



Alcester Café

Safeguarding Adults Procedures

Document Owner: Alcester Café

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Introduction

Alcester Café is committed to providing a safe environment for everyone to participate in our organisation and its activities. These procedures must be followed in any circumstances where an adult is at risk of harm.

The procedure should be implemented with reference to Alcester Café Safeguarding Adults Policy and supporting information.

This procedure details the steps to be taken in responding to any concern that an adult involved in Alcester Café or its activities, is at risk of or is experiencing harm.

The procedures have two main sections:

Section 1: Reporting concerns- **For everyone**

Section 2: What happens next – **For Safeguarding Lead and organisational response**

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

Glossary

Adult	A person over the age of 18
Adult at risk	Definition used in legislation for adults who the Local Authority has a responsibility to support to prevent them from experiencing (further) harm caused by abuse and neglect.
Abuse	A violation of a person's physical, emotional or mental integrity by any other person.
Harm	Damage done to a person's well-being.
MASH	Multi-Agency Safeguarding Hubs are used as a one point of contact/safeguarding referrals in some areas. Where they exist a referral to MASH benefits from the information held by and the expertise of various agencies e.g. Local Authority, Police and Health.
Mental Capacity	The ability to consider relevant information, make and communicate a decision.
Safeguarding	Work to prevent and to stop abuse and neglect.

Section 1: Reporting Concerns (For everyone)

Reporting Concerns About Yourself

If you are in immediate danger or need immediate medical assistance contact the emergency services 999.

Please contact the Safeguarding Lead Lesley Parkin. If you would prefer, please contact another member of staff who will help you raise the issue to the Safeguarding Lead.

If the Safeguarding Lead is implicated or you think has a conflict of interest, then report to the Alcester Café Chairperson – Eileen Barnes

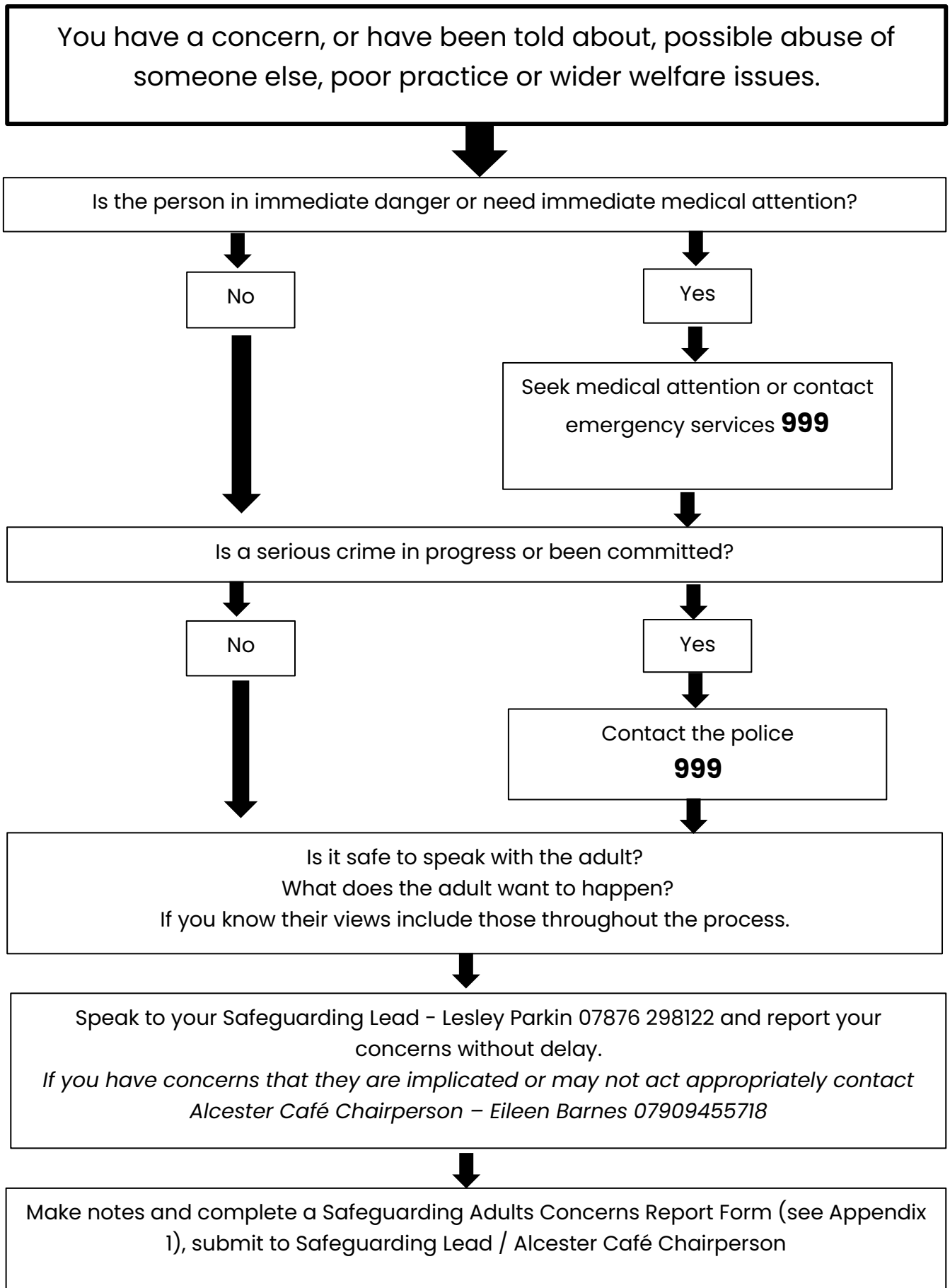
You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 2 Other sources of support).

Alcester Café will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact the Chairperson or a member of the Alcester Café Committee.

At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

It is of utmost importance to Alcester Café, that you can take part in our café safely and we will take every step to support you to do that.

Reporting Concerns About Others (Flowchart 1)



You have a concern, or have been told about, possible abuse of someone else, poor practice or wider welfare issues.

Is the person in immediate danger or need immediate medical attention?

No

Yes

Seek medical attention or contact emergency services **999**

Is a serious crime in progress or been committed?

No

Yes

Contact the police **999**

Is it safe to speak with the adult?
What does the adult want to happen?
If you know their views include those throughout the process.

Speak to your Safeguarding Lead - Lesley Parkin 07876 298122 and report your concerns without delay.
If you have concerns that they are implicated or may not act appropriately contact Alcester Café Chairperson - Eileen Barnes 07909455718

Make notes and complete a Safeguarding Adults Concerns Report Form (see Appendix 1), submit to Safeguarding Lead / Alcester Café Chairperson

Reporting Concerns About Others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact the Alcester Café Safeguarding Lead as soon as you can.

Lesley Parkin 07876 298122 parkinlesley@sky.com

If the Safeguarding Lead is implicated or you think has a conflict of interest, then report to the Alcester Café Chairperson.

Eileen Barnes 07909 455718 ebarnes222@btinternet.com

If you are concerned about harm being caused to **someone else**, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention** call an ambulance on 999.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your Safeguarding Lead. **Do not** contact the adult before talking to your Safeguarding Lead if the person allegedly causing the harm is likely to find out.
- **Remember not to confront the person thought to be causing the harm.**

Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with Alcester Café Safeguarding Lead.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support –see Appendix 6).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult’s own words as soon as possible.

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

Record Keeping

- Complete a Safeguarding Adults Report Form (see Appendix 1) and submit to the Alcester Café Safeguarding Lead without delay.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

Be mindful of the need to be confidential at all times.

This information must only be shared with your Safeguarding Lead and others that have a need to know –e.g. to keep the person safe whilst waiting for action to be taken.

Section 2: What happens next? (Safeguarding Lead and organisational response)

Once a concern has been passed to the Alcester Café Safeguarding Lead, they will coordinate the Alcester Café Safeguarding Adults Procedure .

The Safeguarding Lead will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

The Safeguarding Lead, where appropriate, in consultation with the Alcester Café Chairperson will take the following actions:

Immediate Response

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of a volunteer or other person involved in the organisation/activities use relevant procedures to prevent that person making contact with the adult being harmed.

2. If you have been sent a **Safeguarding Adults Report Form** check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly by a volunteer request that they complete a Safeguarding Adults Report Form if they have not already done so (see Appendix 1) as soon as possible.

If the report is being made by the adult themselves or a member of the public fill in the safeguarding report form yourself gaining the details with the person contacting you.

3. Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.
4. Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

Find out whether the person making the report believes the adult has the mental

capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 2).

ONLY do this if you have a known safe way of contacting them.

Taking Action

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police and the Local Authority safeguarding team.

6. Consult and Decide

If necessary, consult with Alcester Café Chairperson and with the Local Authority/the Police and decide which of the following actions need to be taken.

7. Contact the police (where the crime took place)

If:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. Make a referral/report to the Local Authority Safeguarding Adults Team or Multi-Agency Safeguarding Hub (MASH) (where the adult lives) if you believe they may be an **adult at risk**

AND

- the adult appears not to have the mental capacity to make decisions about their own safety and well-being.

- the risk is from a person employed or volunteering in work with adults with care and support needs.
- there are other 'adults at risk' (e.g. another family member, another club member or other people using a service).
- the adult at risk has asked you to make a report or have given their informed consent to you making it.

If a child is at risk you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team/Multi-agency Safeguarding Hub and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm

9. Use policy and procedures to stop harm within the organisation

If the person who may be causing harm is a person involved in Alcester Café in whatever capacity inform the chairperson.

Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in the organisation/their sport.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

- 10.** If statutory agencies are involved **work together** with them to agree the next steps. E.g. the Police may need to interview a volunteer before a disciplinary investigation is conducted.

Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop Alcester Café taking internal steps to safeguard the

adult. E.g. the Police may decide not to pursue a criminal investigation where there is an allegation against a volunteer, but the organisation should still follow its own disciplinary procedure.

- 11.** Decide who in the organisation will **maintain contact with the adult** to consult with them, keep them informed and make sure they are receiving the support they need.

Unless advised not to by the Police or Local Authority, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

- 12.** Convene a **Alcester Café Committee meeting** to coordinate actions internally to your organisation:

- share information about what has happened with those within Alcester Café who have a role in safeguarding the adult.
- share the views of the adult.
- share any actions being taken by the Police/Local Authority.
- agree who will coordinate between Alcester Café and other agencies.
- decide what actions Alcester Café will take.
- Coordinate action by Alcester Café

These actions can include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm.
- Reporting any volunteer found to have caused harm to the Disclosure and Barring Service.
- Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement with the organisation.
- Offering support to volunteers and members affected by the circumstances.
- Ensuring Committee members are updated as needed.

- 13.** All Safeguarding issues raised at committee meetings must be **recorded** so that decision making is transparent, and actions agreed are followed. **Follow up**

meetings should be held as necessary until the actions needed are complete.

- 14. Ensure records are complete and stored securely.** Collate monitoring information, including feedback from the person who was at risk of harm and **report to the Alcester Café committee as requested.**

Further Information and Useful Contacts

Policies, procedures and supporting information are available on the Alcester Café website: www.alcesterdemetiacafe.org

Safeguarding Lead :

Lesley Parkin

parkinlesley@sky.com

07876 298122

Deputy Safeguarding Lead: Alcester Café Chairperson

Eileen Barnes

Ebarnes222@btinternet.com

07909 455718

Local Authority Safeguarding Adults Designated Officer

Name: Bally Bal

Email: lado@warwickshire.gov.uk

Contact: 01926 745376

Statutory contact in case of an adult at risk 01926 412080

Section 3: Appendices

Appendices

Appendix 1 – Safeguarding Adults Report Form

Where a person is in imminent danger of harm or a criminal act may have been committed, the police must be notified immediately on 999.

To be completed as fully as possible if you have concerns regarding an adult. You do not have to fill in all the sections.

Please ensure you are as accurate and detailed as possible. Use quotes wherever possible and do not interpret what was said using your own words.

Record what you said as well as that the adult said. Include details such as tone of voice, facial expression and body language.

If you have formed an opinion, please state it, making it clear that it is your opinion and give reasons for forming that opinion.

If it is safe to do so, it is important to inform the adult about your concerns and that you have a duty to pass the information onto the safeguarding lead. The Safeguarding Lead will then look at the information and start to plan a course of action.

Section 1 – Details of adult (you have concerns about)	
Name of adult	
Address	
Date of Birth/ Age	
Contact number	
Emergency contact if known	
Has the individual given consent to report? Or share in the information with emergency contact?	Yes No If No – reason for no consent
Section 2 – Details of the person completing this form/ Your details	
Name	
Contact phone number(s)	
Email address	
Name of organisation	

Your Role in organisation	
Section 3 – Details of concern	
<p>Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the adult is at risk of harm or is being abused or neglected (preferably as a time line).</p>	
Date/ Time	What happened and where did it happen?
What action/s were taken, and by whom?	
Name of anyone involved and in what way, including witnesses.	

Next steps or recommendations.	
Section 9: Other agencies contacted	Who contacted/reference number/contact details/advice gained/action being taken
Police	
Ambulance	
Other – please state who and why:	
Section 10: Contact with others within the Alcester Café	
Who else has been informed of this issue? – and what was the reason for information sharing	
Completed Form given to Safeguarding Lead; Date	
Signed:	
Date:	

OFFICE USE ONLY
Section 11 – Sharing the concerns (To be completed by Safeguarding Lead)
Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of Alcester Café?
Details of contact with the Local Authority Safeguarding Team/MASH where the adult at risk of harm lives – advice can be still sought without giving personal details if you do not have consent for a referral.
Details of any other agencies contacted:
Details of the outcome of this concern:

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

National 24Hour Freephone Domestic Abuse Helplines

England
Tel: 0808 2000 247
www.nationaldahelpline.org.uk/Contact-US

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