a risk assessment is carried out by the NEWday Specialist Advisor using information from the referring organisation. If necessary, the NEWday Manager may be consulted.
- If a guest is identified as having a particular need (e.g. learning difficulties, health problems, addiction), their key worker will safeguard their presence at NEWday and cooperate with adequate support agencies.
- If a guest with a particular need is admitted to the night shelter, the NEWdawn Manager will inform each relevant Host Church Coordinator, who will ensure all Shift Leaders are aware of the issue and can keep a particular watch for that person.
- Any female guests admitted to NEWdawn will, where possible, be given separate accommodation. If there is no space, their beds will be in a separate space from the male.
- During the running of the winter night shelter, there will be volunteers on site at all times, who will make regular checks of all areas of the premises where guests may be (including outside if guests are smoking there), and look out for issues such as bullying or intimidation. The same procedure applies during the daytime services at NEWday and NEWlife.

## **SAFEGUARDING VOLUNTEERS**

- Volunteers are offered training, and encouraged to give feedback on their experience with the NEWway services.
- If the Volunteer notices any concerning behaviour among the guests, they will inform the NEWway person in charge.
- If the Volunteer notices any concerning behaviour among other volunteers, they will inform the NEWway representative immediately.

## **VETTING OF STAFF, VOLUNTEERS AND VISITORS**

- All staff will be DBS checked to ensure they have no inappropriate history. If any issues are flagged during the check, the recruitment will happen in accordance with the NEWway Sample DBS Policy Statement on the Recruitment of Ex-offenders.
- Any volunteers must register with NEWway Project and sign the code of conduct detailed in the Volunteer Agreement Form.
- Any visitors to the NEWway Project (e.g. politicians, press, potential volunteers) must clear their visit with both the NEWway Management Team and the Host Churches Coordinator when visits happen during the running of the winter night shelter.

## **REPORTING CONCERNS**

- Any concerns that guests or volunteers are suffering harm or abuse should be reported to the person in charge who will record the concern and inform the Designated Safeguarding Lead.
- The Designated Safeguarding Lead will decide if further action is needed, in consultation with the referring agency and/or Board of Trustees.
- The NEWway Board of Trustees should always be informed.

## **Section 6 - NEWWAY SAFEGUARDING CONTACT DETAILS**

### **The Designated Safeguarding Lead**

Name: Angela Allgood

Tel: 07951 688 883

Email: [angie@newwayproject.org](mailto:angie@newwayproject.org)

### **The Deputy Designated Safeguarding Officer**

Name: Matthew Porter

Tel: 07842 343 916

Email: [matthew.porter@transformnewham.com](mailto:matthew.porter@transformnewham.com)

All paid and unpaid staff who are not the Designated Safeguarding Officer, but who are approached with concerns about the adult, must bring the concerns raised to the attention of the Designated Safeguarding Officer, their deputy or their line manager immediately.

All staff to whom the adult discloses issues that may be related to safeguarding must keep written notes of concerns. The staff member must also complete an Incident Form immediately after the issues have been noted by them or reported to them.

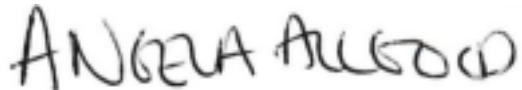
## **Section 7 - REVIEW**

This policy is reviewed regularly and updated as required.

Adopted on: 29th March 2015

Last reviewed and updated: 15th November 2021

Signed by

A handwritten signature in black ink that reads "ANGELA ALLGOOD". The letters are in all caps and are written in a slightly cursive, hand-drawn style.

Position in organisation: NEWway Director

Name: Mrs Angela Allgood

Date: 15th November 2021.

## **Appendix 1 - USEFUL CONTACT DETAILS AND READINGS**

**London Borough of Newham Adult Social Care Safeguarding Concern Line:** 0203 373 0440

**London Borough of Newham Children and Young People's Service:** 0203 373 4600  
*Legislation and Government Initiatives*

### **Sexual Offences Act 2003**

<http://www.legislation.gov.uk/ukpga/2003/42/contents>

The Sexual Offences Act introduced a number of new offences concerning vulnerable adults and children.

[www.opsi.gov.uk](http://www.opsi.gov.uk)

### **Mental Capacity Act 2005**

<http://www.legislation.gov.uk/ukpga/2005/9/introduction>

Its general principle is that everybody has capacity unless it is proved otherwise, that they should be supported to make their own decisions, that anything done for or on behalf of people without capacity must be in their best interests and there should be least restrictive intervention.

[www.dca.gov.uk](http://www.dca.gov.uk)

### **Safeguarding Vulnerable Groups Act 2006**

<http://www.legislation.gov.uk/ukpga/2006/47/contents>

Introduced the new Vetting and Barring Scheme and the role of the Independent Safeguarding Authority. The Act places a statutory duty on all those working with vulnerable groups to register and undergo an advanced vetting process with criminal sanctions for non-compliance.

[www.opsi.gov.uk](http://www.opsi.gov.uk)

### **Deprivation of Liberty Safeguards**

<https://www.gov.uk/government/collections/dh-mental-capacity-act-2005-deprivation-of-liberty-safeguards>

Introduced into the Mental Capacity Act 2005 and came into force in April 2009. Designed to provide appropriate safeguards for vulnerable people who have a mental disorder and lack the capacity to consent to the arrangements made for their care or treatment, and who may be deprived of their liberty in their best interests in order to protect them from harm.

### **Disclosure & Barring Service 2013**

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>

Criminal record checks: guidance for employers - How employers or organisations can request criminal records checks on potential employees from the Disclosure and Barring Service (DBS).

[www.gov.uk/dbs-update-service](http://www.gov.uk/dbs-update-service)

### **The Care Act 2014 – statutory guidance**

<http://www.legislation.gov.uk/ukpga/2014/23/introduction/enacted>

The Care Act introduces new responsibilities for local authorities. It also has major implications for adult care and support providers, people who use services, carers and advocates. It replaces No Secrets and puts adult safeguarding on a statutory footing.

## **Making Safeguarding Personal Guide 2014**

<http://www.local.gov.uk/documents/10180/5852661/Making+Safeguarding+Personal+-+Guide+2014/4213d016-2732-40d4-bbc0-d0d8639ef0df>

This guide is intended to support councils and their partners to develop outcomes-focused, person-centred safeguarding practice.

## **Appendix 2 - GREEN PASTURES LONE WORKING POLICY**