

Policy Handbook

Unscene Suffolk

Registered Charity No. 1164019

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Unscene Suffolk

Equal Opportunities policy

Introduction

Unscene Suffolk, hereinafter referred to as the Organisation, strives for high standards both as an employer and as a provider of services. In so doing, we wholeheartedly support a policy of equal opportunities in all areas of our work and responsibilities.

STATEMENT

The Organisation is an equal opportunities employer and promotes equality of opportunity through all of its activities. It aims to ensure that no job applicant, employee, volunteer, trustee, member or service user receives less favourable treatment on the grounds of race, gender, marital and civil partnership status, sexual orientation, religion or belief, age, physical, sensory or learning disability, gender reassignment, pregnancy and maternity, nor is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

The principle of Equal Opportunities will apply to recruitment, promotion, transfer, training, benefits, facilities, procedures and all terms and conditions of employment.

The Organisation is committed to reviewing this policy on a bi-annual basis, and will ensure that its personnel are regularly reminded of these statements of policy.

POLICY

Introduction

This policy has been produced to provide guidance, which will enable the Trustees, Committees, staff, volunteers, members and service users of the Organisation to comply with anti-discrimination legislation. The policy will also address anti-discrimination issues involving any other people who currently fall outside any legislation. Failure to follow the procedures in the policy may lead to disciplinary or other appropriate action.

Definitions

The Equality Act (2010) describes nine “protected characteristics”.

Discrimination - a situation where a person is treated less favourably on the grounds of:

- race, colour, nationality, ethnic or national origin
- gender
- marital and civil partnership status
- sexual orientation
- age
- physical, sensory or learning disability
- gender reassignment
- religion and belief (including lack of belief)
- pregnancy and maternity.

In addition to the nine “protected characteristics”, the Organisation would not discriminate against people, because of:

- mental health
- caring responsibilities

- class
- HIV status
- employment status
- unrelated criminal convictions
- union activities.

The duty to make reasonable adjustments includes the removal, adaptation or alteration of physical features, if the physical features make it impossible or unreasonably difficult for disabled people to make use of services. In addition, service providers have an obligation to think ahead and address any barriers that may impede disabled people from accessing a service. Failure to make reasonable adjustments is where a rule or policy or way of doing things has a worse impact on someone with a protected characteristic compared with someone who does not have that protected characteristic and the employer has failed to make reasonable adjustments to enable the disabled person to overcome the disadvantage.

It is unlawful to discriminate against or harass a member of the public or service user in the provision of services or goods or to fail to make reasonable adjustments to overcome barriers to using services caused by disability. However discrimination may be lawful if there is an occupational requirement which is core to a job role and a proportionate means of achieving a legitimate aim.

Associated Discrimination is direct discrimination against a person because they associate with another person who possesses a protected characteristic.

Discrimination by Perception is direct discrimination against a person because it is perceived that they possess a particular protected characteristic.

Indirect Discrimination is the imposition of a requirement or condition, which has disproportionate and / or adverse effect e.g. only recruiting people with English qualifications.

A person must be able to act against unlawful discrimination without fear of reprisals or being subjected to a detrimental effect. However, an employee is not protected from victimisation if they acted maliciously or made or supported an untrue complaint.

Victimisation means subjecting a person to detrimental treatment because they are or are believed to be bringing proceedings under the Equality Act; giving evidence or information in connection with proceedings under the Equality Act; doing any other thing for the purposes or in connection with the Equality Act or making an allegation that a person has contravened the Equality Act.

Harassment means unwanted behaviour relating to a protected characteristic that has the purpose or effect of violating a person's dignity or creates a degrading, humiliating, hostile, intimidating or offensive environment. It does not matter whether or not this was intended by the person responsible for the conduct.

Harassment by a third party means unwanted, repeated conduct by a third party based on a protected characteristic, which has the purpose or effect of violating the dignity of a person or creating an intimidating, hostile, degrading, humiliating or offensive environment for a person and where the employer does nothing to prevent it from reoccurring. A third party is defined in law as not being the employer or employees of the employer, but people such as customers or clients.

Aims

- To ensure equal access to jobs, volunteering and services

- To ensure compliance with legislation on discrimination and equality (including the Equality 2010 Act and any other legislation which becomes law)
- To create environments free from harassment and discrimination
- To maximise the use of resources in the best interests of staff, volunteers and service users.

Objectives

- Trustees, staff, volunteers, members and service users will be encouraged, by example and guidance, to challenge discrimination where and whenever it arises, whether it be between colleagues, or in any other area relating to the Organisation's work.
- Trustees, Committees, staff and volunteers of The Organisation will be made aware of this policy. A necessary qualification for any position in The Organisation will be a willingness to accept and implement this policy.
- Positive action will be taken to ensure so far as is reasonably practicable that all the Organisation's premises and services are accessible to all people.
- The Trustees will monitor and review annually equality of opportunity relating to the Organisation's services.
- Recruitment and selection procedures will be monitored and reviewed annually by the Trustee Board.
- In order to address discrimination and disadvantage within the workplace, the Organisation will ensure that employment and advancement within the Organisation is determined by objective criteria and personal merit. Recruitment and employment practices will reflect a commitment to Equal Opportunities.

Implementation

- Responsibility for implementing and developing the policy rests with the Trustees.
- Any staff member or volunteer who feels they have been unfairly treated in a way contrary to the intention of this policy should raise the issue with the Trustees.
- Any service user who feels they have been unfairly treated in a way contrary to the intention of this policy should make a complaint to the Trustees.
- Any member of staff found to be in breach of this policy will be subject to disciplinary action.
- Any volunteer found to be in breach of this policy will be counselled on their actions and may, where necessary, be removed from the register of accredited volunteers.
- Any member of the Trustee Board, any committee or working party of the Organisation found to be in breach of this policy will be counselled and may, where necessary, be asked to leave the organisation.
- Any service user found in breach of this policy will be counselled on their actions and may, where necessary, be referred back to their organisation.
- Any job applicant who believes that they have been treated unfairly and contrary to the intention of this policy should raise the issue with the Trustees.

Recruitment and Promotion

- The Organisation will strive to ensure that trustees, staff and volunteers reflect the wider communities.
- Clear and accurate information regarding vacant posts should be available through advertisement, job or role descriptions, person profiles and the interview. Vacancies should be advertised sufficiently widely in order to reach, within reason, the widest possible range of candidates, either internal and/or external.
- Unless a genuine occupational qualification exists which limits a post to a particular group, advertisements and recruitment literature should not imply any preferred group.

- Applicants will be informed, through advertisements, job or role descriptions and application forms, of the Organisation’s commitment to equal opportunities and the existence of an Equal Opportunities Policy.
- Person specifications should only include requirements, which are necessary and justifiable. Requirements, which are convenient rather than necessary, may be discriminatory.
- Any information provided by job applicants and employees for monitoring purposes will be used only for these purposes and will be dealt with in accordance with the Data Protection legislation.

Interviewing and Short listing

- An interview panel will be selected for each vacant post as and when necessary. The size and composition of this panel may vary according to the vacant post. Care should be taken to reflect the gender, disability and ethnic make up of the Organisation when selecting the panel.
- The short-listing panel will not select candidates on the basis of the gender, name, possible disability or age of the candidate. They should record reasons for rejecting any candidate at the shortlisting stage.
- Interviews must be undertaken on an objective and equitable basis. Common core questions should be asked of each candidate and suitable evaluation criteria should be used. The interview must only deal with the applicants’ suitability and ability to do the job applied for.
- The interview panel must take extreme care not to ask discriminatory questions unrelated to the requirements of the job, e.g. Personal circumstances, gender, race, disablement, sexual orientation, politics, religion, care responsibilities etc.

Training

- In line with the intentions of this policy, The Organisation will not discriminate in the provision of training courses / opportunities wherever possible.
- Briefing on this policy will form part of any Induction Procedure for Trustees, staff, volunteers and committee members.
- The Organisation will strive to ensure that all training will be accessible to all people.

Monitoring and Review

All aspects of personnel policies and procedures shall be kept under review to ensure that they do not operate against the Equal Opportunities Policy.

If it is found that the policy is excluding or discouraging Trustees, staff, volunteers’ development or restricting service users, the Trustee Board should take positive action to re-adjust the policy.

Any information provided by job applicants and employees for monitoring purposes will be used only for these purposes and will be dealt with in accordance with the Data Protection legislation.

Date	Changes made	Next Review date
This Policy was reviewed and approved by the Unscene Suffolk’s Trustee Board on 6 February 2025.	Very minor change to wording in Monitoring and Review section	January 2027

Unscene Suffolk - Code of Conduct

For all participants, volunteers, freelancers and trustees.

Respect and behaviour.

We expect everyone to show respect to one another as well as members of the public when representing Unscene Suffolk. This includes refraining from any discriminatory or abusive language or behaviour and treating others with kindness and consideration. Please avoid causing discomfort to others at any time.

Representing Unscene Suffolk

We expect everyone attending Unscene Suffolk workshops, rehearsals and performances to be clean, tidy and punctual.

Safety

Everyone should prioritise safety at all times during rehearsals, performances, and other events, and to follow any safety guidelines or instructions provided.

Feedback

We expect everyone to give and receive feedback constructively and respectfully, and to use feedback to improve their individual participation in Unscene Suffolk activities.

Personal belongings

Everyone is responsible for their own possessions, and our insurance does not cover the theft of personal belongings. We would therefore encourage you to only bring what you need, and not to leave your bags unattended.

By taking part in workshops or performances organised or delivered by Unscene Suffolk, you are agreeing to comply with our Code of Conduct. We take this Code of Conduct seriously in order to ensure Unscene Suffolk is a welcoming environment for all. Failure to adhere to our Code of Conduct could result in formal discussions and ultimately, Unscene Suffolk may ask that you no longer participate in workshops or performances.

END OF POLICY – Issued APRIL 2024

New staff and volunteers only –

Code of Conduct Part 2

(to be read alongside main Code of Conduct that covers everyone)

Driving as part of your work or volunteering

Before giving lifts as part of your work or volunteering, please ensure

- you have DBS clearance which Unscene Suffolk has approved
- you have informed your insurance company that you are driving as part of your work or volunteering

Personal care

Group members will only ever be expecting you to show them to the door of the toilet, and possibly if it is a new building to explain where things are in the cubicle. Staff and volunteers are not expected to give personal care.

Social Media

Many of our staff, volunteers and members use social media which can be helpful when we are promoting shows and events. Please remember that if you accept friend requests from people you meet through Unscene Suffolk, you are inviting these people into your personal network and should therefore only do this if you plan to represent yourself on social media in the same way that you would at a workshop. If you prefer not to have to worry about this then you are absolutely entitled to reject the friend requests or to edit your privacy settings for those individuals so that they do not see all of your activity/information.

Data protection and communication

It is up to you to decide whether to share your personal details such as phone numbers with our adult members. Please do not pass other people's details on without asking first.

Photography

New practitioners, volunteers and participants should be asked to sign a photography/filming and consent form. Lead practitioners should advise participants whenever they plan to take photographs or do filming, in case any participants do not want to be included.

END OF POLICY – UPDATED JANUARY 2025

UNSCENE SUFFOLK LIMITED
Safeguarding adults at risk of harm
policy

January 2025

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UNSCENE SUFFOLK LIMITED

Safeguarding adults at risk of harm

1. Purpose

Safeguarding and promoting the welfare of adults at risk of harm.

This policy defines how Unscene Suffolk Limited operates to safeguard adults at risk of abuse or neglect.

We have a duty of care and are committed to the protection and safety of adults at risk involved as visitors and as participants in all of our activities both on and off site. We also want to protect and support our staff who work or come into contact with these groups.

This policy and accompanying procedures are to be read alongside our and our Equal Opportunities policy. We will act in accordance with local safeguarding procedures, on the Suffolk Safeguarding Partnership website, and the Domestic Abuse Act 2021.

Definitions

Adult at risk of abuse or neglect

For the purposes of this policy, adult at risk refers to someone over 18 years old who, according to paragraph 42.1 of the Care Act 2014:

- has care and support needs
- is experiencing, or is at risk of, abuse or neglect
- as a result of their care and support needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

If someone has care and support needs but is not currently receiving care or support from a health or care service they may still be an adult at risk

2. Persons affected

- All staff, paid and unpaid, this includes volunteers
- All service users
- All visitors and contractors

Safeguarding is everyone's responsibility. All members of staff (paid and unpaid) are required to report any suspected abuse and be aware of the appropriate reporting and support procedure for safeguarding. It is important that staff are also aware of the Government's PREVENT strategy. The aim of this is to stop people becoming terrorists or supporting violent extremism in all its forms. This can also be a safeguarding issue but has different reporting mechanisms.

The Safeguarding Officer(s) will discharge their safeguarding functions in a way that ensures that adults are safeguarded from harm and promotes their welfare. They are responsible for following up any suspected reports of abuse and for informing the Police or other appropriate external bodies.

3. Policy

Unscene Suffolk Limited has a zero-tolerance approach to abuse. Unscene Suffolk Limited recognises that under the Care Act 2014 it has a duty for the care and protection of adults who are at risk of abuse. It is committed to promoting wellbeing, harm prevention and to responding effectively if concerns are raised. Adults will be included in swift and personalised safeguarding responses

It is also committed to inter agency collaboration on the development and implementation of procedures for the protection of adults at risk from abuse, it has a duty and responsibility for making arrangements to ensure all its functions are discharged having regard to safeguarding and promoting the adults at risk of abuse. The policy is about stopping abuse where it is happening and preventing abuse where there is a risk that it may occur.

There can be no excuses for not taking all reasonable action to protect adults at risk from abuse, exploitation, radicalisation and mistreatment. All citizens of the United Kingdom have their rights enshrined within the Human Rights Act 1998. People who are eligible to receive health and community care services may be additionally vulnerable to the violation of these rights by reason of disability, impairment, age or illness.

[This policy and operational guidance references the Suffolk Safeguarding Partnership multi agency safeguarding policy](#)

We are committed to and follow the six key principles of safeguarding adults work, Making Safeguarding Personal and Capacity, Consent and Decision Making (See Appendix 1 for details)

Unscene Suffolk Limited is committed to the following:

- The welfare of the adult at risk is paramount;
- All adults at risk have the right to protection from abuse
- Safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part; and
- All suspicions and allegations of abuse must be properly reported to the relevant internal and external authorities and dealt with swiftly and appropriately
- arrangements which set out clearly the processes for sharing information procedures with other professionals and with the Suffolk Safeguarding Partnership;
- Staff, contractors and volunteers must be clear on appropriate behaviour and responses. Where appropriate, failure by staff to maintain standards may be dealt with using Unscene Suffolk Limited's disciplinary procedures
- Clear whistleblowing procedures are suitably referenced in staff training and codes of conduct, and a culture that enables issues about safeguarding and promoting welfare to be addressed;
- All staff are aware of the policy and procedures for the safeguarding and protection of adults at risk through appropriate safeguarding training, supervision and support for staff and for creating an environment where staff feel able to raise concerns and feel supported in meeting their safeguarding role;
- staff are given a mandatory induction, which includes familiarisation with safeguarding responsibilities and procedures to be followed if anyone has any concerns;
- all staff should have regular reviews of their own practice to ensure they improve over time in their work with adults at risk of abuse and families
- a clear line of accountability for the provision of safe services exists
- a senior board level lead to take leadership responsibility for Unscene Suffolk Limited's safeguarding arrangements;
- a designated lead for safeguarding at Unscene Suffolk Limited.

- safe recruitment practices are in place including policies on when to obtain a DBS check;

Unscene Suffolk Limited will ensure that staff understand;

- What they need to do, and what they can expect of one another, to safeguard adults at risk of abuse using this policy. The policy is available at Induction.
- Core legal requirements, making it clear what individuals and Unscene Suffolk Limited should do to keep adults at risk of abuse safe. In doing so, Unscene Suffolk Limited seeks to emphasise that effective safeguarding systems are those where:
- That all staff who come into contact with adults at risk of abuse and their families are alert to their needs and any risks of harm that individual abusers, or potential abusers, may pose;
- The requirement to share appropriate information in a timely way and can discuss any concerns about an individual adult with colleagues and local authority adult’s social care;
- The necessity to use their expert judgement to put the adult’s needs at the heart of the safeguarding system so that the right solution can be found for each individual;
- The necessity to contribute to whatever actions are needed to safeguard and promote a person’s welfare;
- All staff working with adults at risk are afforded a position of status and authority in relation to service users. Services will be provided in an environment which lessens the imbalance of power and encourages independence and self-advocacy for service users. All working practices will minimise the risk of abuse by being sensitive to individual, gender and cultural needs
- We recognise that abuse is a symptom of social, institutional and individual discrimination. Disabling attitudes and practices allow for the belief that it is somehow acceptable to treat vulnerable people with little respect and for people not to be informed, consulted, included or empowered in order to exercise choice and take decisions which affect their lives. Preventing discrimination is essential to abuse prevention. We are committed to work within our organisation, the services we provide, and in partnership to promote the rights of service users.
- The importance of capacity, consent and decision making – see Appendix 1

Date	Changes made	Review date
This Policy was reviewed and approved by the Unscene Suffolk’s Trustee Board on 6 February 2025.	Based on Community Action Suffolk template dated May 2022	January 2026

Appendix 1:

Key six key principles that underpin safeguarding adults work*

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
- **Prevention** – It is better to take action before harm occurs
- **Proportionality** – The least intrusive response appropriate to the risk presented
- **Protection** – Support and representation for those in greatest need
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** – accountability and transparency in delivering safeguarding

*From Suffolk County Council Safeguarding Adults Policy and Operational Guidance 2015-17

Making Safeguarding Personal

As an organisation we follow Making Safeguarding Personal principles.

Making Safeguarding Personal is a shift in culture and practice in response to what we now know about what makes safeguarding more or less effective from the perspective of the person being safeguarded. It is about seeing people as experts in their own lives and working alongside them in a way that is consistent with their rights and capacity and that prevents abuse occurring wherever possible.

Safeguarding should be person-led and outcome focused, engaging the adult at risk in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. In most cases this can only happen by making sure people get the care and support that they need. It is also important that the people who care for them also get this support and recognition. Most importantly it is about listening and providing the options that permit individuals to help themselves.

It is also important that all safeguarding partners take a broad community approach to establishing safeguarding arrangements. It is vital that all organisations recognise that Safeguarding Adults arrangements are there to protect individuals, bearing in mind different preferences, histories, circumstances and lifestyles.

In order to evidence that the Safeguarding process is personalised, it is necessary to collect information about the extent to which this shift has a positive impact on people's lives.

Whilst every effort must be made to work with adults experiencing abuse within the present legal framework there will be some occasions on which adults at risk will choose to remain in dangerous situations. It may be that even after careful scrutiny of the legal framework, staff will conclude that they have no power to gain access to a particular adult at risk. Staff may find that they have no power to remove the adult from a situation of risk, investigate the adult's financial affairs, or intervene positively because the adult refuses all help or wants to terminate contact with the professionals.

It may not always be possible to provide satisfactory solutions. At the age of 18, people are legally entitled to adult status regardless of any disability or impairment they may have. It is, therefore, essential that wherever possible it is the adult at risk who will decide on the chosen course of action, taking into account the impact of the adult at risk's mental capacity where relevant. However, the people and organisations caring for, or assisting them, must do everything they can to identify and prevent abuse happening wherever possible and evidence their efforts.

In these extremely difficult circumstances, staff will be expected to continue to exercise as much vigilance as possible.

Safeguarding Leads will give full support to staff over problems when handling cases of adults remaining in high-risk situations, provided that:

- It is evident from case records that Safeguarding Adults procedures have been properly followed;
- Every effort has been made, on a multi-agency basis, to intervene positively to protect the adult at risk;
- Legal advice has been obtained and acted upon
- And ultimately that the adult at risk has been fully consulted and involved as far as practicable in every decision relating to their situation.

Capacity, Consent and Decision Making

The consideration of capacity is crucial at all stages of Safeguarding Adults procedures. For example determining the ability of an adult at risk to make lifestyle choices, such as choosing to remain in a situation where they risk abuse; determining whether a particular act or transaction is abusive or consensual; or determining how much an adult at risk can be involved in making decisions in a given situation.

The key development affecting this area of work is the implementation of the Mental Capacity Act 2005, which provides a statutory framework to empower and protect adults at risk who may not be able to make their own decisions. It makes it clear who can take decisions in which situations and how they should go about this. It enables people to plan ahead for a time when they may lose capacity. It applies to anyone aged 16 years and over therefore appropriate liaison needs to occur for young people aged 16 to 18 years with Children's Services where relevant as part of Safeguarding Adults work.

The whole Act is underpinned by a set of five key principles:

- **A presumption of capacity** - every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise;
- **The right for individuals to be supported to make their own decisions** - people must be given all appropriate help before anyone concludes that they cannot make their own decisions;
- That individuals must retain the right to make what might be seen as eccentric or **unwise decisions**;
- **Best interests** - anything done for or on behalf of people without capacity must be in their best interests; and
- **Least restrictive intervention** - anything done for or on behalf of people without capacity should be the least restrictive of their basic rights and freedoms.

For full guidance refer to the Safeguarding Partnership guidance on their website.

UNSCENE SUFFOLK LIMITED
Safeguarding adults at risk of harm procedures
January 2025

Introduction

Safeguarding is everyone's responsibility. Unscene Suffolk Limited is committed to safeguarding adults at risk of harm and providing a safe environment where everyone can engage with our organisation and activities.

All members of staff (paid and unpaid) must report any actual or suspected abuse following these procedures whenever there are concerns about an adult at risk of harm.

All staff will be aware that adult abuse can take many forms and the examples in the definitions in Appendix A are not exhaustive. There may be other situations not covered in the examples that give you concern for an adult's safety and wellbeing.

All staff will be aware of adult safeguarding categories of abuse [Physical abuse](#), [Domestic abuse](#), [Sexual abuse](#), [Psychological or emotional abuse](#), [Financial or material abuse](#), [Modern slavery](#), [Discriminatory abuse](#), [Organisational or institutional abuse](#), [Neglect or acts of omission](#), [Self-neglect](#) and Hoarding, Appendix A.

These procedures are to be read in conjunction with Unscene Suffolk Limited Safeguarding policy.

Definition

Adult at risk of harm;

- a) has needs for care and support (whether or not the authority is meeting any of those needs),
- b) is experiencing, or is at risk of, abuse or neglect, and
- c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Part 1: Reporting Safeguarding concerns – for all staff and volunteers

Part 2: Responsibilities for Safeguarding leads

Part 3: Appendices

Glossary

Part 1: Reporting Safeguarding concerns – for all staff and volunteers

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FLOWCHART FOR REPORTING SAFEGUARDING CONCERNS: ADULTS AT RISK OF HARM (2024)

Is the person in immediate danger, need immediate medical attention, or a serious crime is in progress or has been committed? Phone 999 for the emergency services.

See it

- Is it safe to speak with the adult?
- What does the adult want to happen?
- It is essential that, wherever possible, it is the adult at risk who will decide on the action taken.
- You must take into account the impact of their mental capacity where relevant.

If you are aware of the adults views you must include their views throughout the process

It is not your responsibility to decide if abuse has happened. It IS your responsibility to report it to the Safeguarding Lead and/ or appropriate authority



Recognise it

Share your concerns/ information with your Designated Safeguarding Lead/ Deputy Safeguarding Lead.

Use the Suffolk *Safeguarding Adults Framework* to guide your discussions on thresholds for safeguarding referrals

If you need to discuss whether or not a referral is required, call the Multi Agency Safeguarding Hub (MASH) Professional Consultation Line on 0345 6061499 or use their webchat



Report it

Is the person in immediate danger, need immediate medical attention, or a serious crime is in progress or has been committed? Phone 999 for the emergency services.

If you have a concern about an Adult at Risk and need to make a safeguarding referral use the relevant online [Suffolk Adult Care Portal](#)

If you are concerned about an adult and unable to use the Portal, you can call Customer First on 0808 800 4005 (this is a freephone number)

Contact information

Safeguarding referral: [Via portal](#).

Customer First [0808 800 4005](#)

MASH Professionals Consultation line [03456 061 499](#) or webchat

Emergency services: 999 if it is an emergency

Safeguarding Lead: Steve Giddings: tel. **07432 145421** email: sdgiddings8591@gmail.com

Safeguarding Deputy/participant representative: Carolyn Allum
email: rebelcake@gmail.com

Remember ALL notes will be disclosable should a formal or criminal investigation occur. Ensure that your notes are signed, dated, professional, separate opinion from fact, are recorded verbatim using the same words as were used during the disclosure.

REPORTING CONCERNS PROCEDURE

If you are concerned or worried about harm to an adult because of something you have seen or heard you must not keep those worries to yourself you must follow the 'Reporting concerns' flowchart above and talk to Unscene Suffolk Limited's Safeguarding Lead to discuss your concerns without delay.

If you cannot contact your safeguarding lead and delaying may cause further harm follow the Recognise it and Report it section of the flowchart as appropriate. If the Designated Safeguarding Lead is implicated or you think there may be a conflict of interest speak to the Deputy Safeguarding Lead.

When working with adults remember to follow **Making Safeguarding Personal** principles and the **Six Principles of Adult Safeguarding**, see Appendix E Glossary. 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. Let them know that you have to pass on your concerns to your Designated 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.

Staff will be alert to the possibility of abuse and will be professionally curious. See Appendix A

RESPONDING TO A CONCERN

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 will:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- 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 your organisation's Designated 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.
- 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.
- Follow confidentiality and information sharing procedures, see Appendix B

The person receiving the information will **not**:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make assumptions or speculate.
- Investigate and probe for more information than is offered.

- Promise to keep the information secret.
- Make promises that cannot be kept.
- Confront the person thought to be causing harm.
- Tell anyone other than those responsible for safeguarding

RECORDING A CONCERN

- Complete Unscene Suffolk Limited's Safeguarding Adults Report Form and submit to Unscene Suffolk Limited Designated Safeguarding Lead without delay.
- Describe the circumstances in which the concern came about and what action you took/ guidance you gave.
- Clearly separate facts 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.

Safeguarding Officers contact details

- Lead Officer: **Steve Giddings, Board Member – 07432 145421**
sdgiddings8591@gmail.com
- Deputy Officer: **Carolyn Allum, Board Member and Participant Representative**
rebelcake@gmail.com

Other contact details

Safeguarding referral: [Via portal](#).

Customer First [0808 800 4005](tel:0808 800 4005)

MASH Professionals Consultation line [03456 061 499](tel:03456 061 499) or webchat

Emergency services: 999 if it is an emergency

Part 2: Reporting Safeguarding concerns – Safeguarding Leads

Once a concern has been passed to Unscene Suffolk Limited Designated Safeguarding Lead, they will coordinate the Unscene Suffolk Limited Safeguarding Adults response

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

The Designated Safeguarding Lead, will:

- Refer to the Safeguarding Adults Framework to help decide if the threshold for safeguarding has been met.
- Where a concern raised does not meet the threshold for safeguarding but could be resolved by; advice, information, assessment/review or the complaints process etc.. they will consider the most proportionate response to each situation prior to taking action.
- Follow the ethos of '**Making Safeguarding Personal**', Appendix D, Glossary.
- Balance the adult at risk's rights and agencies duties and responsibilities. Individuals have the right to take risks and to live their life as they choose. These rights, including the right to privacy, will be weighed when considering duties and responsibilities towards them. *They will not be overridden other than where it is clear that the consequence would be seriously detrimental to their, or another person's health and well-being and where it is lawful to do so.*
- Follow **Information Sharing** practice. Appendix B
- Be aware of adult safeguarding categories of abuse [Physical abuse](#), [Domestic abuse](#), [Sexual abuse](#), [Psychological or emotional abuse](#), [Financial or material abuse](#), [Modern slavery](#), [Discriminatory abuse](#), [Organisational or institutional abuse](#), [Neglect or acts of omission](#), [Self-neglect](#) and Hoarding. See Appendix A
- They will also be aware of other forms of abuse including Forced marriage, Honour Based Violence, Female Genital Mutilation and Vulnerable to Radicalisation. See Appendix A
- Understand how to manage any allegation of **Abuse of Trust**, Appendix D

Part 3: Appendices

A: Categories and signs of adult abuse

B: Information sharing procedures relating to safeguarding

C: Questions to ask yourself when deciding whether to make a referral based on a concern

D: Managing allegations against people in positions of trust (POT)

E: Glossary

F: Safeguarding Adult Report Form

G: Safeguarding body map to go with Report Form

APPENDIX A: CATEGORIES AND SIGNS OF ADULT ABUSE

The example signs and symptoms are not exhaustive and are guideline only. The presence of one or more does not automatically confirm abuse. The existence of a number of the indicators may, however, suggest a potential for abuse and should be further reviewed. If there is any concern at all about the possibility of abuse then advice should be sought and an if appropriate a safeguarding referral/alert should be submitted without delay.

Abuse can generally be viewed in terms of the following categories; Physical, Domestic, Sexual, Psychological, Financial/ material, Modern Slavery, Discriminatory, Organisational, Neglect and acts of omission, and Self-neglect and Hoarding

<p>Physical abuse</p>	<p>Physical injuries which have no satisfactory explanation or where there is a definite knowledge, or a reasonable suspicion that the injury was inflicted with intent, or through lack of care, by the person having custody, charge or care of that person, including hitting, slapping, pushing, misuse of or lack of medication, restraint, or inappropriate sanctions.</p> <p>Possible Indicators of physical abuse</p> <ul style="list-style-type: none"> • History of unexplained falls or minor injuries • Unexplained bruising – in well protected areas, on the soft parts of the body or clustered as from repeated striking • Unexplained burns in an unusual location or of an unusual type • Unexplained fractures to any part of the body that may be at various stages in the healing process • Unexplained lacerations or abrasions • Slap, kick, pinch or finger marks • Injuries/bruises found at different stages of healing for which it is difficult to suggest an accidental cause • Injury shape similar to an object • Untreated medical problems • Weight loss – due to malnutrition or dehydration; complaints of hunger • Appearing to be over medicated
<p>Domestic abuse</p>	<p>This can encompass, but is not limited to, the following types of abuse: •psychological , physical, sexual, financial, emotional, ‘Honour’ based violence, Female Genital Mutilation, forced marriage.</p> <p>Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called ‘honour’ -based violence, female genital mutilation and forced marriage. Coercive or controlling behaviour is a core part of domestic violence.</p> <p>Coercive behaviour can include:</p> <ul style="list-style-type: none"> • acts of assault, threats, humiliation and intimidation • harming, punishing, or frightening the person

	<ul style="list-style-type: none"> • isolating the person from sources of support • exploitation of resources or money • preventing the person from escaping abuse • regulating everyday behaviour.
Sexual abuse	<p>Sexual acts which might be abusive include non-contact abuse such as looking, pornographic photography, indecent exposure, harassment, unwanted teasing or innuendo, or contact such as touching breasts, genitals, or anus, masturbation, penetration or attempted penetration of vagina, anus, and mouth with or by penis, fingers or other objects (rape).</p> <p>Possible Indicators of sexual abuse</p> <ul style="list-style-type: none"> • A change in usual behaviour for no apparent or obvious reason • Sudden onset of confusion, wetting or soiling • Overt sexual behaviour/language by the adult at risk • Disturbed sleep pattern and poor concentration • Difficulty in walking or sitting • Torn, stained, bloody underclothes • Pain or itching, bruising or bleeding in the genital area • Sexually transmitted urinary tract/vaginal infections • Bruising to the thighs and upper arms • Severe upset or agitation when being bathed/dressed/undressed/medically examined • Pregnancy in a person not able to consent
Psychological abuse	<p>Psychological, or emotional abuse, includes the use of threats, fears or bribes to remove an adult at risk's choices, independent wishes and self-esteem; cause isolation or overdependence, or prevent an adult at risk from using services, which would provide help.</p> <p>Possible Indicators of psychological abuse</p> <ul style="list-style-type: none"> • Ambivalence about carer • Fearfulness expressed in the eyes; avoids looking at the carer, flinching on approach • Deference • Overtly affectionate behaviour to alleged source of risk • Insomnia/sleep deprivation or need for excessive sleep • Change in appetite • Unusual weight gain/loss • Tearfulness • Unexplained paranoia • Low self-esteem • Excessive fears • Confusion • Agitation

<p>Financial abuse</p>	<p>This usually involves a person's money or resources being inappropriately used by a third person (i.e. theft) It includes the withholding of money or the inappropriate or unsanctioned use of a person's money or property or the entry of the adult at risk into financial contracts or transactions that they do not understand, to their disadvantage.</p> <p>Possible Indicators of financial abuse</p> <ul style="list-style-type: none"> • Unexplained or sudden inability to pay bills • Unexplained or sudden withdrawal of money from accounts • Person lacks belongings or services, which they can clearly afford • Extraordinary interest by family members and other people in the adult at risk's assets • Power of Attorney obtained when the adult at risk is not able to understand the purpose of the document they are signing • Recent change of deeds or title of property • Unpaid carer or support worker only asks questions about the adults financial affairs and does not appear to be concerned about the physical or emotional care of the person • The person who manages the financial affairs is evasive or uncooperative • A reluctance or refusal to take up care assessed as being needed • A high level of expenditure without evidence of the person benefiting • The purchase of items which the person does not require or use • Personal items going missing from the home • Unreasonable and /or inappropriate gifts
<p>Modern Slavery</p>	<p>Modern slavery encompasses human trafficking, domestic servitude and forced labour. 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.</p> <p>Possible indicators of modern slavery</p> <ul style="list-style-type: none"> • Marked isolation from the community • Seeming under the control and influence of others and relying on others to communicate on their behalf • Restricted freedom of movement • Unusual travel times • Unfamiliarity with the local neighbourhood • Signs of physical or psychological abuse such as looking malnourished or unkempt or appearing withdrawn • Poor living conditions such as unhygienic, overcrowded accommodation or living and working at the same address • Few or no personal effects and no identification documents • Reluctance to seek help often characterized by hesitation to speak to strangers or professionals and limited eye contact • Fear of law enforcement <p>This list is not exhaustive. Where modern slavery is suspected and the victim is an adult at risk, a Safeguarding Adults referral process must be followed. All other victims should be referred to the police directly by dialling 101. However, if you think a person is in immediate danger, call 999 and ask for the police. Advice and Guidance can be sought from the Modern Slavery Helpline on 08000 121 700.</p>

<p>Discriminatory abuse</p>	<p>This is abuse targeted at a perceived vulnerability or on the basis of prejudice including racism or sexism, or based on a person's impairment, origin, colour, disability, age, illness, sexual orientation or gender. It can take any of the other forms of abuse, oppressive treatment, harassment, slurs or similar treatment. Discriminatory abuse may be used to describe serious, repeated or pervasive discrimination, which leads to significant harm or exclusion from mainstream opportunities, provision of poor standards of health care, and/or which represents a failure to protect or provide redress through the criminal or civil justice system.</p> <p>Possible Indicators of discriminatory abuse</p> <ul style="list-style-type: none"> • Hate mail • Verbal or physical abuse in public places or residential settings • Criminal damage to property • Target of distraction burglary, bogus officials or unrequested building/household services • Discriminatory abuse can manifest itself as the other types of abuse; physical or sexual abuse/ assault, financial abuse/ theft, neglect, psychological abuse.
<p>Organisational abuse</p>	<p>Organisational abuse happens when the routines in use force residents or service users to sacrifice their own needs, wishes or preferred lifestyle to the needs of the institution or service provider. Abuse may be a source of risk from an individual or by a group of staff engaged in the accepted custom, subculture and practice of the institution or service.</p> <p>Organisations may include residential and nursing homes, hospitals, day centres, sheltered housing schemes, group or supported housing projects. It should be noted that all organisations and services, whatever their setting, can have institutional practices which can cause harm to adults at risk.</p> <p>The distinction between abuse in institutions and poor care standards is not easily made and judgements about whether an event or situation is abusive should be made with advice from appropriate professionals and regulatory bodies.</p> <p>Possible Indicators of Organisational Abuse</p> <p>It may be reflected in an enforced schedule of activities, the limiting of personal freedom, the control of personal finances, a lack of adequate clothing, poor personal hygiene, a lack of stimulating activities or a low quality diet – anything which treats the person concerned as not being entitled to a 'normal' life.</p>

<p>Neglect and acts of omission</p>	<p>Neglect can be both physical and emotional. It is about the failure to keep an adult at risk clean, warm and promote optimum health, or to provide adequate nutrition, medication, being prevented from making choices. Neglect of a duty of care or the breakdown of a care package may also give rise to safeguarding issues i.e. where a carer refuses access or if a care provider is unable, unwilling or neglects to meet assessed needs. If the circumstances mean that the 'adult at risk' is at risk of significant harm, then Safeguarding Adults procedures should be followed.</p> <p>Possible Indicators of neglect</p> <ul style="list-style-type: none"> • Poor condition of accommodation • Inadequate heating and/or lighting • Physical condition of person poor, e.g. ulcers, pressure sores etc. • Person's clothing in poor condition, e.g. unclean, wet, etc. • Malnutrition • Failure to give prescribed medication or appropriate medical care • Failure to ensure appropriate privacy and dignity • Inconsistent or reluctant contact with health and social agencies • Refusal of access to callers/visitors <p>A person with capacity may choose to self-neglect, and whilst it may be a symptom of a form of abuse it is not abuse in itself within the definition of these procedures.</p>
	<p>Wilful neglect and ill treatment</p> <p>Section 44 of the Mental Capacity Act 2005 and Section 127 of the Mental Health Act 1983 make it a criminal offence to ill-treat or wilfully neglect a person who lacks the capacity to care for themselves, or where the 'abuser' believes the individual lacks capacity.</p> <p>The abuser is committing an offence when they are responsible for the care of the adult at risk and they wilfully neglect or ill treat them. This includes paid carers, senior staff or managers in a hands-off role, family carers, a holder of a lasting power of attorney or court appointed deputy.</p> <p>The terms 'ill-treatment' or 'wilful neglect' are not defined in either the Mental Health Act or Mental Capacity Act. The offences are separate. Wilful neglect means deliberate failure to do something that was a duty, often with an element of recklessness. It does not require any proof of any particular harm or distress or proof of the risk harm. Ill-treatment involves deliberate conduct which ill-treats a person who lacks mental capacity to make the relevant decisions, whether or not it causes any harm to them. Ill-treatment also involves a guilty mind, with the alleged abuser having an appreciation that he or she was inexcusably or recklessly ill-treating the adult. Most of the indicators of the other types of abuse may also indicate wilful neglect or ill treatment if the adult at risk lacks the mental capacity to make the relevant decisions so these two offences should always be considered with each allegation of abuse in such circumstances.</p>

<p>Self-neglect and hoarding</p>	<p>Self-neglect differs from the other forms of abuse listed here because it does not involve another person/ source of risk. Self-neglect is failing to care for one’s personal hygiene, health or surroundings in such a way that causes, or is reasonably likely to cause significant physical, mental or emotional harm or substantial damage to or loss of assets. Self-neglect falls into the Safeguarding Adults remit when the adult meets the requirements of the three stage test. Self-neglect can happen as a result of an individual's choice of lifestyle or the person may have depression or other mental health condition, poor physical health, cognitive difficulties , substance misuse</p> <p>Possible indicators of self-neglect</p> <ul style="list-style-type: none"> • Living in grossly unsanitary conditions which endangers health and wellbeing • Grossly inadequate self-grooming or personal care and/ or inappropriate or inadequate clothing. • Maintaining an untreated illness, disease or injury or lacking eyeglasses, dentures, hearing aids, etc. • Being malnourished or dehydrated to such an extent that, without intervention, the adult's physical or mental health is likely to be severely impaired • Creating severely hazardous living conditions that will likely cause serious physical harm to the adult or others or cause substantial damage to or loss of assets, such as severe hoarding, improper wiring, lack of indoor plumbing or heating, infestation • Managing own assets in a manner that is likely to cause substantial damage to or loss of assets <p>The scope does not include issues of risk associated with deliberate self-harm. However, it may be appropriate to address the concerns by raising a Safeguarding Alert if:</p> <ul style="list-style-type: none"> • The self-harm appears to have occurred due to an act(s) of neglect or inaction by another individual or service • There appears to be a failure by regulated professionals or organisations to act within their professional codes of conduct • Actions or omissions by third parties to provide necessary care or support where they have a duty either as a care worker, volunteer or family member to provide such care/ support.
	<p>The Care Act Guidance states that self-neglect covers a wide range of behaviour; neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.</p> <p>Hoarding is now considered a standalone mental disorder however, hoarding can also be a symptom of other mental disorders. Hoarding disorder is distinct from the act of collecting, it is not simply a lifestyle choice and is also different from people whose property is generally cluttered or messy. Included below are resources to assist staff to identify and respond appropriately when supporting people where concerns exist in relation to Self-Neglect and Hoarding and the form for making a referral.</p> <p>Referral</p> <p>If you are concerned an individual is at significant risk of harm due to self-neglect or hoarding you can make a referral using the form below:</p>

	<ul style="list-style-type: none"> • Self-Neglect and Hoarding Referral Form for Professionals <p>Self-Neglect and Hoarding Resources</p> <ul style="list-style-type: none"> • Suffolk Self-Neglect and Hoarding Multi-Agency Policy and Practice Guidance • Multi-Agency Self-Neglect and Hoarding Risk Assessment Guidance ToolSelf-Neglect and Hoarding Pathway for Professionals
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Other safeguarding issues

<p>Honour Based Violence</p>	<p>Honour Based Violence (HBV) is a crime or incident which has or may have been committed to protect or defend the honour of the family or community. It is a collection of practices used to control behaviour within families or other social groups, to protect perceived cultural and religious beliefs and/or honour. Such violence can occur when a relative has shamed the family and/or community by breaking their honour code.</p> <p>Women are predominately but not exclusively the victims of so-called Honour Based Violence which is used to assert male power in order to control female autonomy and sexuality. Honour Based Violence can be disguised from other forms of violence as it is often committed with some degree of approval and/or collusion from family and/or community members. Such crimes cut across all cultures, nationalities, faith groups and communities and should be referred within existing adult protection procedures where the victim is an ‘adult at risk’ as defined by the Care Act 2014.</p> <p>Where children or adults at risk are identified as being victims of, involved in, or witness to Honour Based Violence, contact should be made with Customer First on 0808 800 4005. Victims of Honour Based Violence can also access help and advice from Karma Nirvana at www.karmanirvana.org.uk or by contacting 0800 5999247.</p> <p>Victims of Forced Marriage can also access help and advice from Karma Nirvana at www.karmanirvana.org.uk or by contacting 0800 5999247.</p> <p>It is important to remember the following when addressing issues of Forced Marriage and/or Honour-based violence: DO NOT go directly to, share information with, or use as an interpreter a relative, friend, neighbour, community leader or other with influence in the community. This will alert them to your enquiries and may place the adult at further risk. DO NOT attempt to give the person immigration advice. It is a criminal offence for any unqualified person to give this advice.</p>
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<p>Forced marriage</p>	<p>A forced marriage is where one or both people do not (or in cases of people lacking the mental capacity to make the relevant decisions, cannot) consent to the marriage and pressure or abuse is used. Forced marriage is recognised in the UK as a form of violence against women and men, domestic/child abuse and a serious abuse of human rights.</p> <p>The pressure put on people to marry against their will can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel like they are bringing shame on their family). Financial abuse (removal of wages or deprivation of finances or necessities) can also be a factor.</p> <p>All Forced Marriage alerts relating to adults at risk are to be submitted to Customer First on 0808 800 4005. Further support can be accessed via the Forced Marriage Unit (FMU). The FMU is a joint Foreign and Commonwealth Office and Home Office unit which was set up in January 2005 to lead on the Government's forced marriage policy, outreach and casework. It operates both inside the UK, where support is provided to any individual, and overseas, where consular assistance is provided to British nationals, including dual nationals.</p> <p>The FMU operates a public helpline to provide advice and support to victims of forced marriage as well as to professionals dealing with cases. The assistance provided ranges from simple safety advice, through to aiding a victim to prevent their unwanted spouse moving to the UK ('reluctant sponsor' cases), and, in extreme circumstances, to rescue victims held against their will overseas. Tel: +44 (0) 20 7008 0151.</p>
<p>Female genital mutilation</p>	<p>Female genital mutilation/ FGM (sometimes referred to as female circumcision) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. The practice is illegal in the UK.</p> <p>Girls under the age of 15 are mainly at risk but it is important for everyone working with adults at risk to be mindful of this practice and refer any concerns to Customer First if they believe that the adult or a child within the family may be at risk of FGM. The police and Health colleagues will be notified in the Multi-Agency Safeguarding Hub.</p>
<p>Vulnerable to radicalisation (VTR) or influenced by Extremism</p>	<p>Staff may notice a change in an adults' behaviour that may suggest they are vulnerable to violent extremism.</p> <p>Below is guidance to assist in deciding whether a Prevent referral is appropriate and help to make referrals.</p> <p>If we need to make a referral we will follow the information on the Suffolk Safeguarding Partnership website. https://www.suffolksp.org.uk/radicalisation?rq=radicalisation#gsc.tab=0</p> <p>For urgent safeguarding concerns call Customer First 0808 800 4005</p> <p><u>UNLIKE SAFEGUARDING STAFF MUST NOT DISCUSS CONCERNS WITH THE INDIVIDUAL PRIOR TO REFERRAL See Appendix B for more details</u></p>

APPENDIX B: INFORMATION SHARING PROCEDURES RELATING TO SAFEGUARDING

Through the safe and effective sharing of information it aims to ensure that adults at risk of abuse and or children get the support they require from external services and that the people it works with are protected from harm, abuse or neglect. It also seeks to prevent them from offending.

In many reviews into deaths of children and or adults at risk of abuse the lack of information sharing between agencies and organisations is often highlighted as a contributory, if not causal, factor in the death. It is imperative that Unscene Suffolk Limited staff understand the requirement to share safeguarding information in order to protect children and adults from harm.

Confidentiality and information sharing must be integrated across all aspects of Unscene Suffolk Limited services and management as its users have the right to privacy and confidentiality and to understand when “secrets” cannot be protected for their best interests.

information sharing Definitions

Confidentiality: Not all information is confidential. Confidential information is information of some sensitivity, which is not already lawfully in the public domain or readily available from another public source, and which has been shared in a relationship where the person giving the information understood that it would not be shared with others.

Unscene Suffolk Limited understands confidentiality to mean that no information regarding a service user shall be given directly or indirectly to any third party which is external to the Staff, without that service user’s prior expressed consent to disclose such information.

Breach of confidentiality: Confidence is only breached where the sharing of **confidential** information is not authorised by the person who provided it or to whom it relates. If the information was provided on the understanding that it would be shared with a limited range of people or for limited purposes, then sharing in accordance with that understanding will not be a breach of confidence. Similarly, there will not be a breach of confidence where there is explicit consent to the sharing.

Even where sharing of confidential information is not authorised, Unscene Suffolk Limited may lawfully share it if this can be justified in the public interest.

Seeking consent should be the first option, if appropriate. Where consent cannot be obtained to the sharing of the information or is refused, or where seeking it is likely to undermine the prevention, detection or prosecution of a crime, the question of whether there is a sufficient public interest must be judged by the Manager with the CE on the facts of each case.

Therefore, where you have a concern about a child or young person, you should not regard refusal of consent as necessarily precluding the sharing of confidential information

Public interest: A public interest can arise in a wide range of circumstances, for example, to protect children or other people from harm, to promote the welfare of children or to prevent crime and disorder. There are also public interests, which in some circumstances may weigh against sharing, including the public interest in maintaining public confidence in the confidentiality of certain services. The key factor

in deciding whether or not to share confidential information is proportionality, i.e. whether the proposed sharing is a proportionate response to the need to protect the public interest in question.

Serious crime: This means any crime which causes or is likely to cause significant harm to a child or young person or serious harm to an adult.

Appendix C: Questions to ask yourself when deciding whether to make a referral based on a concern

Have we consulted the Safeguarding Adults Framework document?

1. Are the three safeguarding threshold criteria met?
 - Do they have care and support needs?
 - Are they experiencing, or are at risk of, abuse or neglect?
 - as a result of their care and support needs they are unable to protect himself or herself against the abuse or neglect or the risk of it?

Remember that being safe is only one part of a person's life. Wellbeing, learning and quality of life are also important factors.

2. What is the concern?
3. What are the person's personal preferences and circumstances that create a proportionate tolerance of acceptable risk?
4. What would be a proportionate intervention to the potential risk?
5. What is/are the vulnerability/ vulnerabilities of the adult?
6. What is the nature and extent of the abuse?
7. How long has the abuse been occurring?
8. What is the impact of the abuse on the individual?
9. What is the risk of repeated or increasingly serious acts involving the adult or other adults?
10. What is the equality of the relationship between the adult and the alleged abuser?
11. Are there similar allegations against the alleged abuser?
12. Is the person safe?
13. Do you have consent to share, If not is there an overriding public interest or vital interest to share the information without consent? e.g. Is any one else at risk? Could a crime have happened/ be about to happen? There is a high risk to the health and safety of the adult at risk

You must make a referral if..

- The adult considers they are being abused
- The adult is caused distress or there is a deliberate attempt to cause the adult distress
- Incidents are repetitive and targeted
- A crime has been committed
- The incident involves a member of staff

Staff will follow the operational guidance on 'Making Safeguarding Personal'

This includes the following;

- Seeing people as experts in their own lives and working alongside them in a way that is consistent with their rights and capacity and that prevents abuse occurring wherever possible.
- Person-led and outcome focussed safeguarding, engaging the adult at risk in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. Listening to the person and providing options that permit them to help themselves
- Recognising different preferences, histories, circumstances and lifestyles

- Wherever possible the adult at risk will decide on the chosen course of action, taking into account the impact of the adult at risk's mental capacity where relevant. However, staff caring or assisting them must do everything they can to identify and prevent abuse from happening wherever possible and evidence their efforts.

Appendix D: Managing allegations against people in positions of trust (POT)

The Care Act statutory guidance (March 2016, 14.120 to 14.132), sets out the responsibilities of the Safeguarding Partnerships, its partners, and those providing universal care and support services, when managing allegations in relation to 'people in positions of trust' who may pose a risk to adults with care and support needs.

An employee, volunteer, or student (paid or unpaid) working with an adult with care and support needs will be referred to hereafter as a 'person in a position of trust'.

Whilst the focus of safeguarding adults work is to safeguard one or more identified adults with care and support needs, there are occasions when incidents are reported that do not involve an adult with care and support needs, but indicate, nevertheless, that a risk may be posed to adults with care and support needs by a person in a position of trust.

It is the responsibility of employers, student bodies and voluntary organisations to have their own procedures regarding people in a position of trust when allegations are made against them. Legal advice should be sought by employers, student bodies and voluntary organisations when appropriate.

This procedure must be followed when there is an allegation that a person who works with adults with care and support needs in a position of trust has:

- A. Behaved (or alleged to have behaved) in a way that has harmed, or may have harmed an adult with care and support needs and it becomes apparent that they have another role working with adults with care and support needs
- B. Behaved (or alleged to have behaved) in a way that indicated that they pose a risk to adults with care and support needs. This could possibly be a criminal offence even if the offence does not relate to a person with care and support needs.
- C. Behaved in a way towards children which means they may pose a risk of harm to adults with care and support needs.

Examples of the above include:

- A. A formal safeguarding Section 42 enquiry is undertaken in relation to a carer working at a residential care home and during that enquiry information is received that they also work for a care at home provider (domiciliary care provider)

- B. A person is subject to police investigation for domestic abuse to a partner, and undertakes voluntary work with adults with care and support needs
- C. A person who is allegedly failing to protect a child (subject to formal proceedings under the Children Act 1989) and is undertaking professional training to work with adults with care and support needs.

If you are concerned that a member of staff is becoming a person Vulnerable to Radicalisation (VTR) or being Influenced by Extremism ensure a VTR referral form is completed.

Raising a concern

In Suffolk, these concerns will need to be reported via the Suffolk Position of Trust Concerns (POT) Form. To make a POT email positionoftrust@suffolk.gov.uk and ask for a POT form. Alternatively contact the MASH Consultation line who will forward a POT form.

When a person's conduct towards an adult may impact on their suitability to work with or continue to work with children, this must be referred to the Local Authority's Designated Officer (LADO)

Resignations and "Compromise agreements"

The fact that a person tenders his or her resignation or ceases to provide their services must not prevent an allegation from being followed up in accordance with these procedures and a conclusion reached.

A "compromise agreement" is when a person agrees to resign, the employer agrees not to pursue disciplinary action and both agree a form of words to be used in any future reference must not be used in situations which are relevant to these procedures.

In any event, such an agreement will not prevent a thorough police investigation where appropriate. Wherever possible the person should be given a full opportunity to answer the allegation and make representations about the allegation. The investigation should continue to a conclusion even if the person refuses to cooperate.

APPENDIX E: GLOSSARY

Care Act 2014	The Act came into force in April 2015 and significantly reforms the law relating to care and support for adults and carers. This legislation also introduces a number of provisions about safeguarding adults at risk from abuse or neglect. Clauses 42-45 of the Care Act provide the statutory framework for protecting adults from abuse and neglect
Care and support needs	The support a person needs to achieve key outcomes in their daily life as relating to wellbeing, quality of life and safety.
Consent	The voluntary and continuing permission of the person to an intervention based on an adequate knowledge of the purpose, nature, likely effects and risks of that intervention, including the likelihood of its success and any alternatives to it
Making Safeguarding Personal	<p>It is an approach to safeguarding work which moves away from safeguarding being process driven and instead, to place the person at risk at the centre of the process and work with them to achieve the outcomes they want.</p> <p>Wherever possible the adult at risk should be consulted about the intention to report the concern (to whichever agency) or enabled to report the concern themselves. <u>They should be informed that a concern is to be reported about risks to them unless it is not safe to do so.</u></p> <ul style="list-style-type: none"> • Public interest and the responsibility to protect all adults at risk may override the individual's rights and preferences. • People have a right to be informed of, and involved in, Safeguarding Enquiries into risks of abuse or neglect that they may face. • People have the right to, wherever possible, determine their own outcomes and how they might be achieved. • We have a duty to, wherever possible, work to achieve those outcomes. • People have rights in deciding how they live their lives and how to manage any risks that they face. • Exceptions to these rights can be where people do not have the capacity to understand the risks involved, or where their involvement might put them or others at risk

	<ul style="list-style-type: none"> Adults at risk has a right to an advocate under these circumstances, staff can contact Suffolk advocacy agencies.
Multi Agency Safeguarding Hub (MASH)	A joint service made up of Police, Adult Services, NHS and other organisations. Information from different agencies is collated and used to decide what action to take. This helps agencies to act quickly in a co-ordinated and consistent way, ensuring that the person at risk is kept safe.
Safeguarding	Activity to protect a person's right to live in safety, free from abuse and neglect. It involves people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that their wellbeing and safety is promoted.
Six Principles of adult safeguarding	<p>First introduced by the Department of Health in 2011, but now embedded in the Care Act, these six principles apply to all health and care settings and are strong principles for everyone to follow.</p> <ol style="list-style-type: none"> 1. Empowerment: People being supported and encouraged to make their own decisions and informed consent 2. Prevention: It is better to take action before harm occurs. 3. Proportionality: The least intrusive response appropriate to the risk presented. 4. Protection: Support and representation for those in greatest need. 5. Partnership: Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. 6. Accountability: Accountability and transparency in safeguarding practice.

**APPENDIX F
SAFEGUARDING ADULT REPORT FORM**

Section 1: Adult's Details

Name of adult who you are concerned about	
Home address	
Telephone number	
Age	
Date of Birth (in order day, month, year)	
Gender	
Does the adult have any communication needs? If yes, please give brief details	

Section 2: Details of the concern(s) being raised

Time of incident	
Date of incident	
Location of incident	
What is the concern?	
What would the adult like as an outcome of the enquiry?	
Brief factual details of the incident. This should include a clear factual outline of the concern being raised with details of times, dates, people and places where appropriate.	
What actions have been taken to date to safeguard the individual?	
Are any other professionals aware of this concern?	
Are the Police involved? If yes is there a crime incident number?	
If injuries are present, please give a brief/accurate description and detail any medical attention sought	
Was the Doctor/GP informed? Yes or No	

Name of Doctor informed	
Date and time of information given	
Has a body chart been completed?	

Section 3: Relative and/or Name of Main Carer

Name	
Relationship to adult	
Contact Address (including postcode)	
Telephone number	
Email address	
Is relative and/or carer aware of this referral/concern?	

Section 4: Please provide details of the person raising the concern -
We cannot guarantee your anonymity but will try to keep your details confidential if you prefer.

Name	
Date	
Job Title and/or Relationship to adult referred	
Organisation and address (if applicable)	
Telephone number	
Email address	
Can your details be shared with third parties?	
Do you live with the adult you are concerned about?	
Do you prefer to remain anonymous? If yes, please give your reasons	
What is the relationship between the person(s) alleged to have caused harm and the adult who is the subject of the concern?	
Do they live with the adult at risk?	

Section 5: Details of person completing the form (add only if different to section 4)

Name	
Date completed	
Job title and/or relationship to adult referred	
Organisation (If applicable)	
Contact Address (including postcode)	
Telephone number	
Email address	
Where appropriate have you informed your safeguarding lead of this concern?	
Date and time sent to safeguarding lead in your organisation.	

Name of Safeguarding lead form sent to.	
-----------------------------------------	--

Section 6: Type of abuse suspected. Please select which form(s) of abuse you suspect – enter ‘Yes’ to all you believe are applicable:

Domestic abuse	
Discrimination	
Emotional/Psychological	
Financial	
Modern Slavery	
Neglect & Acts of Omission	
Organisational	
Physical	
Radicalisation	
Self-Neglect	
Sexual	
Other (please specify)	

Please note any bruising, scars, red marks, injuries or similar with as much description as possible. Only complete where the injuries are clearly visible or freely shown to you.

Body Map – This can be printed or photocopied as required.
(It is possible to type into electronically but not to highlight the affected area's)

Adult's name:

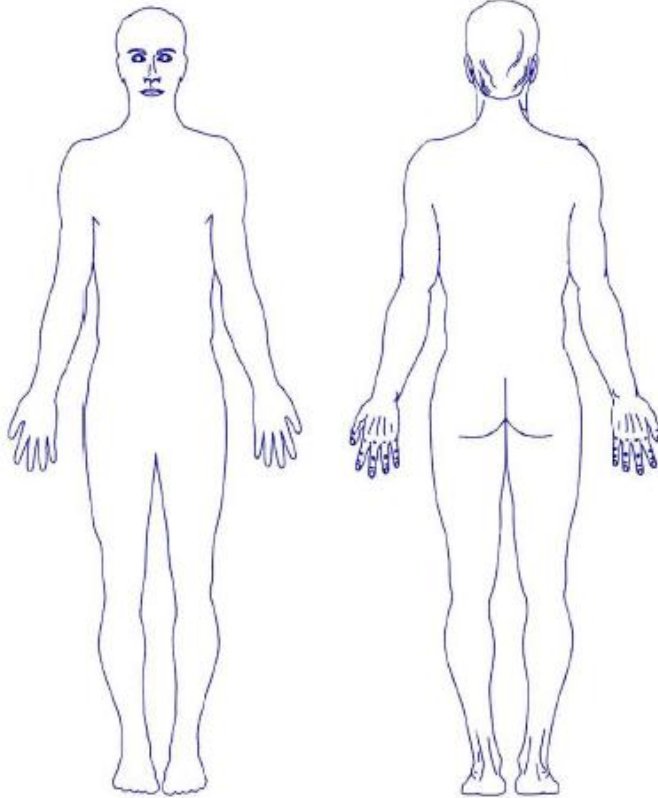
Date of birth:

Right

Left

Left

Right



Please mark any noticeable marks that you may have seen on the body of the adult giving rise to this concern .Please describe injury(ies)

Date:

Time:

Name of person completing this form:

Signature:

Position:

Comments, Complaints and Compliments Policy

Introduction

Unscene Suffolk, hereinafter referred to as the Organisation, is committed to providing its members and service users with the best possible services which meet their needs and to ensure that they are treated fairly and with respect. Comments, complaints and compliments provide feedback about what our members and service users think of our services and this feedback will be used to assist the Organisation in continually improving its services.

Comments

A comment is defined as being an idea, suggestion or opinion on how the Organisation could improve its services.

If an individual wants to make a comment on the Organisation's work, this may be done either verbally or in writing.

If an individual wants a verbal comment to be dealt with in accordance with this Policy, rather than being seen as an informal matter, this must be made clear at the time the comment is being made.

When a comment is received, it will be recorded by the organisation's Secretary, or a staff member appointed by the Secretary to ensure it is tracked and responded to within the specified timescales.

The Secretary will pass the comment to the appropriate person who will reply to the person making the comment within ten working days. The reply will include details of any action which the Organisation is to take as a result of the comment.

Complaints

A complaint is defined as being any expression of dissatisfaction with the service that the Organisation provides, whether it is justified or not.

If an individual wants to make a complaint about the Organisation's work, this must be done in writing and the complaint should be sent to the Secretary (unscenesecretary@gmail.com) and the Chair of the Trustee Board.

When a complaint is received, it will be recorded by the Secretary to ensure it is tracked and responded to within the specified timescales.

The process for dealing with complaints is:

- The Secretary will acknowledge receipt of the complaint in writing within ten working days and advise the complainant of the date by which they will be sent a written response. The timescale for responding to the complainant will depend on the nature of the complaint and scale of the resultant investigation into the circumstances which led to the complaint being made, but the board would hope to be able to respond within 14 working days after receipt of the complaint has been acknowledged.
- The Secretary will keep the complainant informed of progress if a response to the complaint cannot be made within the timescales which were originally set.
- The Chair of the Trustee Board will arrange for an investigation into the circumstances which led to the complaint being made. If the complaint is about the Chair of the Trustee Board, then the Secretary will arrange for the investigation to take place.

Once the investigation is complete the Chair of the Trustee Board, or the Secretary if the complaint is about the Chair of the Trustee Board, will write to the complainant.

This response will, when appropriate, offer an apology and / or offer a solution to resolve the complaint. This letter will also advise the complainant of their right to appeal against any decision made, and whom they should contact to escalate the complaint to the next stage in the procedure.

Compliments

A compliment is defined as being feedback which informs the Organisation that it has provided a service well.

If an individual wants to offer a compliment about the Organisation's work, this may be done either verbally or in writing.

If an individual wants a verbal compliment to be dealt with in accordance with this policy, rather than being seen as an informal matter, this must be made clear at the time the compliment is being made.

When a compliment is received, it will be recorded by the Secretary to ensure it is tracked and responded to, if appropriate, within the specified timescales.

The Secretary will pass the compliment to the appropriate person who will reply to the person making the compliment, if appropriate, within ten working days.

Monitoring

A report on Comments, Complaints or Compliments received since the last meeting will be presented to the Organisation's Board of Trustees at each of its meetings.

END OF POLICY – REVIEWED AND UPDATED BY BOARD JULY 2022

Unscene Suffolk Data Protection Policy

Definitions

This policy applies to the following two types of data

Personal data is data which can identify an individual, such as a name and address, data of birth or email address.

Sensitive personal data is data which could create a significant risk to an individual's rights and freedoms, for example by putting them at risk of unlawful discrimination. This includes data relating to race, religion, health and sexual orientation.

The key types of data processed by Unscene Suffolk are:

Participant, staff and volunteer contact information and medical / next of kin details.

Names and email addresses of people signed up to our e-newsletter.

Names and addresses of supporters.

Unscene Suffolk Limited is committed to the safe and legal handling and processing of all data, in accordance with the General Data Protection Regulation 2018 (GDPR).

Unscene Suffolk recognises the following data protection principles:

Personal data shall be processed fairly and lawfully.

Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.

Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.

Personal data shall be accurate and, where necessary, kept up to date.

Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

Personal data shall be processed in accordance with the rights of data subjects under the General Data Protection Regulation.

Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Unscene Suffolk will ensure that:

1. All staff and volunteers are aware of relevant Data Protection law and how it affects their work.
2. All personal data collected by Unscene Suffolk is documented via a data map.
3. Appropriate Privacy notices are issued whenever Unscene Suffolk collects personal data.

4. Unscene Suffolk's data processing procedures are adequate in the event of an individual exercising his or her rights as outlined by the GDPR.
5. All data processed by Unscene Suffolk will be on a lawful basis.
6. Where consent is required by law it will be on an opt-in basis and will be freely given, specific, informed and unambiguous.
7. Parental consent will be required for the processing of personal data of anybody under the age of 16.
8. Procedures will be in place to detect, report and investigate any data breach.
9. A 'Privacy by Design' approach will be taken to the creation of any new system involving data processing.

Data Protection Procedures

Data collection

When personal data is collected this will be done privately e.g. in person, by telephone or by email directly to the organisation. Where an intermediary is required (for example to assist a visually impaired person with form-filling), s/he will be given appropriate data protection training and understand the confidential nature of the data.

All forms, whether digital or physical, will include a Privacy Notice explaining how the data will be used, and an opt-in consent field.

Data storage and Processing

Personal data is stored and processed as described in our data map.

All storage platforms are assessed to ensure they provide sufficient protection according to the type of data being stored.

All new categories of data, new storage systems and new processes will be approved by the trustees who will ensure that they give an appropriate level of security and comply with data protection law.

Data destruction

Data will be destroyed when it is no longer required.

In the case of staff, volunteers, participants and supporters, personal data will be held for no longer than five years after the individual ceases to have active involvement with Unscene Suffolk.

Email addresses of individuals who unsubscribe from our mailing list will be stored securely on Mailchimp for the purpose of ensuring that they do not receive communication from Unscene Suffolk, however if a request to delete information is received this will be implemented manually.

Destruction of data means the shredding of paper records, and the permanent deletion of electronic records including deletion of all backup copies and emptying of electronic trash folders.

Data Access Requests

Unscene Suffolk will respond to any data access request within one month of receiving it.

Data will be located by examining each area described on our data map, using both manual and electronic search functions, and will be shared with the individual in an appropriate accessible format.

If repeated requests are received from the same individual, Unscene Suffolk may charge a fee for the administrative cost of supplying the data or refuse to respond. Any refusal to respond must be agreed by the Trustees with responsibility for Data Protection.

Data Breach Procedures

All staff with access to personal data will inform the Chair of Unscene Suffolk immediately in the following circumstances:

- Loss of theft of computer(s) or physical papers containing personal data
- Staff member has reason to believe that unauthorised persons may have accessed personal data via any means.
- Staff member becomes aware of a security breach on any platform used by Unscene Suffolk for the storage of personal data.

The Chair of Unscene Suffolk will investigate all potential breaches and will inform the Trustees if a data breach cannot be ruled out.

If the Trustees consider it likely that individuals' rights and freedoms could be at risk, the Information Commissioners Office will be informed of the breach. This will take place within 72 hours.

If the Trustees believe there is a high risk to individuals' rights and freedoms, the individuals will be notified without undue delay.

All data breaches and the organisation's response will be documented regardless of whether or not the ICO and the individuals are informed.

Date	Changes made	Next Review date
This Policy was reviewed and approved by the Unscene Suffolk's Trustee Board on 6 February 2025.	The data protection policy dated 25 July 2023 was reviewed and unchanged in January 2025 apart from removing the sentence at the top of the policy – "policy has been drafted following guidance from the National Council for Voluntary Organisations."	January 2026