

Safeguarding Adults Policy and Procedures

Empowerment

Protection

Prevention

Proportionality

Partnership

Accountability

5 Seaview Estate
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Adventure Therapy exists to improve the emotional and physical wellbeing of children, young people and adults with unique health conditions, impairments or limitations through outdoor and adventure-led activities.

Safeguarding Adults Policy

This policy enables Adventure Therapy to demonstrate its commitment to keeping adults that are at risk with whom it works alongside, safe. As a registered charity, Adventure Therapy acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have a policy and procedures in place so that all staff, trustees, volunteers, service users and carers can work to prevent abuse and know what to do should a concern arise.

The policy and procedures have been drawn up in order to enable Adventure Therapy to:

- promote good practice and work in a way that can prevent harm and abuse from occurring.
- ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported and to
- stop abuse occurring.

These policy and procedures relate to the safeguarding of **adults at risk**. Adults at risk are defined as individuals aged over 18 who:

- have needs for care and support (whether or not the local authority is meeting any of those needs) and
- is experiencing or 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.

The policy applies to all staff, trustees, volunteers, service users and carers and anyone working on behalf of Adventure Therapy.

It is acknowledged that significant numbers of adults at risk are abused and it is important that Adventure Therapy has a safeguarding adults policy and a set of procedures to follow and puts in place preventative measures to try and reduce those numbers.

This is particularly important due to individuals and families that Adventure Therapy supports, who may have disabilities (mental and/or physical) and life-limiting or life-changing conditions.

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In order to implement the policy and procedures, Adventure Therapy will work to:

- stop abuse or neglect wherever possible.
- prevent harm, and reduce the risk of abuse or neglect to adults with care and support needs.
- promote the wellbeing of the adult(s) at risk in safeguarding adults arrangements.
- safeguard adults in a way that supports them in making choices and having control about how they want to live.
- promote an approach that concentrates on improving life for the adults concerned.
- raise awareness of safeguarding adults to ensure that everyone can play their part in preventing, identifying and responding to abuse and neglect.
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult and
- address what caused the abuse or neglect.

Adventure Therapy will:

- ensure that all staff, trustees, volunteers, service users and carers are familiar with this policy and associated procedures.
- work with other agencies within the framework of the Safeguarding Adults Board Policy and Procedures, issued under the Care Act 2014 statutory guidance.
- act within its confidentiality policy and will gain permission from service users before sharing information about them with another organisation or agency*.
- pass information to the Local Authority when more than one person is at risk. For example: if the concern relates to a worker, volunteer or organisation who provides a service to adults with care and support needs, or children.

*inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent.

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- make a safeguarding adults referral to the Local Authority as appropriate.
- endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults.
- will ensure that the person who is appointed as the Designated Safeguarding Trustee (DST) understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Local Authority).
- It is important to recognise that in providing its services, Adventure Therapy utilises external providers which include activity instructors, outdoor guides and activity centres. We expect any provider of services to Adventure Therapy to have robust policies and procedures in place to protect vulnerable adults and we will request a copy of these documents for our records. As part of our association with external companies and providers who will be supporting adults on referral from Adventure Therapy, we will always provide a copy of our Safeguarding Adults Policy and Procedures and we would expect the content of this to be adhered to, without exception. Any company or person found to be in breach of our Safeguarding Adults Policy and Procedures will have any agreement with Adventure Therapy terminated in addition to the relevant authorities being informed, if applicable.

The Designated Safeguarding Trustee at Adventure Therapy is:

Geoff Hills
Adventure Therapy
5 Seaview Estate
Ilfracombe
Devon EX34 9PP

Telephone 01271 865285
e-mail geoff.hills@adventuretherapy.org.uk

The Designated Adult Safeguarding Trustee should be contacted for support and advice on implementing this policy and associated procedures.

This policy and associated procedures are kept at our registered office address.

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Safeguarding Adults Policy Procedures

1. Introduction

Adventure Therapy facilities access to a range of outdoor and adventure-led activities for children and adults with unique health conditions, impairments or limitations. These procedures have been designed to ensure the wellbeing and protection of any adult who accesses services provided by Adventure Therapy. The procedures recognise that adult abuse can be a difficult subject for workers and volunteers to deal with. Adventure Therapy is committed to the belief that the protection of adults at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all staff, trustees, volunteers, service users and carers act responsibly, respectfully and appropriately in response to any concern of adult abuse.

2. Preventing Abuse

Adventure Therapy is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Adventure Therapy will be treated with respect.

Adventure Therapy is committed to safer recruitment policies and practices for paid staff and volunteers. This may include Disclosure and Barring Service (DBS) checks for staff and volunteers, ensuring references are taken up and provision of adequate training on safeguarding adults.

The organisation will work within the current legal framework for referring staff or volunteers to the DBS who have harmed or pose a risk to vulnerable adults and/or children.

Information about safeguarding adults and the complaints policy will be available to service users and their carers/families.

3. Recognising the Signs and Symptoms of Abuse

Adventure Therapy is committed to ensuring that all staff, trustees and volunteers undertake training to gain a basic awareness of the signs and symptoms of abuse. Adventure Therapy will ensure that the Designated Safeguarding Trustee and other members of relevant staff or volunteers have access to higher levels of training and/or information around safeguarding adults, if required.

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Adventure Therapy will not be limited in their view of what constitutes abuse or neglect, as it can take many forms and the circumstances of an individual case will always be considered.

Abuse includes:

- **Discriminatory**

Including forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment, because of race, gender and gender identity, age, disability, religion or because someone is lesbian, gay, bisexual or transgender. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.

- **Domestic abuse or violence**

Including an incident or a pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse, by someone who is or has been an intimate partner or family member regardless of gender or sexual orientation. This includes psychological/emotional, physical, sexual and financial abuse; so called 'honour' based violence, forced marriage or Female Genital Mutilation (FGM).

- **Financial or material**

Including theft, fraud, internet scamming, exploitation, coercion in relation to an adult's financial affairs or arrangements, including in connection with Wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- **Modern slavery**

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.

- **Neglect and acts of omission**

Including ignoring medical, emotional or physical care needs, failure to access appropriate health care and support or educational services; the withholding of the necessities of life, such as medication, adequate nutrition and heating.

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- **Organisational (sometimes referred to as institutional)**

Including 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 a person'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**

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

- **Psychological (sometimes referred to as emotional)**

Including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber-bullying, isolation or unreasonable and unjustified withdrawal of services or support networks.

- **Sexual**

Including rape, indecent exposure, sexual assault, sexual acts, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressured into consenting. It also includes sexual exploitation which is exploitative situations, contexts and relationships where the person receives "something" (e.g. food, accommodation, drugs, alcohol, mobile phones, cigarettes, gifts, money) or perceived friendship/relationship as a result of them performing, and/or another or others performing sexual acts.

- **Self-neglect**

Includes a person neglecting to care for their personal hygiene, health or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behaviour such as hoarding.

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Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

4. Designated Named Person for safeguarding adults

Adventure Therapy has an appointed individual who is responsible for leading safeguarding adults work in the organisation. In their absence, a deputy will be available for staff, trustees or volunteers to consult with. The Designated Safeguarding Trustee at Adventure Therapy is the Chairman of the Board of Trustees, Geoff Hills.

In the absence of the Designated Safeguarding Trustee the deputy should be contacted, which is Rob Emery.

Contact details can be found on page 11 of this policy.

Should either of these named people be unavailable then staff, trustees, volunteers, service users and carers should contact Community Health and Social Care Direct, directly.

- The roles and responsibilities of the named person(s) are to:
- ensure that all staff and volunteers are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing or has experienced abuse or neglect.
- ensure that concerns are acted on, clearly recorded and referred to Community Health and Social Care Direct or to the allocated social worker/care manager where necessary.
- follow up any safeguarding adults referrals and ensure the issues have been addressed.
- manage and have oversight over individual complex cases involving allegations against an employee, trustee, volunteer or student, whether paid or unpaid.
- consider any recommendations from the safeguarding adults process.
- reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.
- ensure that staff and volunteers working directly with service users who have experienced abuse or who are experiencing abuse, are well supported and receive the appropriate supervision.

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- ensure staff and volunteers are given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998. They will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome.

5. Responding to people who have experienced or are experiencing abuse:

Adventure Therapy recognises that it has a duty to act on reports or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned and listen to what they are saying.
- Record what you have been told/witnessed as soon as possible.
- Remain calm and do not show shock or disbelief.
- Tell them that the information will be treated seriously.
- Do not start to investigate or ask detailed or probing questions.
- Do not promise to keep it a secret.

If you witness abuse or abuse has just taken place, the priorities will be:

- To call an ambulance if required.
- To call the Police if a crime has been committed.
- To preserve evidence.
- To keep yourself and others safe.
- To inform the Designated Safeguarding Trustee.
- To record what happened in the Safeguarding Children and Adults policy register.

All situations of abuse or alleged abuse will be discussed with the Designated Safeguarding Trustee and/or Deputy Safeguarding Officer of the charity. If anyone feels unable to raise their concern with the Designated Safeguarding Trustee or the Deputy Safeguarding Officer of the charity, then concerns can be raised directly with Community Health and Social Care Direct (see below).

If it is appropriate and there is consent from the individual or there is a good reason to override consent, such as a risk to others, a referral will be made to the Community Health and Social Care Direct team. If the individual experiencing abuse does not have mental capacity to consent to a referral, a best interest decision will be made on their behalf.

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In line with making safeguarding personal principles, the Designated Safeguarding Trustee or the Deputy Safeguarding Officer of the charity should try to seek the views from the adult (or an appropriate representative) about what they would like to happen as result of the concern. This will help to inform the multi-agency Safeguarding Adults Enquiry.

The Designated Safeguarding Trustee or the Deputy Safeguarding Officer of the charity should refer to the Safeguarding Adults Board multi-agency policy and procedures and may also take advice from the local authority Safeguarding Adults Board and Social Care Direct and/or the Safeguarding Adults Unit and/or other advice giving organisations such as the Police.

Making a safeguarding adults referral

All safeguarding adults referrals should be made by telephone initially to the respective Safeguarding Adults Board in the local authority area of the adult concerned or to Care Direct Team, Monday to Friday 0900 to 2000 and 1100 until 1600 on weekends. Telephone: 0300 123 1053.

For urgent concerns and if an adult is at risk then please dial 999.

Note that it is not necessary to refer a safeguarding adults concern out of hours unless the individual or others have urgent social care needs.

You should ask to make a safeguarding adults referral.

A Safeguarding Adults Manager (a Team Manager from Adult Social Care) will then decide what enquiries need to be undertaken. Feedback will be given to the person who made the safeguarding adults referral.

If the concern relates to a significant risk of (or actual) harm, the concern will progress to Stage 2 of the Safeguarding Adults Enquiry and further information will be gathered.

The Designated Safeguarding Trustee will have an understanding of the multi-agency safeguarding adults process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support e.g. providing a venue or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

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6. Managing an allegation made against a member of staff or volunteer

Adventure Therapy will ensure that any allegations made against a member of staff, trustee or volunteer will be dealt with swiftly.

Where a member of staff/trustee/volunteer is thought to have committed a criminal offence the Police will be informed. If a crime has been witnessed the Police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the charity whilst the investigation is undertaken.

The Designated Safeguarding Trustee and/or the Deputy Safeguarding Officer will liaise with Community Health and Social Care Direct to discuss the best course of action and to ensure that the charity's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

Adventure Therapy has a whistle blowing policy and staff would be made aware of this policy. Staff will be supported to use this policy.

7. Recording and managing confidential information

Adventure Therapy is committed to maintaining confidentiality wherever possible and information around safeguarding adults issues should be shared only with those who need to know. For further information, please see the confidentiality policy of the charity.

All allegations/concerns should be recorded in the Safeguarding Children and Adults Register where safeguarding of children and adults concerns will be recorded. The information should be factual and not based on opinions. Record what the person tells you, what you have seen and any witnesses, if appropriate.

The information that is recorded will be kept secure and will comply with the Data Protection Act 1998 and GDPR.

This information will be secured in a locked filing cabinet at the registered office address of the organisation. Access to this information will be restricted to the Designated Safeguarding Trustee and Deputy Safeguarding Officer.

8. Disseminating/Reviewing policy and procedures

These Safeguarding Adults Policy and Procedures will be clearly communicated to staff, trustees, volunteers, service users and carers. The Designated Safeguarding Trustee will be responsible for ensuring that this is done.

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The Safeguarding Adults Policy and Procedures will be reviewed annually by the Board of Trustees. The Designated Safeguarding Trustee will recommend any changes. The Designated Safeguarding Trustee will also ensure that any changes are clearly communicated to staff, other members of the board of trustees, volunteers and, if it appropriate to do so, service users and carers. It may be appropriate to involve staff, volunteers, service users and carers in the review.

9. Useful Contacts

Care Direct

Phone: 0300 123 1053 (available: Monday to Friday, 0900—2000 and 1100—1600 on weekends).

Further information about the Care Direct service can be founds online, at www.nhs.uk/conditions/social-care-and-support/carers-direct-helpline/

Designated Safeguarding Trustee

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Deputy Safeguarding Officer

Rob Emery
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Telephone 01271 865285 e-mail rob.emery@adventuretherapy.org.uk

Policy: Safeguarding Adults Policy and Procedures, v5 2023.

Review: July 2024

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