



Appendix 2

**Liberata**



# Promoting Welfare & Safeguarding Adults Policy

## **Important!**

If you're worried about an adult please use the flowchart on page 3 to decide the correct course of action

## **Pendle's Promoting Welfare & Safeguarding Adults Policy**

### **Our Policy Statement**

Pendle Council, Liberata and Pendle Leisure Trust are committed to promoting the welfare of, and safeguarding, adults and to delivering services that promote good practice. We all have a responsibility for promoting welfare and safeguarding. This is paramount and is always the primary concern of the Council who recognise the need to take account of the welfare of vulnerable adults whatever their age, gender, sexual orientation, race, religion or belief, gender reassignment, disability, culture or circumstance.

### **Our Principles and Actions**

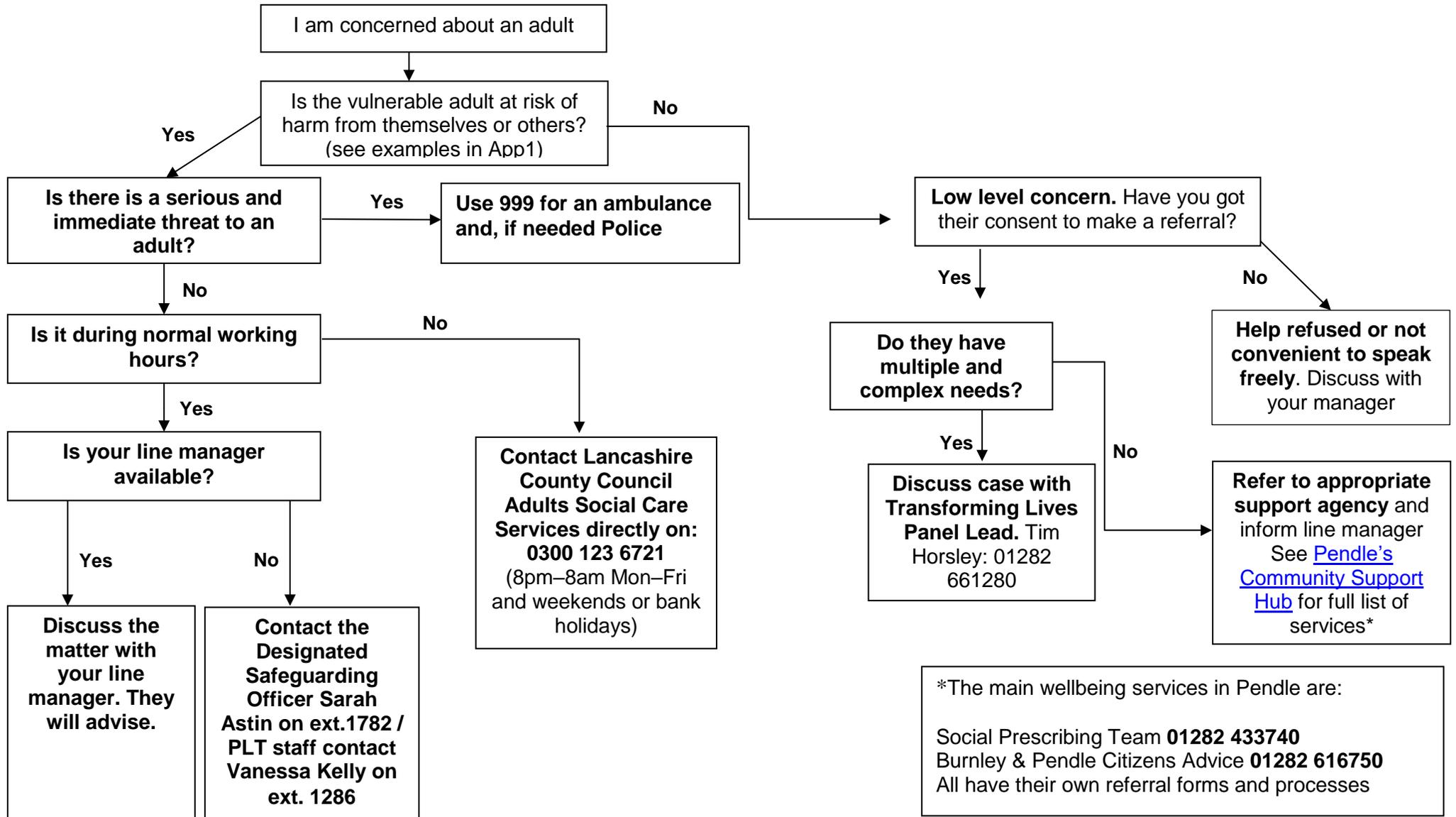
#### **Promoting Welfare of Adults**

- To ensure our service delivery identifies and takes account of the needs and circumstances of vulnerable adults.
- To implement corporate processes to better support vulnerable adults engaged in our services:
  - To offer face-to-face appointments for vulnerable customers unable to access services on-line.
  - Wherever possible, to take account of a vulnerable customer's circumstances throughout service delivery.
  - To offer clear referral pathways to appropriate wellbeing support services for vulnerable adults, subject to their consent.

#### **Safeguarding Adults**

- To ensure that a protective safeguarding culture is in place and is actively promoted within the Council and will work together with other agencies to safeguard adults.
- To implement procedures to safeguard adults and take all reasonable steps to protect them from harm, discrimination and to respect their rights, wishes and feelings.
- All employees and Councillors have a responsibility to report concerns of suspected abuse or poor practice, following the procedure outlined here.
- All employees are expected to work in an open and transparent way avoiding any conduct that may cause a reasonable person to question their motives and intentions.
- To promote good practice that encourages a safe environment, protects all parties and avoids mistaken allegations of abuse.

## Corporate procedures for supporting vulnerable adults



\*The main wellbeing services in Pendle are:  
 Social Prescribing Team **01282 433740**  
 Burnley & Pendle Citizens Advice **01282 616750**  
 All have their own referral forms and processes

If they are unable to advise then

*Throughout the whole process, remember to keep good notes. It is important to note down details of any concerns in writing as soon as possible, including date, time, location and all those present. You should also record what was said and by whom, and distinguish between fact and opinion. This ensures we can maintain a full corporate record of all safeguarding issues encountered by staff to allow us to take action on them in the future. Please forward your records to Sarah Astin. Records will be kept for an appropriate amount of time to comply with legislation. The DSO will advise on confidentiality and if a referral to LCC or the Police is required with or without consent. For support on reporting Domestic Violence issues, see Appendix 1*

### Why do we have this Policy?

The Care Act 2014 became law on the 14th May 2014. The Act creates a single law for adult care and support, replacing more than a dozen different pieces of legislation. Under the Act, we have a duty to Safeguarding adults.

The Safeguarding duties apply to an adult who has needs for care and support; is experiencing, or at risk of, abuse or neglect; and unable to protect themselves from risk.

### What is this Policy about?

This policy tells you what you need to do if you are worried, concerned or just have a niggling feeling about the welfare of an adult. Our policy is not just about safeguarding but also covers early help and support for those vulnerable adults who have lower level needs.

Regarding low level needs, certain groups of adults may be more vulnerable than others. These may include, but are not restricted to: elderly, those with mental health problems, illness, certain socio-economic circumstances or any disability. They may be unable to look after themselves or to protect themselves against abuse or neglect or the risk of it. We have an equivalent Policy for children, but the safeguarding reporting process for both adults and children is the same.

### What are my responsibilities?

Your role is NOT to investigate the cause of any distress. You make a judgement call and take action on anything you have observed or have been told (see page 5). Ask yourself: **Is it an Emergency or Safeguarding issue or a lower level concern where the individual would benefit from some support?**

For lower level concerns, you can refer into a range of agencies. For the more complex cases, discuss these with **Pendle Transforming Lives lead** who can coordinate early help and support to those adults who are struggling.

### What if I observe something that causes me concern?

If you witness an incident whereby an adult is at risk of or experiences harm, you may choose to contact the police. Be sure to note down key facts of the incident.

Try asking the adult at risk if they would like you to help them get further help. You must then contact the Safeguarding Officer who will follow up your concerns.

If you observe something that gives you concern for the welfare of an adult and it is apparent that they vulnerable and are struggling, help is available. For example, signs of low level needs could include an unhygienic home environment that could put the health of the household at risk. Ask them if they would like you to refer them to organisations that could help and support them address their needs.

For more complex cases ie those with multiple needs (ie rough sleeping, self-neglect, substance misuse) ask their permission for you to contact Pendle's Transforming Lives Panel

### Is consent required to share concerns?

Safeguarding adults is different from safeguarding children as adults have the right to make choices.

Safeguarding involves empowerment, protection and justice; seeing people as experts in their own lives. Consent is a significant factor in deciding what action to take in response to a concern.

Always ask permission from the adult to share their concerns. They do have the right to refuse permission. If you are considering referring someone to the Transforming Lives Panel or other services, you must ask for their consent to share information about them with other services.

Referrals can be made without consent in special circumstances. Speak to the safeguarding officers to discuss the circumstances.

### How Should I respond if somebody reports abuse?

If an adult discloses to you that someone has harmed them, you must tell them that you take it seriously.

IT IS NOT your duty to investigate. Ask them if they feel safe or if there is someone they trust they can speak or go to. For example, if they have presented at PBC offices, you can ask them if they are safe to return home or if there is someone they trust that they can contact. You can offer them the use of the telephone to make contact with someone they trust or speak to the appropriate authorities themselves such as Police or Adult Safeguarding Services. If they choose not to report it but you believe they may be at immediate risk of harm, you can contact the police yourself, as your duty is to protect the adult.

You should show empathy, but do not display shock or disbelief – instead, remain calm and listen carefully. If someone chooses to disclose abuse to you it is because they trust you.

### Can I ever promise not to tell?

No. If anybody tells to you that someone has harmed them, you must tell them that you take them seriously. Make them aware that the information will need to be shared with a Designated Safeguarding Officer and that information will only be shared on a 'need to know' basis.

All matters relating to safeguarding are confidential – however, confidentiality must not be confused with secrecy. As well as sharing concerns with a Designated Safeguarding Officer, you may need to inform other agencies such as the police. Decisions about who needs to know what will be taken on a case-by-case basis.

### What do I do in an emergency?

Your first duty is to protect the adult at risk. If possible, establish with the adult at risk what action they want you to take. If there is need for emergency medical treatment, call for an ambulance (if you suspect that the injury is non-accidental, alert the ambulance staff so they are able to preserve possible forensic evidence). Contact the police if you feel that a crime has been committed or an adult is at risk of immediate harm. As far as is practicably possible, make sure that others are not at risk

Contact the Designated Safeguarding Officer, Sarah Astin-Wood

### What if no-one is listening to me?

If you report a concern about someone's welfare and no one listens or is doing anything you should tell someone else! Try taking the matter to another senior officer / manager immediately; implement the Council's whistle-blowing procedure;

**Remember, doing nothing is not an option and the welfare of a person must always be your paramount consideration!**

### What happens next?

The Safeguarding Officer they will take your concerns seriously, work to ensure that the person is safe, make a referral to Adult Social Care for them to risk assess and respond accordingly and involve the police if a crime is suspected.

Whilst you may not learn the eventual outcome of your concern, it will be referred through to the most appropriate agency to take action and followed up by the Safeguarding Officer

### Who are our Safeguarding Officers?

PBC's Designated Safeguarding Officers are:

Lead: **Sarah Astin-Wood** 01282 661782

Deputy: **Wayne Forrest** 01282 661044

PLT Lead: **Vanessa Kelly** 01282 661286

Senior Manager with responsibility for Safeguarding:

**Rose Rouse** 01282 661603

Liberata Lead: **Jane McDonnell** 07817499894

In the absence of any of the above, speak with your manager and use your professional judgement as to the nature, significance and immediacy of any risk to the adult.

## Understanding Abuse

Abuse comes in many forms with examples listed below but it is important to understand that it does not matter if the person intended harm or not but rather on whether harm or risk of harm occurs.

Abuse may consist of a single act or repeated acts; it can affect one person or more; and it can be carried out by anyone, including family members, friends, professionals, volunteers and strangers. Abuse can vary, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical or mental suffering.

**Physical Abuse** (Such as: hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions) Physical abuse signs can include injuries that cannot be explained in the context of the person's lifestyle, multiple injuries including bruises, welts, cuts and burns, and the

**Neglect and acts of omission** (e.g. ignoring medical or physical care needs, failing to provide access to appropriate health, social care or educational services, withholding the necessities of life such as medication, adequate nutrition and

**Financial or material Abuse** (Such as: theft, fraud, internet scamming, coercion in relation to an adult's financial affairs, exploitation, pressure in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits)

**Modern slavery.** This term includes: slavery, human trafficking, forced labour or 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.

**Sexual Abuse** (Such as: 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.)

**Radicalisation:** A psychological process where vulnerable and/or susceptible individuals are groomed to engage into criminal, terrorist activity. Radicalisation is the action or process of causing someone to adopt radical positions on political or social issues.

**Domestic violence** is a safeguarding issue if it applies to adults with care or support needs who therefore may be unable to protect themselves. It can include an incident or 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 sexuality. (It can include: psychological, physical, sexual, financial or emotional abuse; so called 'honour' based violence; Female Genital Mutilation; forced marriage)

**Psychological Abuse.** (Such as: emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or withdrawal from services or supportive networks) Although emotional abuse does not leave physical marks it can be extremely damaging to the victim.

**Self-neglect** occurs where the extent of the behaviour endangers their own health, safety or wellbeing. This includes a wide range of behaviour such as neglecting to care for one's personal hygiene, health or surroundings and can include behaviour such as hoarding.

**Discrimination** (e.g. racism, sexism or acts based on a person's disability, age or sexual orientation or religion. It also includes other forms of harassment, slurs or similar treatment such as disability hate crime).

**Organisational abuse** can occur when the needs of the individual are overridden by the needs of the institution. Some examples include lack of staff supervision and management support, Poor nutrition and hydration of service users, Lack of respect shown to service users and Lack of privacy

Source: Care Act 2014

**Training:** All staff will be required to undertake the Safeguarding Children and Adults Awareness learning to ensure an understanding of abuse. This will include recognising the impact childhood trauma can have on adults, how we can promote welfare and where to go to get help and advice. Refresher training for all staff will be required every 3 years. It is the responsibility of the line manager to ensure this training happens.

Additionally, all front facing staff will be required to undertake a more in-depth Safeguarding Adults and Children training every 3 years. New Starters will have an introduction to the safeguarding policy and procedures through their induction process. Basic Safeguarding training will be offered on the 'Member Training Programme' for all councillors.

No staff should assume that someone else will pass on information which they think may be critical to the safety and wellbeing of the adult. If staff have concerns about the adult's welfare and believes they are suffering or likely to suffer abuse or neglect, then they should share the information with the Safeguarding Lead Officer and, or, the police if they believe or suspect that a crime has been committed.

### **Code of Conduct for staff, volunteers and councillors**

It is important for all staff, paid or unpaid, and councillors to behave correctly and to be positive role models when engaging with customers. The following are common sense points for anyone to take into account which will help to create a positive culture and also safeguard staff against false allegations:

- Treat everyone fairly and with respect. Maintain professional boundaries.
- Always work in an open environment, avoiding private or unobserved situations.
- Don't give lifts to customers outside agreed activities. Where it is necessary to take a customer in your car ensure that your manager is aware of this and how long you will be. \*-
- If you have to visit a customer in their home always make sure that your manager is aware of this and you record the home visit
- Don't develop social relationships with customers
- Don't accept money or gifts from service users – don't give money or gifts to service users

## Contacts and Communications Internal

### Designated Safeguarding Officer

Sarah Astin-Wood, Localities and Policy Manager  
([Sarah.Astin-Wood@pendle.gov.uk](mailto:Sarah.Astin-Wood@pendle.gov.uk) / ext.1782)

### Deputy Designated Safeguarding Officer

Wayne Forrest, Housing Needs Manager  
([Wayne.Forrest@pendle.gov.uk](mailto:Wayne.Forrest@pendle.gov.uk) / ext.1044)

### Liberata Lead / Human Resources and Staff Issues

Jane McDonnell – Human Resources Manager  
([Jane.McDonnell@liberata.com](mailto:Jane.McDonnell@liberata.com) / tel. 07817499894)

### Senior Manager with responsibility for Safeguarding Rose Rouse, Chief Executive

([Rose.Rouse@pendle.gov.uk](mailto:Rose.Rouse@pendle.gov.uk) / ext.1603)

### Pendle Leisure Trust Lead

Vanessa Kelly – Human Resources Executive Manager  
([Vanessa.Kelly@pendleleisuretrust.co.uk](mailto:Vanessa.Kelly@pendleleisuretrust.co.uk) / ext. 1286)

### Pendle Transforming Lives Panel

Tim Horsley- Anti Social Behaviour Officer  
([Tim.Horsley@Pendle.gov.uk](mailto:Tim.Horsley@Pendle.gov.uk) / ext. 1280)

## External

### Be Free

Jen Gore: 07543 646 959 / [jen.gore@p-a-c.org.uk](mailto:jen.gore@p-a-c.org.uk)

### Lancashire County Council Social Care Services

[Are you concerned about a vulnerable adult? - Lancashire County Council](#)

For any protection queries, the appropriate team can be accessed via the Lancashire Contact Centre:

- 8am – 8pm Monday to Friday: local number 0300 123 6720
- 8pm – 8am Monday to Friday and anytime weekends and bank holidays: 0300 123 6722

**Lancashire Safeguarding Adults Board:** for info on the countywide approach & resources available

[Lancashire Safeguarding Adults Board - Lancashire Safeguarding Children Board](#)

## Related Guidance

**The Care Act 2014** (<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>)

**Care and Support Statutory Guidance, DH, October 2014**

[Care and support statutory guidance - GOV.UK \(www.gov.uk\)](#)

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