

Realise Futures CIC

## **Safeguarding Adults**

## **Policy and Guidance**

Realise Futures CIC

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Registered No 7828443 England and Wales

**Document Control**

## COMP002 – Safeguarding Adults Policy

<b>Brief Description of Update (page number/section)</b>	<b>Name</b>	<b>Date</b>	<b>Date communicated to colleagues</b>	<b>Next review</b>	<b>Version No.</b>
Review of content – whole	Jane Sutton	November 2017	04.12.17		N/A
Changed RF Works contact	Jane Sutton	April 2018	18.04.18		N/A
Review of content – whole content	Jane Sutton	May 2019	Selima May 2019		N/A
Addition of County Lines	Jane Sutton	Jan 2020	Selima Jan 2020		N/A
Review of Content – addition of sexual harassment	Jane Sutton/Sally Butcher	August 2021	Selima and RF Hub August 2021	Legislation – August 2022 Full Content Review – August 2024	N/A
Review of content – added Government link to Care and Support	Liz Watson	22/08/22			N/A
i. Added Version number to Footer ii. Updated link to Equality Act iii. Removed outdated safeguarding link iv. Added Version No. Column to document control table	Matthew Butcher	15/12/22			1.0
Updated Prevent statement to remove old logo	Matthew Butcher	22/03/23		Full Content Review – August 2024	1.1
Updated all links within document, designated person contact details and Norfolk and Suffolk flowcharts	Matthew Butcher	07/09/23	Uploaded to RF Hub Sept 2023	Legislation – Sept – 2024 Full Content Review – August 2024	1.2
Added up-to-date definitions within policy, updated reporting procedures for Suffolk and Norfolk, updated safeguarding lead contacts	Matthew Butcher	20/03/24	Uploaded to RF hub March 2024	Legislation – March – 2025 Full Content Review – March 2027	1.3

This policy is reviewed in full every 3 years.

Legislation is reviewed annually as part of Realise Futures Quality Framework audit.

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## 1. Introduction and Definitions

All agencies working with adults at risk have a legal duty to work together to protect them from harm or abuse. It is the duty of Realise Futures, as part of its overarching responsibility to promote wellbeing and prevent harm, to ensure that enquiries are made when the abuse of an adult at risk is suspected or reported. This policy is intended to offer guidance on the core principles of Safeguarding Adults to all colleagues who have a responsibility for the care, support and protection of adults at risk. Staff have mandatory training on Safeguarding, which is refreshed every 3 years.

In East Anglia, the lead in this is taken by Local Authority Safeguarding Boards and Multi-Agency Safeguarding Hubs (MASH). Suffolk Adult Safeguarding Board's website ([www.suffolksp.org.uk](http://www.suffolksp.org.uk)) and Norfolk Safeguarding Adults Board's website ([www.norfolksafeguardingadultsboard.info](http://www.norfolksafeguardingadultsboard.info)) have comprehensive safeguarding policies, procedures, information and advice for children, adults, professionals and carers. As the majority of the company's output is based in Suffolk, much of the best practice and guidelines contained within our policy have been informed by that of Suffolk County Council. Best practice and referral agencies from the remainder of the county councils with which Realise Futures operates have also been reviewed and incorporated, where relevant/appropriate.

Making safeguarding personal, section 14 of the Care Act 2014, underpins this policy and advice will be sought from MASH professionals in line with the Mental Capacity Act 2005. Deprivation of Liberty safeguarding advice will be sought from Adult Community Services (SCC) or Children's Services if in Suffolk and the Mental Capacity Act Deprivation of Liberty Safeguards Team – (NCC) for Norfolk.

### What is the definition of an adult at risk?

Under section 42 of the Care Act 2014, safeguarding duties apply to an adult who meets the following criteria:

- 1. Has needs for care and support (whether or not the local authority is meeting any of those needs)**
- 2. Is experiencing, or is at risk of, abuse or neglect**
- 3. Is unable to protect themselves from either the risk of or the experience of abuse or neglect as a result of those care and support needs**

An adult who meets the above criteria is referred to as an 'adult at risk'. Safeguarding duties also apply to family carers experiencing intentional or unintentional harm from the adult they are supporting or from professionals and organisations they are in contact with. The Care Act introduced a national framework to determine whether a person has eligible needs, meaning regardless of where you live in England – the same criteria are applied. [Care and support statutory guidance - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Where a person is not considered to have care and support needs under the criteria listed above, pastoral support and signposting to other services may be appropriate e.g. the Criminal Justice System, Domestic Abuse services, Trading Standards or Hate/Mate Crime services.

## 2. 6 Key Principles

There are six key principles which underpin Safeguarding work. These apply to all sectors and settings including care and support services, further education colleges, commissioning, regulation and provision of health and care services, social work, healthcare, welfare benefits, housing, wider local authority functions and the criminal justice system. The principles should inform the ways in which professionals and other colleagues work with adults.

**Empowerment** – People being supported and encouraged to make their own decisions and informed consent.

*“I am asked what I want as the outcome from the safeguarding process and these directly inform what happens.”*

**Prevention** – It is better to take action before harm occurs.

*“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”*

**Proportionality** – The least intrusive response appropriate to the risk presented.

*“I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”*

**Protection** – Support and representation for those in greatest need.

*“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”*

**Partnership** – Local solutions through services working with their communities who have a part to play in preventing, detecting and reporting neglect and abuse.

*“I know that colleagues treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”*

**Accountability** – Accountability and transparency in delivering safeguarding.

*“I understand the role of everyone involved in my life and so do they.”*

### The wellbeing principle

In addition to the above underpinning principles, organisations must promote wellbeing when carrying out any of their care and support functions in respect of a person, including Safeguarding Adults. This guiding principle should therefore be at the heart of all safeguarding work and is a requirement under section 1 of the Care Act 2014.

The Care Act guidance stipulates that professionals should work with the adult at risk to establish what being safe means to them and how that can be best achieved. Professionals and other colleagues should not be advocating “safety” measures that do not take account of individual wellbeing. Every person has a right to live a life free from abuse and neglect.

## Forms of abuse

These can include:

- **Physical abuse** such as, hitting, pushing, pinching, shaking, misuse of medication, scalding, inappropriate restraint, hair-pulling.
- **Sexual abuse** such as, rape or sexual assault; sexual acts to which the vulnerable adult has not or could not have consented, or to which they were pressurised into consenting.
- **Psychological or emotional abuse** such as, threats of harm or abandonment; deprivation of social or any other form of contact; humiliation, blaming, controlling, intimidation, coercion, or harassment; verbal abuse; prevention from receiving services or support.
- **Financial or material abuse** such as theft; fraud or exploitation; pressure in connection with wills, property, or inheritance; misuse of property, possessions or benefits.
- **Neglect or acts of omission (incl. self-neglect)** such as ignoring medical or physical care needs, preventing access to health, social care, or educational services, and withholding the necessities of life, such as food, drink, or heating.
- **Discriminatory abuse** such as that based upon a person's race, sexuality, or disability and any other forms of harassment or slurs.
- **Domestic violence** - all forms of abuse that can be experienced in a family setting by a partner, family member, or someone with whom there is a relationship.
- **Institutional abuse and poor practice** - disrespect and unethical practice, ill-treatment and professional misconduct.
- **Modern slavery** – the exploitation of people who have been forced, deceived or coerced into a life of labour or forced servitude.
- **Honour-based violence** – a collection of practices used to control behaviour within families or other social groups, to protect perceived cultural and religious beliefs and/or honour. Violence can occur when a relative has shamed the family and/or community by breaking their honour code.

- **Sexual Harassment** – sexual harassment is unwanted behaviour of a sexual nature. This could be unwanted behaviour that has violated someone's dignity, whether it was intended or not, or creation of a hostile environment for them, whether it was intended or not. Examples include, flirting, gesturing, sexual remarks, asking about someone's sex life, sexually offensive jokes, sexual comments on sexual orientation or gender reassignment, sharing/displaying pornographic images, sexual content, touching someone against their will, assault or rape.

Providers should also have regard to:

- **Forced marriage**
- **Female Genital Mutilation (FGM)**
- **Cuckooing**
- **Upskirting**

Upskirting is a term referring to the action of placing equipment such as a camera or mobile phone beneath a person's clothing to take a voyeuristic photograph without their permission.

Any of these forms of abuse can be deliberate, or be the result of either ignorance or lack of training, knowledge or understanding. Often if a person is being abused in one way they are also being abused in other ways.

### **3. Prevent**

Prevent is one of the four strands of the Government's Contest Strategy.

Prevent is a strategy that helps to stop people from becoming terrorists, in this process, it will provide support for people who may be vulnerable to radicalisation. Prevent works in the pre-criminal stage, as it stops people from actually becoming terrorists by noticing signs, which could indicate that they are being radicalised.

Section 26 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies, listed in Schedule 6 to the Act, to have "due regard to the need to prevent people from being drawn into terrorism".

#### **PREVENT statement -**

Realise Futures is committed to promoting and reinforcing British values: *“Democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs”*.

Providers are expected to encourage individuals to respect other people, with particular regard to the protected characteristics set out in the [Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](http://www.gov.uk). We take this responsibility seriously.

We have a responsibility to safeguard colleagues, clients and the general public against the threat of extremism and radicalisation.

Prevent concerns are reported via the safeguarding report protocols and referred to Channel as appropriate. (*Channel is a programme that provides support across the country to those who may be vulnerable to being drawn into terrorism*).

Further information and guidance can be found on the GOV website:  
[Get help for radicalisation concerns - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

and ACT website:

[ACT Early | Prevent radicalisation](#)

## 4. County Lines

'County Lines' was first identified in 2014 and is the term used to describe the approach taken by gangs originating from large urban areas, who travel to locations elsewhere such as county or coastal towns to sell class A drugs. Gangs typically recruit and exploit children and vulnerable young people to courier drugs and cash. They also use local property as a base for their activities, and this often involves taking over the home of a vulnerable adult who is unable to challenge them. Realise Futures recognizes County Lines as a major issue in Suffolk which places vulnerable people at risk of exploitation such as 'cuckooing', drug addiction, sex trafficking, missing persons, abduction etc.

**Cuckooing** involves taking control of a person's home and using it for various forms of exploitation.

The most common scenario is when drug dealers seize a vulnerable individual's property to:

- Store, prepare, or distribute drugs (often as part of county lines networks).
- Conduct other illegal activities.

Any safeguarding issue of this nature should follow the Safeguarding reporting procedure as outlined in this policy. We adopt all local authority procedures around Safeguarding. For further information please see the following link:

[Criminal Exploitation - Suffolk County Council](#)

## 5. Overview

The Safeguarding Vulnerable Groups Act 2006 (Adult Protection) confirmed by The Care Act 2014 covers:

- the recruitment and employment of colleagues working with adults who have



- care and support needs.
- the provision of a safe learning environment

### **The recruitment and employment of colleagues working with adults who have care and support needs.**

The Act sets out a legal framework for the Independent Safeguarding Authority's (ISA) vetting and barring scheme for the employment of colleagues and volunteers introduced in 2008. The ISA merged with the Criminal Records Bureau (CRB) in 2013 and is now known as the Disclosure and Barring Service (DBS). It means that Realise Futures' HR department is responsible for ensuring that the company follows safer recruitment procedures. This will include carrying out Disclosure and Barring Service (DBS) checks every five years on all colleagues working with adults who have care and support needs. All colleagues must be checked, even if a previous employer has already checked them. The company has decided that whilst there is no expiry date on DBS checks, it is best practice to review on a five-year basis.

### **The provision of a safe environment.**

Customers and employees are encouraged to inform Realise Futures if they are vulnerable or at risk, but they are not obliged to. Realise Futures' priority is to ensure the safety and protection of all employees, customers through direct provision and individuals using our services. All colleagues have a duty to safeguard customers, to be alert to signs of abuse and to take action where abuse is reported.

Our Learning, Coaching and Advice, RF Works and Employment departments are required to display safeguarding posters and other information in areas in which they deliver provision e.g. classrooms and public areas, offices.

Realise Futures is committed to promoting equality, diversity and an inclusive and supportive environment for employees/customers and affirms the rights of individuals to be treated fairly and with respect. Realise Futures should acknowledge that individuals have the right to make their own choices and ensure that they are given the information to enable them to make those choices. When a person's choice involves taking an assessed risk, their wishes should be respected within the context of their capacity to anticipate and understand that risk.

Information on safeguarding is included in both employee and customer inductions, which include information about confidentiality and disclosure.

## **6. Safeguarding Policy**

Realise Futures will:

- Ensure all employees and volunteers working with customers / learners are subject to DBS checks and, where necessary, Disclosure and Barring Service guidance is followed up on employment
- Provide regular and up-to-date training and briefings for employees on safeguarding adults

- Ensure safeguarding policies and procedures are widely available to customers and employees
- Promote a culture of value and respect for all within a supportive environment
- Provide opportunities to consult with and involve stakeholders in the development of policies
- Work with the stakeholders to monitor this safeguarding policy and keep it up to date
- Ensure policies are in place for e-safety
- Provide a designated person(s) at Realise Futures to whom employees and customers can take any complaints or concerns
- Ensure that safeguarding is a key element of all planning
- Ensure that entitlement information is given to all stakeholders
- Ensure that ground rules are agreed within each activity or service and that these include specific mention of safeguarding
- Ensure all formal operational and management meetings incorporate safeguarding as a standard agenda item
- Ensure that should a breach of policy be identified, immediate refresher training will be instigated.
- The Internal Safeguarding Panel will meet quarterly to review Safeguarding and/or Prevent issues across the company. They will discuss any potential changes that may affect the Safeguarding Policy and/or protocols and legislation.
- RF Quality Framework audit will audit annually to ensure the above actions are in place and reported to the Board of Directors.

Realise Futures employees are required to:

- Agree to a DBS check before employment is confirmed
- Show respect for customers and colleagues at all times
- Understand the power and influence of their positions and not abuse it
- Undertake relevant training in safeguarding
- Ensure that all customers are aware of relevant policies and procedures on safeguarding, e-safety, bullying and equality
- Provide a safe environment
- Ensure a diverse offer that is sensitive to difference
- Invite and encourage constructive feedback from stakeholders about standards and styles of behaviour and promote an open and honest culture
- Deal with complaints of abuse, harassment and bullying promptly, sensitively, confidentially and in accordance with Realise Futures' procedures.

Customers and other stakeholders are expected to:

- Promote a supportive and positive environment by challenging and reporting behaviour that appears to be causing distress to others
- Support an open, safe and constructive environment in which diversity is valued
- Respect other people's rights to safety
- Not hurt or abuse or threaten to hurt or abuse others

Any Safeguarding allegations made against an employee at Realise Futures will be

investigated following our **HR009 Capability, Disciplinary, Hearings and Appeals policy**. All parties concerned will be informed of the process and the employee will be removed from that area of work whilst under investigation. Suspension of the employee pending an investigation will be considered to safeguard any adults at risk.

Realise Futures may choose to invite public speakers onto our premises to support the services we provide. When hosting a public speaker, Realise Futures will consider carrying out the following research before agreeing to host:

- The topic of the event ( including the purpose of the speakers visit and the appropriateness for the audiences)
- The speaker's reputation and who may be prompted to attend, particularly whether the speaker or members from the organisations they represent have a reputation for causing disruption at venues
- Any risks to Realise Futures' reputation and values
- The Status of the speaker, including their previous comments, by carrying out checks on internet search engines and across social media sites.
- Whether you consider there to be potential for speakers to use language to stir up hatred or incite violence
- The views of the community safety team/local police/ LA prevent coordinator if any concerns are raised.

## 7. Safeguarding Guidance

This section is based on section 45 of the Care Act 2014 and is based on the principles set out in the Caldicott Review 2013.

All customers and colleagues have the right to be protected from abuse or harm and to be supported in a safe and healthy environment. This guidance applies to all employees, volunteers, partners and visitors to any of Realise Futures' departments or provisions.

Anyone who sees or hears of a potentially abusive situation involving any adult or child must report it immediately in accordance with the procedures detailed. If you suspect that someone is being abused, or if someone reports abuse to you:

### DO

- Take it seriously and listen calmly
- Make sure the person is safe
- Ensure your own safety
- Establish what the person wishes to do
- Protect any evidence as necessary
- Explain that you must report it
- Report it to a designated Realise Futures safeguarding lead immediately in accordance with procedures detailed in this document

- Call emergency services (999) if anyone is at further risk or if the alleged offender may escape arrest

## **DO NOT**

- Ignore it
- Put yourself or others at risk
- Make judgements or assign blame
- Ask for more than the basic details
- Promise to keep a secret
- Discuss the situation with anyone other than your safeguarding lead, line manager and/or appropriate authorities
- Confront or question the alleged perpetrator of the abuse

Consideration of capacity is determined at all stages of the Realise Futures Safeguarding procedure, underpinned by the 5 key principles of the Mental Capacity Act 2005. Realise Futures colleagues will always seek professional advice.

### **5 Key Principles:**

- A presumption of capacity
- The right for individuals to be supported to make their own decisions
- The right to make what might be seen as unwise decisions
- Best interests – anything done on behalf of people without capacity must be in their best interests.
- Least restrictive intervention – anything done should be the least restrictive of their basic rights and freedoms.

## **8. Safeguarding and Training**

Training in Adult Safeguarding is compulsory for all Realise Futures colleagues. It is expected that new employees will receive face-to-face delivery within the first three months of employment. Online training via Microsoft Teams can be made available as a result of reasonable adjustments if required.

For existing colleagues, there is an expectation that:

1. All employees renew their Adult Safeguarding training every three years. This may be by a face-to-face session or online via Microsoft Teams if reasonable adjustments are required.
2. All employees will make themselves familiar with the corporate Whistleblowing policy.

## **9. Contact Details**

The designated safeguarding leads at Realise Futures are named below.

### **Learning, Coaching and Advice**

Melanie Hercus - email: [melanie.hercus@realisefutures.org](mailto:melanie.hercus@realisefutures.org)  
telephone 07738 704743

Laura Twineham – email: [laura.twineham@realisefutures.org](mailto:laura.twineham@realisefutures.org)  
telephone: 07738704768

**Employment**

Julie Sidney - email: [julie.sidney@realisefutures.org](mailto:julie.sidney@realisefutures.org)  
telephone 07568 128050

**RF Works**

Lisa Mann - email: [lisa.mann@realisefutures.org](mailto:lisa.mann@realisefutures.org)  
telephone 07568 128054

**Central**

Matthew Butcher – email: [matt.butcher@realisefutures.org](mailto:matt.butcher@realisefutures.org)  
telephone: 07522562903

**Procedure for reporting concerns of abuse – Suffolk**

**Abuse suspected or discovered**

- You need a reasonable suspicion not definitive proof at this stage
- Does the individual meet the following criteria?
  1. **Has needs for care and support (whether or not the local authority is meeting any of those needs)**
  2. **Is experiencing, or is at risk of, abuse or neglect**
  3. **Is unable to protect themselves from either the risk of or the experience of abuse or neglect as a result of those care and support needs**

- Is the person or child in immediate danger?
  - and/or has a crime been committed?
  - and/or is there a need to protect evidence?
  - Do you need to take further urgent steps to safeguard the individual or subsequent investigation? Have you determined the person's wishes?
- Do not promise confidentiality**

**YES**

**CONTACT** emergency services e.g. police or ambulance immediately - **999**

Inform your designated safeguarding lead **IMMEDIATELY** and report it to your line manager

**NO**

**CONSULT**

with your designated safeguarding lead or line manager.  
Record these concerns using the RF safeguarding form, and update your department's risk register.  
Are there other safeguarding issues that are still to be confirmed or suspected?

**YES**

**Call the MASH Professional Consultation Line to confirm if a referral is required:**

**03456 061 499**

You can complete an online referral via the Suffolk Safeguarding Partnership website:  
<https://www.suffolksp.org.uk>

OR you can use the following telephone numbers:

**0800 917 1109 (Adults – Customer First)**  
**0808 800 4005 (Children – Customer First)**

**NO**

No further actions under these guidelines but consider signposting for pastoral support

**RECORD** details of the incident and its outcome using the RF safeguarding form and risk register if you haven't done so already

Safeguarding Leads:

**Mel Hercus (LCA) 07738 704743**  
**Laura Twineham (LCA) 07738704768**  
**Lisa Mann (RF Works) 07568 128054**  
**Julie Sidney (Employment) 07568128050**  
**Matthew Butcher (Central) 07522562903**

**Procedure for reporting concerns of abuse - Norfolk**

**Abuse suspected or discovered**

- You need a reasonable suspicion not definitive proof at this stage
- Does the individual meet the following criteria?
  1. **Has needs for care and support (whether or not the local authority is meeting any of those needs)**
  2. **Is experiencing, or is at risk of, abuse or neglect**
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- Is the person or child in immediate danger?
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  - and/or is there a need to protect evidence?
  - Do you need to take further urgent steps to safeguard the individual or subsequent investigation? Have you determined the person's wishes?
- Do not promise confidentiality**

**YES**

**NO**

**CONTACT** emergency services e.g. police or ambulance immediately - **999**

Inform your designated safeguarding lead **IMMEDIATELY** and report it to your line manager

**CONSULT**

with your designated safeguarding lead or line manager.  
Record these concerns using the RF safeguarding form, and update your department's risk register.  
Are there other safeguarding issues that are still to be confirmed or suspected?

**YES**

**NO**

**Contact the relevant adult or children's social services to report any concerns via the contact numbers below:**

**Adult concerns (Norfolk County Council)**  
**0344 800 8020**

**Child concerns (8am-8pm Mon -Fri)**  
**0344 800 8021**

**Out of Hours**  
**0344 800 8020**

No further actions under these guidelines but consider signposting for pastoral support

**RECORD** details of the incident and its outcome using the RF safeguarding form and risk register if you haven't done so already

Safeguarding Leads:

<b>Mel Hercus (LCA)</b>	<b>07738 704743</b>
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<b>Julie Sidney (Employment)</b>	<b>07568128050</b>
<b>Matthew Butcher (Central)</b>	<b>07522562903</b>

# PREVENT Statement

Realise Futures is committed to promoting and reinforcing British values:  
*“Democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs”.*

Providers are expected to encourage individuals to respect other people, with particular regard to the protected characteristics set out in the *Equality Act 2010*.  
**We take this responsibility seriously.**

We have a responsibility to safeguard staff, clients and the general public against the threat of extremism and radicalisation.

Point of contact: **Your departmental safeguarding lead.**