



Royal Association for Deaf people

Safeguarding Adult Procedures



Version number	Date	Author	Purpose
001	January 2021	Director of Operations	Policy review
002	May 2021	Director of Operations	2021 final approved version
003	October 2022	Director of Operations/Safeguarding and Wellbeing Officer	Policy review 2022

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Purpose and scope

Royal Association for Deaf people abides by the duty of care to safeguard and promote the welfare of adults and is committed to safeguarding practice that reflects statutory responsibilities, government guidance and complies with best practice requirements.

- We recognise the welfare of adults is paramount in all the work we do and in all the decisions we take regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation having an equal right to protection from all types of harm or abuse
- Some adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Safeguarding adults means protecting a person's right to live in safety, free from abuse and neglect. These procedures apply to adults, aged 18 and over who may be at risk of harm, abuse, radicalisation or neglect because of particular health, care or support needs or their specific situations.

The purpose of the procedures detailed within this document are:

- To protect adults who receive RAD's services from harm
- To provide colleagues, clients and their families, with the overarching principles that guide our approach to safeguarding and protection

These procedures apply to anyone working with or on behalf of Royal Association for Deaf people. If colleagues have concerns about somebody who is aged 18 or younger, they should refer to RAD's safeguarding children's policy and procedures.

The procedures are informed by:

- Government publications [Working together to safeguard adults](#)
- [Prevent Duty Guidance](#) for England and Wales Updated June 2019

Reviewed by: Safeguarding and Wellbeing Officer (Safeguarding Lead)
Date: October 2022
Version: Version control policy 2022-003
Next review date: October 2023

- Other relevant non-statutory guidance including for frontline practitioners and managers who work with adults who have care and support needs and who may be at risk of abuse or neglect [Adult Safeguarding Practice](#)
- We recognise that in providing services across different geographical areas, it is necessary to comply with the requirements of local safeguarding partners and local authorities. We will ensure that all colleagues are aware of the safeguarding adult procedures of the relevant safeguarding partners and that local safeguarding arrangements are followed in conjunction with RAD procedures.

If you are worried that an adult may be at risk of harm or abuse it is your duty to raise the concern using the safeguarding policy and this procedure.

Further organisational policies and procedures that inform effective safeguarding practice are listed in [Appendix 1](#).

For the purpose of safeguarding and associated policies and procedures:

Responsible Manager = Operations/ Service Manager

Safeguarding Lead = Safeguarding and Wellbeing Officer

Line manager = whoever you report to

Please see [Our Safeguarding Standards](#) for more information:

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Definition

An adult at risk is any person who is aged 18 years or over and at risk of or experiencing abuse or neglect because of their needs for care and/ or support.

For the purposes of raising your concerns, it doesn't matter if the harm or abuse appears to be the result of an action that is intentional or not, you have a duty to report it and raise your concerns.

All allegations must be treated without prejudice, irrelevant of any previous allegations. A report must be submitted via My Concern and a review of current risk assessments must be undertaken for all allegations, in line with policy & procedure.

Where RAD colleagues suspect an adult may be at risk of harm, abuse or neglect, they must raise their concerns with the appropriate manager and report this information via My Concern in line with RAD's safeguarding adults policy and procedures.

Remember that confidentiality should be maintained but secrets must not be supported.

Responding to a disclosure or concern



The operational procedure applies in any of the following situations:

- The adult at risk discloses information about a situation where RAD may (or may not) be involved
- The adult discloses information that appears to relate to an event in the significant past (this may get a differing response from local authorities however it must still be raised)
- The matter of concern involves another service user(s) harming or potentially harming or abusing the adult at risk
- The matter of concern involves a community-based group, event or activity where the person is at risk of abuse, including radicalisation or mate-crime
- The adult at risk has been harmed or potentially harmed by a paid member of staff or volunteer
- You directly witness something that you feel may have harmed or has potential to harm the person(s). This includes action by family members, friends, colleagues or other service users and might include social media & online interactions with others.

What to do in situations of potential harm or abuse:

Disclosure - where the person tells you about the situation and there is no immediate risk to the person or yourself;

DO

- ✓ Stay calm
- ✓ Make sure you give the person your full attention, demonstrate concern, understanding and acknowledge what is being said
- ✓ Let them tell their story – do not cross examine
- ✓ Use open questions e.g. “What happened?”
- ✓ Reassure the person – tell the person that they did the right thing in telling you
- ✓ Ask the person what they would like to happen as a result of this situation
- ✓ Let the person know that the information will be taken seriously and provide details about what will happen next, including the limits and boundaries of confidentiality
- ✓ If you suspect a crime has been committed, be aware that medical and forensic evidence might be needed and make every effort to avoid contamination

- ✓ If the person asks you to keep information confidential explain that you **cannot do this** and explain that safeguarding requires you to report what is said (to your line manager)
- ✓ Reassure the person that information will be kept confidential within the organisation and other professionals in line with safeguarding and confidentiality policies
- ✓ Let the person know that they will be kept involved, informed and consulted at every stage
- ✓ Contact your line manager and/or the responsible manager immediately after recording the conversation to alert them to your concerns and/ or to receive advice and support
- ✓ Complete a report via My Concern. It is important that this is completed immediately to ensure accuracy. Further guidance is available on Cascade and My Concern.
- ✓ Submit the form via My Concern and inform your line manager that this has been completed.
- ✓ Act without delay

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DO NOT

- × Stop someone disclosing to you
- × Ask the adult to make a written or video statement
- × Promise to keep secrets or tell the person that you won't tell anyone
- × Use leading questions or make the person continuously repeat the story
- × Tell anyone else the information who does not have a legitimate need to know, this includes other colleagues in your team
- × Attempt to investigate yourself
- × Contact anyone outside the organisation unless an urgent report is needed to the local authority or police
- × Delay

Disclosure or witnessing of a situation where the person has been harmed and there is a risk of further immediate harm, and in addition to the points above:

- ✓ Stay calm
- ✓ Reassure the person as they may be feeling scared and have trust concerns. Ensure the person feels safe and reassured that you want to help

- ✓ Action must be taken to protect the person - this may include calling the emergency services or seeking medical support. Such actions form part of an interim safeguarding plan
- ✓ Action must be taken to protect others e.g. within a service where there are several service users together
- ✓ Preserve evidence if you think a crime has occurred and be aware that medical and forensic evidence might be needed. Consider the need for prompt contact with the police and make sure nothing you do will contaminate it
- ✓ When the emergency services arrive (or the person agrees to go to a service e.g. a GP) it will be for that service to decide what action will be taken depending on whether the person consents or not to their interventions. It is important to remember that the Mental Capacity Act makes the presumption of capacity. A person may make the decision to refuse medical treatment. If they have mental capacity, this is their decision to make, even if others think this decision is unwise.
- ✓ Make sure you give the person your full attention, demonstrate concern, understanding and acknowledge what is being said. Let them explain their story and avoid cross examining – use open questions
- ✓ Let the person know that the information will be taken forward and provide details about what will happen next, including the limits and boundaries of confidentiality

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Disclosures where harm or potential harm has been alleged to be caused by a RAD member of staff or volunteer.

- ✓ All previously detailed procedures must be followed
- ✓ Report the matter immediately to the responsible manager or safeguarding lead (Safeguarding and Wellbeing Officer), however if they are not available, report to the office of the joint CEOs
- ✓ The responsible manager or safeguard lead needs to give consideration to the action if a member of staff is involved and managers must satisfy themselves that they have taken all appropriate steps to safeguard all persons based on the information received
- ✓ An urgent safeguarding plan may be needed if the person reported to be causing the harm is an employee – a decision will be taken to decide if the staff member be redeployed or suspended from duties, if so - suspension must follow RAD's disciplinary

process. The reporting person must not contact the colleague who has allegedly caused the harm prior to reporting to the responsible manager or lead person

- ✓ In any case of allegations against staff, the responsible manager should not start a detailed investigation until they have been asked to do so through the multi- agency safeguarding process and have received the terms of reference for the enquiry.
However, witnesses should be asked by the responsible manager to make a record of what they have seen or heard
- ✓ The responsible manager should raise an immediate concern using the local multi- agency policy and procedures for safeguarding adults, providing additional information about the person such as a care plan if available and/ or appropriate and be prepared to attend safeguarding adult meetings as required
- ✓ The responsible manager is to liaise with the local authority to ensure they agree that the interim safeguarding plans are appropriate. A dated record must be kept of all actions and conversations under the safeguarding adults' policy

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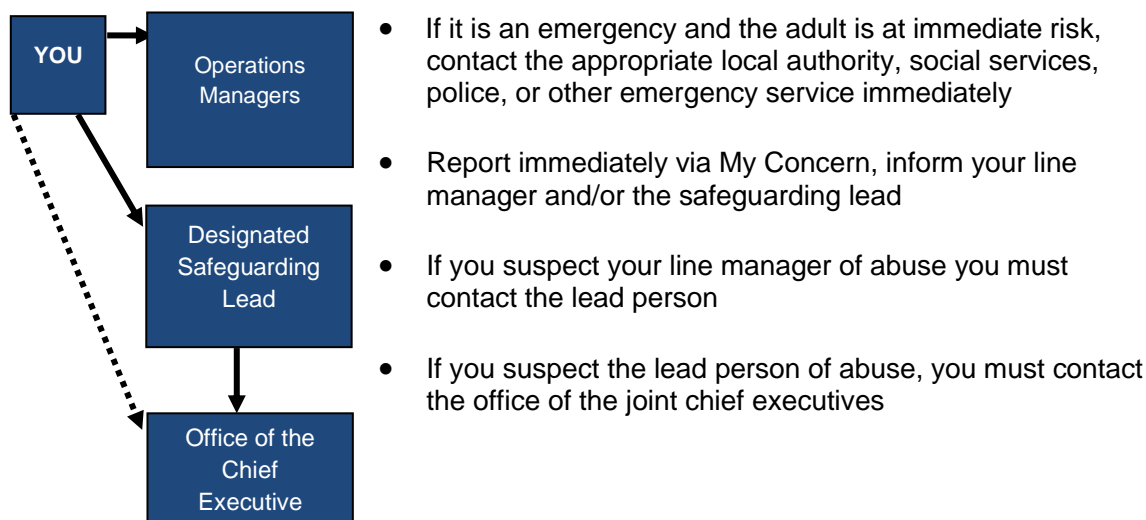
Reporting a disclosure or concern

All disclosures and concerns must be recorded on My Concern using the 'report a concern' function. The recording form must be completed in line with AIS procedures and the AIS flow chart which is available on Cascade and My Concern. Colleagues should inform their line manager and/or the responsible manager of the concern. If the responsible manager is not available or you suspect them to be responsible for the abuse then you must refer to the safeguarding lead

If the safeguarding lead is not available or you suspect that they are responsible for the abuse or you have good reason to believe that they will not respond appropriately, you must report your concerns directly to the office of the chief executive.

The safeguarding lead will advise whether information must be shared with another relevant organisation in line with statutory requirements. RAD staff will seek to gain consent to share information unless there is reason to believe that this would increase risk of harm.

Escalation process - If you have followed all steps to discuss with your line manager, safeguarding lead and office of the chief executive and you still feel your concerns are not being appropriately addressed, and you believe that an adult is at immediate risk of harm and required actions have not been taken to protect them; the Whistleblowing Policy should be followed. If your concerns are urgent, then raise a concern under the multi-agency safeguarding adults' policy and procedures. This would involve contacting either the local social services and/ or the police yourself.



Please also see RAD’s whistleblowing policy which can be followed if the report from staff is not being acted upon appropriately, or staff have concerns that need to be dealt with through this policy.

Where RAD colleagues suspect a child or young person could be at risk of harm or abuse, they should report this information via My Concern in line with RAD’s safeguarding children’s policy and procedures.

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Guidance for making notes

A record must always be made following any disclosure. It is essential notes are accurate, clear and timely.

If you are concerned that your written English may not provide a clear and accurate report, you must inform your line manager who will advise and support you in how to document the disclosure. This may include a face to face meeting, using an interpreter or note taker or providing a time stamped BSL video recording.

All disclosures must be recorded on My Concern using the ‘report a concern’ function. The recording form must be completed in line with AIS procedures and flow chart which are available on My Concern and Cascade The report must include the following:

- ✓ Date of the incident
- ✓ Date and time of the record being made
- ✓ Details of the location where the incident took place
- ✓ The source of the information must be recorded e.g. “I witnessed ‘NAME’...” or “NAME’ told me that...”

- ✓ A factual account of what happened leading up to the disclosure
- ✓ A factual account of the incident or concern. Ensure a precise account
- ✓ If the adult uses BSL, Makaton or other form of visual language record the actual signs/symbols used. Detail what communication method was used
- ✓ Names of any other people involved or witnesses
- ✓ Action you have taken, including all comments, questions and statements you made
- ✓ Include details of the individuals body language, behaviour and non-verbal communications e.g. "NAME was crying, shaking and their face was pale" rather than saying "NAME was upset"
- ✓ Other agencies informed or consulted e.g. police, medical help, social worker (if requested to do so by the responsible manager or lead person)
- ✓ Distinguish clearly between fact and your professional opinion

If you are unsure what information to include in a report always ask your line manager for guidance.

Data Retention [**click here for BSL**](#)

RAD recognises the responsibility it has to record and retain safeguarding data, supporting the guidance given in The Data Protection Act (2018). The Data Protection Act categorises the 'safeguarding of children and individuals at risk' as Special Category Data. This definition enables Data Controllers to process and store adult and child protection data indefinitely to prevent harm and reduce the risk of abuse. RAD acts in accordance with this legislation, storing safeguarding data indefinitely because there is legitimate interest to do so. This decision is justified by the fact that it is in the public interest to retain this information; deleting safeguarding data may increase the risk of harm or impact future enquiries. Any decisions to delete protection data will be considered, justified, and recorded.

Safeguarding Colleagues [**click here for BSL**](#)

If you have concerns that a colleague may be at risk of harm or abuse, please raise this immediately by contacting the responsible manager or the safeguarding lead. If either are unavailable, or you either suspect them to be responsible for the abuse or they are the colleague for whom you have concerns, then you must report directly to the Office of the Chief Executive.

For those with line management responsibilities who have concerns for a colleague, please report your concern immediately via Confide and inform your line manager or the responsible manager. If you do not have line management responsibilities but have a concern, please follow the procedures outlined above.

Colleagues must be mindful of confidentiality. If you have a concern, this should be taken directly to the responsible manager or the safeguarding lead. All concerns are to be taken

seriously and treated with sensitivity.

Appendix 1: Related RAD policies and procedures

Adult safeguarding policy	Learning and development policy
Adults safeguarding procedures	Recruitment policy
Computer use policy	Recruitment of ex-offenders policy
Disclosure and barring checks policy	Safeguarding children policy
Data protection policy	Service guidelines
Gifts to staff policy	Staff code of conduct
Guidelines on boundaries	Supervision policy
Health & safety policy	Volunteer policy
Induction policy	Whistleblowing policy

Appendix 2: Types of abuse

For the purpose of these procedures, the term abuse is defined as a violation of an individual's human and civil rights by any other person/s. Types of abuse and their descriptions can be found within RAD's safeguarding adults policy.

This will include information about;

- Physical abuse
- Sexual abuse
- Neglect and acts of omission
- Self neglect
- Psychological/ emotional abuse
- Financial or material abuse
- Domestic violence and abuse
- Modern slavery
- Organisational abuse
- Discriminatory abuse
- Disability hate crime
- Mate crime
- Radicalisation
- Online abuse
- Bullying and cyberbullying

Appendix 3: Useful contacts

Reviewed by: Safeguarding and Wellbeing Officer (Safeguarding Lead)
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Designated Safeguarding Lead: Eleanor Martin, Safeguarding and Wellbeing Officer

Mobile: 07554114302

Email: eleanor.martin@royaldeaf.org.uk

Chief Operating Officer: Julie Ratcliffe

Mobile: 07425 635 500

Email: julie.ratcliffe@royaldeaf.org.uk

RAD's Accident, Incident and Safeguarding (AIS) Team:

For anyone outside of the organisation that has concerns for a deaf adult and feels they are at risk of abuse or neglect, please email: AIS@royaldeaf.org.uk. The AIS operational team will assess your concern and take the appropriate action. All concerns will be treated seriously and with sensitivity.

Organisation	Phone	Available
Police	999	24 hours
999 BSL (app)	999	24 hours
Typetalk emergency number	18000	24 hours

If you are Deaf and want to contact emergency services for any reason, you need to first download the 999 BSL app. Once the app is open, click on the red button and you will be connected with a BSL interpreter.

It is everyone's responsibility to be alert to and report signs of abuse

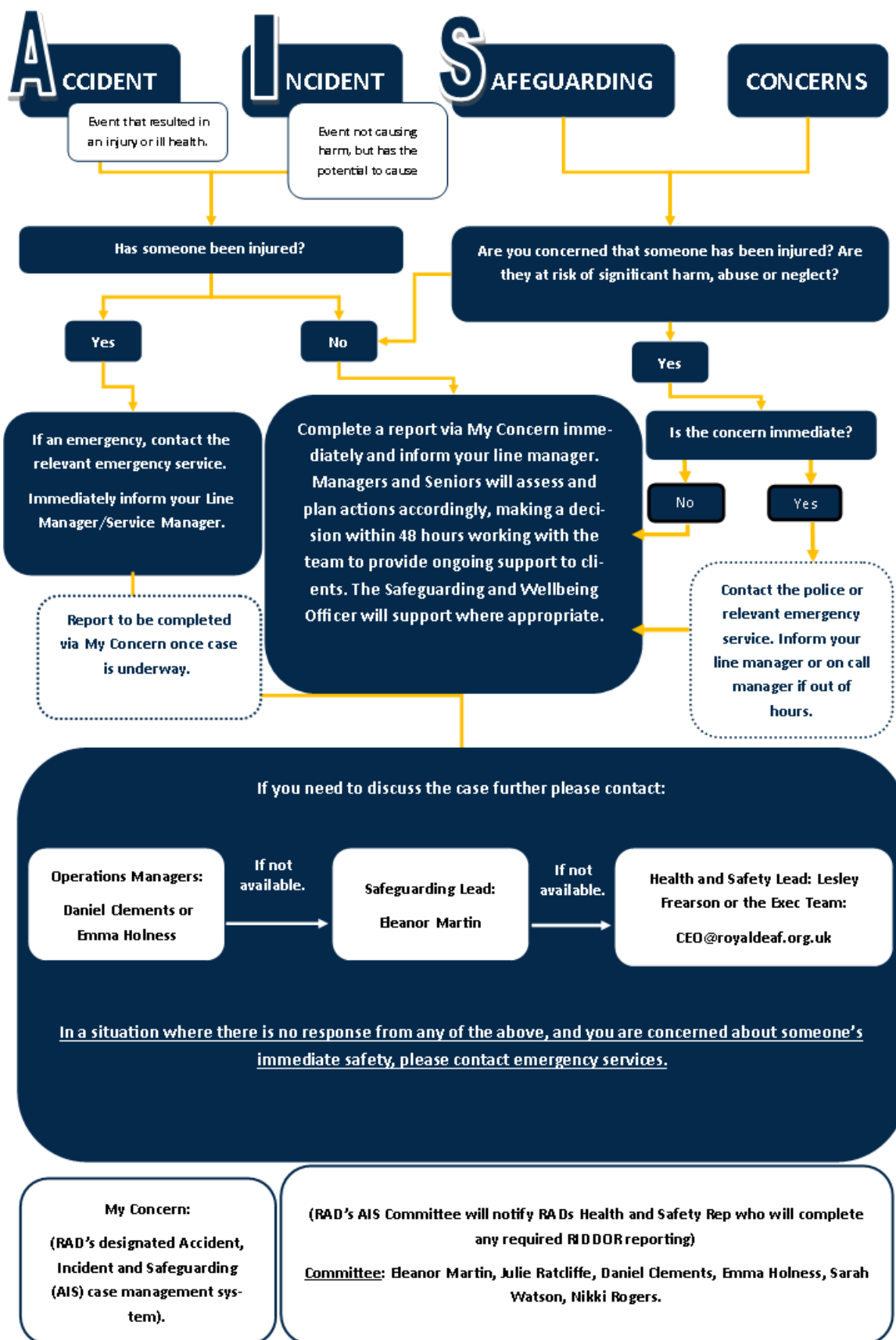
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Procedures Flow Chart:



Reviewed by: Safeguarding and Wellbeing Officer (Safeguarding Lead)
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