

SAFEGUARDING ADULTS' POLICY STATEMENT

Purpose and scope

Northamptonshire Domestic Abuse Service (NDAS) is a charitable organisation working in Northamptonshire, dedicated to helping and supporting the victims of domestic abuse.

NDAS takes seriously its obligations in safeguarding and promoting the welfare of adults who come into its service.

The purpose of this policy statement is:

- To protect adults, aged 18 or over, who have care and support needs who may be experiencing or at risk of abuse or neglect. Please note: those between 18 and 25 identified as vulnerable or with additional needs will be covered by the NDAS Safeguarding Children Policy, as some organisations do not recognise adulthood until the age of 25 for these individuals.
- To provide staff, trustees and volunteers, as well as service users, with the overarching principles that guide our approach to safeguarding.

This policy applies to anyone working on behalf of NDAS, including senior managers and the Board of Trustees, paid staff, volunteers, agency staff and students.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to help and protect adults with care and support needs.

The Care Act 2014 establishes a clear legal framework for local authorities and other parts of the system to protect adults at risk of abuse or neglect.

The Care Act defines Adult Safeguarding as: “working with adults with care and support needs to keep them safe from abuse or neglect”.

Northamptonshire Safeguarding Adults Board (NSAB) is a statutory function under the Care Act 2014. The purpose of Safeguarding Adult Boards is to help and protect adults in its area and ensure that multi-agency safeguarding arrangements work effectively so that adults are able to live their lives free from abuse or neglect.

As an agency working within Northamptonshire, NDAS follows the policies, procedures and guidelines of the Northamptonshire Safeguarding Adults Board: [Northamptonshire Safeguarding Adults Board | \(northamptonshiresab.org.uk\)](http://northamptonshiresab.org.uk)

Policy Statement

NDAS believes that:

- Everyone has the right to live a life free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.
- We have a responsibility to promote the wellbeing of adults who come into our service who have or appear to have care and support needs. “Care and support” is the term used to describe the help some adults need in order to live in the best way that they can, despite any illness or disability they might have.

NDAS recognises that:

- Whilst all of our service users have experienced abuse, some may be additionally vulnerable due to their care and support needs. For example, poor mental or physical health, disability, substance misuse, learning

disabilities that impact on a person's ability to do certain things for themselves which has a significant impact on their well-being.

- The individual's views, wishes, feelings and beliefs should be acknowledged and respected and the individual should participate as fully as possible in decision making.

NDAS will seek to keep adults with care and support needs safe by:

- Valuing, listening to and respecting them.
- Appointing a Designated Safeguarding Lead, a Deputy and a lead trustee/board member for safeguarding
- Adopting safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers.
- providing effective management for staff and volunteers through supervision, support and training so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently.
- recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made.
- recording, storing and using information professionally and securely, in line with data protection legislation and guidance.
- sharing information about safeguarding and good practice with service users via leaflets, posters, group work and one-to-one discussions.
- making sure that service users know where to go for help if they have a concern.
- using our safeguarding procedures to share concerns and relevant information with agencies appropriately and with the consent of the service user unless the service user does not have capacity to consent.
- using our procedures to manage any allegations against staff and volunteers appropriately.
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise.
- ensuring that we have effective complaints and whistleblowing measures in place.
- ensuring that we provide a safe physical environment for our service users, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.
- building a safeguarding culture where staff, volunteers and service users, treat each other with respect and are comfortable about sharing concerns.

Contact details

Designated Safeguarding Lead

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Deputy Designated Safeguarding Lead

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Trustee/Senior Lead for Safeguarding

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We are committed to reviewing our policy and good practice annually.

SAFEGUARDING POLICIES AND PROCEDURES

Where a referral is made of a person who may be regarded as an adult at risk with care and support needs, the DSL must be consulted in the first instance.

Effective safeguarding is achieved when agencies share information to obtain an accurate picture of the risk and then work together to ensure that the safety of the adult at risk is prioritised, with cases involving adults at risk it may be relevant to access the multi-agency risk assessment conference (MARAC) process.

Refuge specific

- *If another service user has reported the abuse, staff must maintain confidentiality by not discussing the case further with the person reporting it. If staff do not have any additional concerns and there is no clear evidence to support the allegation, staff should advise the service user to report the concerns themselves to MASH.*
- ***If an adult is abused by another adult resident, the adult will be advised of the options available to them and possible courses of action that they may take. The Support Worker will decide, in consultation with the DSL, whether to report this to MASH or the Police depending on the severity of abuse and threat of immediate danger.***
- If in refuge, the Support Worker in collaboration with senior management will decide whether the behaviour of the abuser warrants eviction or a move to other accommodation managed by NDAS.
- If a client leaves a refuge and a referral has been made (or decision to refer is made) to outside agencies staff will encourage them to inform Social Care & Health of their decision to move on. In any case as part of the case closure procedure the appropriate Support Worker will inform Social Care & Health of the client's departure from refuge and, if known, the forwarding address.
- Clients will be informed of other options available to them so that they do not have to return to an abusive situation.

Recording and Storing safeguarding records

If concerns are raised about an adult at risk's welfare or safety, all relevant details should be recorded.

An accurate record should be kept of:

- the date and time of the incident/disclosure
- the date and time of the report
- the name and role of the person to whom the concern was originally reported and their contact details
- the name and role of the person making the report (if this is different to the above) and their contact details
- the names of all parties who were involved in the incident, including any witnesses
- the name and any other relevant information about the adult at risk who is the subject of the concern, what was said or done and by whom
- any action taken to look into the matter
- any further action taken (such as a referral being made)
- the reasons why NDAS decided not to refer those concerns to a statutory agency (if relevant)

Reports should be factual and any interpretation or inference drawn from what was observed, said or alleged should be clearly reported as such.

All further action taken, including the contents of phone calls, emails, letters, all forms of text messages and conversations in relation to this policy **must** be carefully and accurately recorded.

All information and records will be stored securely in accordance with NDAS Data Protection and Retention Policy.

Safer Recruitment

NDAS has in place a Safer Recruitment Policy which forms an essential part of the charity's efforts to safeguard adults at risk. Recruitment and the checks that are undertaken as part of this process are the organisation's first chance to make robust efforts to prevent unsuitable individuals from working with children, young people and adults at risk.

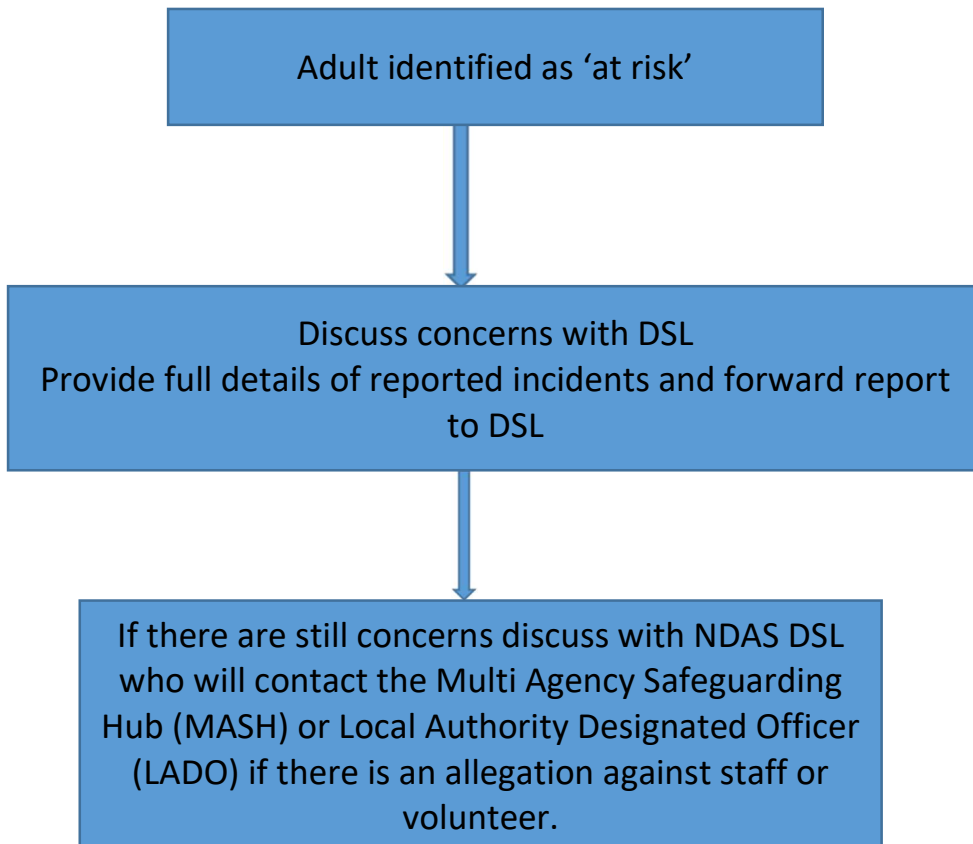
Managing concerns about or allegations made against staff or volunteers


If concerns are raised or an allegation is made about a member of staff or a volunteer then the DSL and a member of the senior management team must be consulted immediately. They will ensure that the allegations against staff and/or volunteers procedure will be followed which can be found here:

http://www.proceduresonline.com/northamptonshire/scb/p_alleg_against_staff.html

If a worker or volunteer abuses an adult resident with care and support needs in the refuge then the relevant disciplinary procedures will be used and the Police and Social Services will be informed immediately.

FLOWCHART



Reviewed:	April 2025
Next Review:	July 2025
Signed: Rachel Duncan, CEO	
Signed: Glynis Bliss, NDAS Chair	