



# Herts Disability Sports Foundation

Registered Charity No. 1156034

## **Safeguarding Adults at Risk Policy**

Version control : 5.2

Date of Policy – March 2025

Date for Review – March 2026

Approved

A handwritten signature in black ink, appearing to read 'Kunze', written over a faint circular stamp.

(Signature of Chair)

Date 19th March 2025

# Herts Disability Sports Foundation – Safeguarding Adults at Risk Policy

## **Contents**

|                    |   |
|--------------------|---|
| Contents .....     | 2 |
| Introduction ..... | 3 |

## **Policy**

|  |   |
|--|---|
| Policy statement and Principles.....       | 4 |
| Legal Framework .....                      | 6 |
| Named Persons and Important Contacts ..... | 7 |
| Responsibilities of individuals .....      | 8 |

## **Procedures**

|   |    |
|---|----|
| Safer Staffing and DBS checks.....  | 10 |
| Types of abuse .....  | 11 |
| Recognising abuse .....   | 13 |
| Guidance for Instructors and Volunteers .....   | 14 |
| Steps to follow if you are worried about an Adult at Risk or if an Adult at Risk confides in you..... | 15 |
| Managing allegations against an adult who works with Adults at Risk.....                              | 17 |
| Confidentiality .....   | 18 |
| Information Sharing .....   | 19 |
| Risk Assessments.....   | 20 |
| Taking Photographs or videos of adults .....  | 21 |
| Mental Capacity and Consent .....   | 21 |

## **Appendices**

|  |    |
|--|----|
| Appendix 1 – Indicators of abuse .....                                   | 23 |
| Appendix 2 – Flow Chart – what you need to do.....                       | 27 |
| Appendix 3 – HDSF Reporting a Concern Form.....                          | 28 |
| Appendix 4 – HDSF Named Person Data Collection Form .....                | 29 |
| Appendix 5 – Safeguarding Arrangements for online service delivery ..... | 32 |

## Introduction

1. The key objectives of HDSF are to provide support, education, training and the opportunity to take part in sporting activities for individuals who struggle to access sports and physical activity - to improve physical health and well-being. HDSF staff have contact with a wide variety of adults at risk in a wide variety of settings including; our work with Day Services, Schools, holiday sporting activities and other community events.
2. HDSF believes that:
  - The welfare of the adult at risk is paramount,
  - All adults at risk have the right to equal protection from all types of harm or abuse,
  - Adults at risk should never experience abuse of any kind.
3. We have a responsibility to promote the welfare of all of our service users and to keep them safe. We are committed to practising in a way that protects them – this policy document is based on best practice guidance issued by the Hertfordshire Safeguarding Adults Board.
4. The purpose of this policy is to:
  - Demonstrate the protocols and procedures HDSF has designed to safeguard adults at risk who receive HDSF's services.
  - Provide staff and volunteers with the overarching principles that guide our approach to safeguarding and child protection.
  - Inform staff, volunteers and Trustees about our responsibilities for safeguarding adults at risk.
5. This policy applies to all staff of Herts Disability Sports Foundation (HDSF) including Trustee Board members, paid staff, volunteers, agency staff, students and anyone working on behalf of the Foundation. It shows a commitment to protecting and safeguarding adults at risk against potential or actual harm.
6. The policy also demonstrates a commitment to working with statutory bodies, voluntary agencies and other organisations to promote the safety and welfare of adults at risk, and acting promptly whenever a concern is raised about an adult at risk or about the behaviour of an adult. HDSF will work with the appropriate statutory bodies when an investigation into abuse is necessary.
7. It should be noted that in this organisation, we operate a positive and inclusive approach to employment practices and at any time, we may have staff or volunteers with learning difficulties who would find it difficult to carry out all the duties outlined in this policy. We operate a supportive leadership policy; only senior/specialist members of staff may deliver a session on their own, where it is safe and appropriate to do so. All other staff deliver sessions in teams of 2 or more - where the staff member or volunteer does not have the capability to carry out all the functions outlined in this policy, the 'lead' member of staff will assume that responsibility.
8. In this policy we have used the Hertfordshire Safeguarding Adults Board's definition of Adult at Risk as:

An adult in need of care and support. This may be because they are older or have a mental health problem, a learning or physical disability **and** they are at risk of abuse or neglect.

## Policy statement and Principles

9. Herts Disability Sports Foundation believes all adults at risk are entitled to protection from harm and have the right to take part in sports and physical activity in a safe, positive and enjoyable environment. Herts Disability Sports Foundation acknowledges the legal and moral duty of care to safeguard adults at risk involved in sports and physical activity from harm. This policy aims to ensure that safeguarding measures are put in place to keep adults at risk safe and to prevent harm from occurring when participating in sports and physical activity.
10. Herts Disability Sports Foundations' Safeguarding Adults at Risk Policy accepts the principles contained in the Government statement on Safeguarding (2013) and is based on the following;
  - the welfare and safety of adults at risk are of primary concern,
  - everyone has the right to be treated as an individual,
  - all adults at risk have a right to be safe and to be treated with dignity and respect, with a right to privacy,
  - all adults at risk, whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to protection from abuse,
  - all incidents of suspected poor practice and allegations of abuse will be taken seriously and responded to swiftly and appropriately,
  - confidentiality should be upheld in line with the Data Protection Act (1998), and the Freedom of Information Act (2004),
  - ensure that staff and volunteers behave appropriately, following the HDSF codes of conduct,
  - this policy will be promoted to all staff and volunteers, partners and service users, and will be available on the Herts Disability Sports Foundation website,
  - all Herts Disability Sports Foundation staff, volunteers, Trustees and partnering organisations have a role to play in ensuring that the responsibilities/commitments to safeguarding set out in this policy are upheld and at the forefront of everything they do.
11. This policy and procedures are mandatory for everyone involved in HDSF. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from HDSF.
12. Any concerns about the behaviour or conduct of an HDSF member of staff in relation to safeguarding, expressed by an employee or volunteer, should be reported immediately to the Designated Lead and will be reviewed under HDSF disciplinary procedures. A concern about HDSF staff, expressed by a member of the public, will be dealt with as a Complaint. In either case, the concern will be reported to the Lead Trustee for Safeguarding – no matter the outcome. The concerns will be treated seriously and will provide an opportunity to review standards and learn – no matter the outcome.

## Training

13. Staff and volunteers receive appropriate Level 1 Safeguarding training on appointment and at least every 3 years thereafter (in accordance with HSAB Workforce Training Strategy, 2018). Any changes to this policy are communicated to staff with a discussion on the implications for working practices. The nominated Lead Trustee will work with the Charity Director to ensure that all Trustees receive appropriate Safeguarding training on appointment and at least every 3 years thereafter. The Lead Trustee is trained to Level 3, the Named Person (Charity Director) and Deputy Named Person (Chief Operating Officer) to Level 2. Safeguarding training is mandatory for all staff, volunteers and Trustees.
14. All employees with responsibility for the delivery of sessions are First Aid trained, with refresher training as required. The Lead member of staff on each activity is trained to Level 2 in an appropriate discipline and qualified staff are affiliated to appropriate governing bodies. Records of training are maintained centrally and reviewed on a regular basis.

## Policy Review

15. This policy will be reviewed every year, or earlier in the following circumstances;
  - changes in legislation and/or government guidance,
  - as required by the Hertfordshire Safeguarding Adults Board,
  - as required by the Charity Commission,
  - when the details of the Named Person or Deputy change,
  - as a result of any other significant change or event.

---

**It is important that everyone in the organisation is aware that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. That is a task for the professional protection agencies following a referral to them of concern about an adult at risk.**

---

## Legal Framework

16. The **Care Act 2014 and supporting statutory guidance** describes safeguarding as protecting an adult's right to live safely, free from abuse and neglect. It is about 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 well-being is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

17. The Care Act 2014 put adult safeguarding on a legal footing and required each Local Authority to set up a Safeguarding Adults Board (SAB) with core membership from the Local Authority, the Police and the NHS. This HDSF policy document has drawn extensively on the guidance issued by the Hertfordshire SAB (Aug 2022).

18. In 2013, a Government statement on adult safeguarding policy set out the following key principles for adult safeguarding work:

|                        |  |
|------------------------|--|
| <b>Empowerment</b>     | Adults are encouraged to make their own decisions and are provided with support and information.   |
| <b>Protection</b>      | Support and representation for those in greatest need.   |
| <b>Prevention</b>      | Better to take action before harm occurs.  |
| <b>Proportionality</b> | Proportionate and least intrusive response.  |
| <b>Partnership</b>     | Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. |
| <b>Accountability</b>  | Accountability and transparency in delivering safeguarding.  |

## Named Persons and Important Contacts

19. HDSF has an appointed individual who is responsible for dealing with any safeguarding concerns. In their absence, the deputy will assume their responsibilities.

20. The Named Persons for safeguarding adults at risk within HDSF are:

|                               |                                      |
|-------------------------------|--------------------------------------|
| Named Person for Safeguarding | Ros Cramp (Charity Director)         |
| Work telephone number:        | 01462 542498                         |
| Mobile number:                | Released to Staff                    |
| Emergency contact no:         | Released to Staff                    |
| Deputy:                       | Sine Bates (Chief Operating Officer) |
| Work telephone number:        | 01462 542498                         |
| Mobile number:                | Released to Staff                    |
| Emergency contact no:         | Released to Staff                    |

The HDSF Lead Trustee for Safeguarding is Tom Horey.

### Other Key Contacts:

|  |  |
|--|--|
| Health & Community Services (including out-of-hours)   | 0300 123 4042  |
| Hertfordshire Partnership NHS Foundation Trust – for adults receiving mental health services | 0800 644 101   |
| Police   | In an emergency – 999<br><br>No immediate risk to life but a police response is required - 101 |

## Responsibilities of Individuals

21. All members of HDSF are to;

- understand and apply this policy and procedure in their activities,
- identify opportunities and undertake appropriate training to support them in their role,
- act appropriately at all times and be able to challenge inappropriate behaviour in others,
- be able to recognise harm, and
- know how to report any concerns in a timely and appropriate way.

22. In addition, senior members of the organisation (including Trustees) are to;

- ensure all staff and volunteers understand this policy and procedure,
- take a constructive approach to safeguard adults at risk and accept the legal responsibility to provide a duty of care to protect and safeguard the wellbeing of adults at risk engaged in any activity over which it has supervision and control
- respect and promote the rights, wishes and feelings of adults at risk
- promote an organisational culture of openness that ensures that all adults at risk, employees, service users and carers are listened to and respected as individuals and feel they can raise their concerns and know that they will be listened to, without worrying that something bad will happen as a result.
- offer opportunities to undertake appropriate safeguarding training and refresher training,
- ensure that the policy and procedure are adhered to and undertake regular compliance audits,
- ensure that all staff and volunteers are aware of the contents of the HDSF Whistleblowing and any other relevant policies,
- ensure that parents, adults at risk, staff and volunteers are provided with information about this policy (via the HDSF website), what it does, and what they can expect from Herts Disability Sports Foundation,
- ensure that parents, adults at risk, staff and volunteers are provided with clear procedures to voice their concerns or lodge complaints if they feel unsure or unhappy about anything (by publishing the HDSF complaints policy on the website),
- commit to and lead on the continuous development, monitoring and review of this policy and the procedures outlined within it.



23. The role and responsibilities of the Named Person(s) are;

- to ensure that all staff are aware of what they should do and whom they should go to if they are concerned that an adult at risk may be subject to abuse or neglect,
- to ensure that any concerns about an adult at risk are acted on, clearly recorded, referred on where necessary and followed up to ensure the issues are addressed,
- to record any reported incidents in relation to an adult at risk or breach of safeguarding policies and procedures. This record will be kept in a secure place and its contents will be confidential,
- ensure that appropriate safeguarding training is undertaken by staff in a regular and timely manner (and that appropriate records of training are maintained),
- inform the Lead Trustee for Safeguarding of any incidents or allegations.

These actions relate to concerns raised by a member of HDSF or by another adult.

24. The role and responsibilities of the Lead Trustee for Safeguarding are;

- making sure everyone in the organisation is aware of their safeguarding responsibilities and knows how to respond to concerns,
- raise awareness of Child Protection and Adult Safeguarding issues within the Board of Trustees,
- challenging any decisions which adversely affect anyone's well-being,
- managing allegations of abuse against someone involved in the organization,
- reporting on serious incidents as necessary,
- remain up to date with Safeguarding developments,
- assure themselves and the Board of Trustees that the Safeguarding Policies and procedures in place for HDSF are effective and support the delivery of a robust approach to Safeguarding.

## **Safer Staffing and DBS checks**

25. Every organisation has its own processes for recruiting to paid and unpaid work. Herts Disability Sports Foundation is no exception. The Hertfordshire Safeguarding Adults Board sets out guidance in the Safe Staffing Handbook.
26. A key point includes DBS or Enhanced DBS checks for staff or volunteers working directly with adults at risk or who have frequent contact with adults at risk through the organisation. HDSF undertakes an Enhanced DBS check on all staff and volunteers (including Trustees) on appointment where possible – volunteers under age 16 are not eligible for DBS checks. Ideally, references are taken up in advance of them commencing with the organisation and these are checked.
27. Any staff or volunteers who have not been vetted prior to working with adults at risk will be closely supervised and not left alone with an adult at risk in a one-to-one situation. All visitors (external agents) attending HDSF activities will always be closely supervised.

## **Types of abuse**

28. The following categories of abuse are not mutually exclusive and an adult at risk may be subjected to more than one type of abuse at the same time, whatever the setting. It is important to recognise that some adults at risk may reveal abuse themselves by talking about or drawing attention to physical signs or displaying certain actions and gestures. This may be their only means of communication and it is therefore important for carers to be alert to these signs and to consider what they might mean.

### **Physical:**

29. Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

### **Sexual:**

30. Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

### **Psychological:**

31. Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

### **Financial or material abuse:**

32. Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

### **Discriminatory abuse:**

33. Including forms of harassment, slurs or similar treatment, because of race, gender and gender identity, age, disability, sexual orientation or religion. May develop into 'hate crime' (see below).

### **Neglect and acts of omission:**

34. Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

**Organisational abuse:**

35. Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

**Domestic violence:**

36. Including psychological, physical, sexual, financial and emotional abuse; so called 'honour' based violence.

**Modern slavery:**

37. Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

**Self-neglect:**

38. Covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

**FGM:**

39. Female Genital Mutilation (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.

**Forced Marriage:**

40. A forced marriage is where one or both people do not or cannot consent to the marriage and pressure or abuse is used. It is recognised in the UK as a form of violence against women and men, domestic/child abuse and a serious abuse of human rights.

**Radicalisation:**

41. Where an individual or group comes to adopt increasingly extreme political, social, or religious ideals and aspirations that reject or undermine the status quo or reject and/or undermine contemporary ideas and expressions of freedom of choice.

**Hate Crime:**

42. Crimes committed against someone because of their disability, gender identity, race, religion or belief, or sexual orientation are hate crimes and should be reported to the police. Hate crimes can include: threatening behaviour, assault, robbery, damage to property, inciting others to commit hate crimes and harassment.

### **Mate Crime:**

43. Mate Crime is defined as the exploitation, abuse or theft from any vulnerable person by those they consider to be their friends. Those that commit such abuse or theft are often referred to as 'fake friends'.

### **Cyber Bullying:**

44. Takes place through mobile phones, emails, instant messaging, online gaming, social networking and other online communication systems. Cyber bullying can include; hurtful text messages, name calling on social networking pages, threats online, being targeted online because of who you are, or because someone thinks you are 'different'.

(There is more information on the indicators of abuse and neglect in Appendix 1.)

## **Recognising abuse**

45. It is often difficult to recognise abuse and exploitation. Staff and volunteers should be alert to:

- Changes in an individual's disposition or demeanour.
- Overhearing indications of abuse or exploitation from an individual.
- Being informed directly or indirectly by other adults, member of the public, carer or other staff or volunteers.

46. The indicators listed in Appendix 1 are frequently found in cases of abuse and/or neglect, but their presence is not proof abuse has occurred. However, they must be regarded as indicators of possible significant harm. Such indications justify the need for careful assessment and discussion with the Named Person and may require consultation with and/or referral to Local Adult Services.

47. Abuse that occurs through social media is often harder to detect. It is important to remember that the type of abuse that can occur through social media always includes emotional and psychological abuse and can include sexual and financial abuse. Social media includes (but is not limited to); networking sites such as Facebook, X and LinkedIn, email, text messages and instant messaging services.

48. If indicators of abuse appear incrementally over time (and there is no disclosure of abuse by the individual), it can be less clear that the individual is being abused, or at risk of abuse. In these cases, discuss the signs with Herts Disability Sports Foundations' Named Person. Sharing relevant information promptly is a crucial part of harm reduction and risk management.

49. Adults at risk may be abused by a wide range of people including staff, carers, volunteers, coaches, family members, neighbours, friends and associates, strangers, or people who deliberately exploit vulnerable people.

## Guidance for instructors and volunteers

50. If an Adult at Risk confides in you;

- Stay calm, approachable and open to what they have to say,
- Speak to them in a private and safe place,
- Listen to them carefully without interrupting,
- Make it clear that you are taking what they are telling you seriously,
- Acknowledge that you understand how difficult this might be for them to say what they are saying,
- Reassure them that they have done the right thing by telling someone,
- Let them know that you will do everything you can to help them,
- Do not show any shock or disgust,
- Do not probe further,
- Do not ask leading questions that might suggest the answer,
- Ask the adult what they would like to happen next,
- Do not make assumptions,
- Do not make any comments about the alleged abuser,
- Do not make promises you cannot keep, particularly about keeping the information 'secret', but explain that you may need to share it with the Named Person.
- Do not discuss with colleagues apart from the Named Person (or their deputy),
- Follow the steps outlined in the next section.

If an adult expresses concerns about the behaviour or conduct of an HDSF member of staff in relation to safeguarding – they should be encouraged to use the HDSF complaints policy to raise their concerns. A copy is available on the HDSF website or if they wish to provide their details, a copy will be sent to them by Sine – please pass on the details to Sine immediately. All concerns should be forwarded to Ros and a record made on the Form at Appendix 3. The concerns will be reviewed to ensure that HDSF safeguarding standards are being met.

---

**If in doubt, assume that it could happen here and it could be happening to this adult at risk.**

---

## Steps to follow if you are worried about an Adult at Risk or if an Adult at Risk confides in you

51. HDSF recognises that it has a duty to act on reports or suspicions of abuse and believes that the safety of the Adult at Risk should override any doubts, hesitations, or other considerations (such as the potential to have a negative impact on professional relationships with others).
52. A flow diagram for actions to take if you are worried about an Adult at Risk or if an Adult at Risk confides in you is in Appendix 2.
53. If you observe worrying changes in an Adult at Risk's behaviour, physical condition or appearance, you should follow these steps;
- Initially talk to the person about what you are observing. It is okay to ask questions, for example: "I've noticed that you don't appear yourself today, is everything okay?" But never use leading questions,
  - Listen carefully to what the person has to say and take it seriously,
  - Never investigate or take sole responsibility for a situation where a person talks about matters that may be indicative of abuse,
  - Always explain to the person that any information they have given will have to be shared with others, if this indicates they and/or other Adults at Risk are at risk of harm,
  - Notify HDSF's Named Person for safeguarding (Ros Cramp). If you cannot contact the Named Person, contact the Deputy Named Person (Sine Bates).
  - Record what was said as soon as possible after any disclosure, using the form attached in Appendix 3, and send it to the Named Person for safeguarding,
  - Respect confidentiality and file documents securely.
54. The Named Person(s) will take immediate action if there is a suspicion that an Adult at Risk has been, or is likely to be, abused. In this situation the Named Person will contact the police and/or Health & Community Services. If a telephone referral is made direct to Health & Community Services, the named person may be requested to follow up with a referral through the Safeguarding Adults Portal;

### [Safeguarding referral \(hertfordshire.gov.uk\)](http://hertfordshire.gov.uk)

55. The Named Person can also seek advice and clarity about a situation that is beginning to raise a concern through Health & Community Services 0300 123 4042. Advice can also be sought from Hertfordshire Partnership NHS Foundation Trust if the adult is known or believed to be in receipt of mental health services (0800 644 101).
56. All HDSF staff must make **immediate** contact with the Named Person where it is believed or suspected that an Adult at Risk is suffering or is likely to suffer Significant Harm. The Named Person will make a referral to the Health & Community Services if they feel this threshold is met.

57. A referral must be made as soon as possible when any concern of significant harm becomes known - the greater the level of perceived risk, the more urgent the action should be.

**If you are worried about an Adult at Risk you have a duty to refer them.**

58. The belief or suspicion about significant harm may be based on information which comes from different sources. It may come from a member of the public, the adult concerned, another adult (who may also be at Risk), a family member or other professional staff. It may relate to a single incident or an accumulation of lower level concerns.

59. The information may also relate to harm caused by another Adult at Risk, in which case both adults, i.e. the suspected perpetrator and victim, must be referred.

60. The suspicion or allegation may relate to a professional or volunteer caring for or working with the adult – see the next section, entitled 'Managing allegations against an adult who works with Adults at Risk'.

---

**If in doubt, assume that it could happen here and it could be happening to this adult at risk.**

---



## Managing allegations against an adult who works with Adults at Risk

61. The procedures outlined in this section should be followed whenever it is alleged a person who works with Adults at Risk has in any activity connected with her/his employment or voluntary activity:

- behaved in a way that has, or may have harmed an Adult at Risk
- possibly committed a criminal offence against / related to an Adult at Risk
- behaved toward an Adult at Risk in a way which indicates s/he is unsuitable to work with Adults at Risk.

62. The procedures apply to situations when;

- there are suspicions or allegations of abuse by a person who works with Adults at Risk in either a paid or unpaid capacity,
- it is discovered that an individual known to have been involved previously in Adult or Child abuse is, or has been, working with Adults at Risk.

63. If an allegation relating to an Adult at Risk is made about a person undertaking paid or unpaid care, consideration must also be given to the need to alert those who manage her/him in that role.

### Procedure

64. When an allegation is first reported, you should take the matter seriously and keep an open mind. You **should not investigate or ask leading questions** if seeking clarification and it is important not to make assumptions. Confidentiality should not be promised and the person making the allegation should be advised that the concern will be shared on a 'need to know' basis only

65. Actions to be taken include making a written record of the allegation using the informant's words - including time, date and place where the alleged incident took place, what was said and anyone else present – use the form in Appendix 3. This form should be signed and dated and immediately passed on to the Named Person for Safeguarding without delay.

66. If the allegations of abuse involve the Named Person, the form should be passed to the Deputy Named Person who will immediately contact the Chair of Trustees. The Chair of Trustees will assume the Safeguarding responsibilities of the Named Person.

67. If an allegation of abuse is shared with you – it is not your role to decide whether it is true or not, particularly if it concerns a member of HDSF staff. Failure to report allegations in accordance with procedures is a potential disciplinary matter.
68. If there is an immediate or imminent risk of significant harm to an Adult at Risk, you should contact Health & Community Services or the Police and then speak to the Named Person for Safeguarding to inform them of the actions you have taken. If requested, you should follow this up with a referral through the Safeguarding Adults Portal.
69. The Named Person for Safeguarding must take steps to ensure that the person against whom the allegation is made is removed from the situation immediately. This may be done by either agreement or suspension from the organisation until the matter has been fully investigated.
70. It is important that HDSF do not take any disciplinary action against the alleged perpetrator without reference to the Police and/or Health & Community Services. The aim is to ensure that an internal action does not prejudice or compromise any possible police investigation.
71. Any member of staff who believes that allegations or suspicions, which have been reported to the appropriate manager, are not being investigated properly has a responsibility to report it to a higher level – the Trustees of HDSF.
72. If, for any reason, there are difficulties with following the above procedure, the Whistle Blowing Procedure should be considered or a referral made directly to Health & Community Services and/or the Police.
73. The need for consultation must not delay a referral, which should be in accordance with Referral procedure.
74. HDSF should keep the subject of allegations informed of progress in the case and arrange to provide appropriate support (via Occupational Health or equivalent). If the person is suspended, s/he should be kept informed of development in the workplace and if a member of a Trades Union or professional association, advised at the outset to contact that body.

## **Confidentiality**

75. Protection of adults at risk raises issues of confidentiality which must be clearly understood by all. Information about a referral about an adult at risk or an allegation against a member of staff or volunteer must be restricted to those who have a need to know, in order to:
- protect adults at risk
  - facilitate enquiries
  - avoid victimisation

- safeguard the rights of the person about whom the allegation has been made and others who might be affected
- manage disciplinary/complaints aspects.

76. The Named Person for Safeguarding may ask you for further information in order to make any referrals. You should not discuss or share this information with anyone else within the organisation. Any paperwork you have generated should be stored securely in a locked filing cabinet, or if stored on a computer it should be password protected.

## Information Sharing

77. Information sharing between organisations is essential to safeguard adults at risk.

78. The Care Act sets out the duty of individuals and agencies to provide information under these procedures to enable adults at risk to be safeguarded. The duty to share personal confidential data can be as important as the duty to respect the adult at risk's confidentiality.

79. If someone does not want you to share information or you do not have consent to share the information, please ask yourself the following questions:

- . Is the adult placing themselves at further risk of harm?
- . Is someone else likely to get hurt?
- . Has a criminal offence occurred? This includes: theft or burglary of items, physical abuse, sexual abuse, forced to give extra money for lessons (financial abuse) or harassment.
- . Is there suspicion that a crime has occurred?

80. If the answer to any of the questions above is 'yes' - then you can share without consent and need to share the information with the Named Person at Herts Disability Sports Foundation.

81. When sharing information, follow these guidelines:

- Seek advice if in any doubt - without disclosing the identity of the person where possible, consult with the Named Person at Herts Disability Sports Foundation.
- Be transparent - the Data Protection Act (DPA) is not a barrier to sharing information but to ensure that personal information is shared appropriately, except in circumstances where by doing so places the individual at significant risk of harm.
- Consider the public interest - base all decisions to share information on the safety and well-being of the individual or others that may be affected by their actions.
- Share with consent where appropriate - where possible, respond to the wishes of those who do not consent to share confidential information. You may still share information without consent, if this is in the public interest.
- Keep a record - record your decision and reasons to share or not share information.

- Accurate, necessary, proportionate, relevant and secure - ensure all information shared is accurate, up-to-date and necessary, and share information only with those who need to have it.

82. Remember the purpose of the Data Protection Act - the DPA is designed to ensure personal information is shared appropriately, except in circumstances where doing so may place the person or others at significant harm.

## **Risk Assessments**

83. Under the Health and Safety at Work Act 1974, HDSF, as employer, has a duty to ensure, so far as is reasonably practicable, the health and safety of their employees and others affected by their work activities. This includes participants in off site visits.

84. HDSF is also required, under the Management of Health and Safety at Work Regulations 1999, to:

- assess risks arising from activities
- implement suitable control measures
- provide information, training and supervision
- monitor the arrangements for controlling risk.

85. Although the ultimate responsibility for health and safety rests with HDSF, specific tasks are delegated to competent individuals. This would include the organisation of visits. This policy outlines the responsibilities of those involved in the organisation of visits, standards of competence and the arrangements for assessing risk and implementing suitable control measures. It also outlines how HDSF will monitor the arrangements.

86. Managers and employees involved with organising or supervising visits also have a legal duty to take reasonable care of their own and others' health and safety and to co-operate with HDSF to enable it to meet its health and safety responsibilities. This will be achieved through complying with the policy and following the associated guidance.

87. Risk assessment and risk management are legal requirements. For visits they involve the careful examination of what could cause harm during the visit and whether enough precautions have been taken or whether more should be done. The aim is to make sure no one gets hurt or becomes ill. The control measures should be understood by those involved. Risk assessments should explicitly cover how special needs (e.g. educational, medical) are to be addressed. The programme of a visit, as set out in the risk assessment and the consent form, should not be deviated from and should include details of emergency/contingency measures including fire risks and emergency evacuation.

88. There are three levels of risk assessment for visits;

**Generic** – these apply to the activity wherever or whenever it takes place. The information provided in this policy and associated guidance is based on a generic risk assessment,

**Visit/Site Specific** - will differ from place to place and group to group. Those organising visits are responsible for carrying out visit /site specific risk assessments. Managers must ensure an adequate risk assessment is carried out,

**Ongoing** - the group leader should reassess risks while the visit is taking place, making judgements and decisions as the needs arise.

89. In addition to the above, individual risk assessment should be carried out on adults at risk whose vulnerability, behaviour or other factors may put them or others at greater risk.

90. HDSF staff and volunteers do not provide personal care for adults – this is the responsibility of the guardian/carer who will remain on site to meet these needs.

## **Taking photographs or videos of adults**

91. From time to time photographs or videos may be taken on behalf of HDSF of adults participating in activities for marketing/promotion purposes.

92. All employees, trustees and volunteers should be aware and understand that it is unlawful to photograph, video, record and/or store, save, share the name of adults without the explicit consent of the person or the person with carer responsibilities.

93. HDSF staff, volunteers and Trustees are not permitted to take any photographs or videos of the session unless specifically directed by the Lead Instructor who will have confirmed that permission has been given. Once the photograph or video has been downloaded to secure storage (for promotional or marketing purposes) the photograph or video will be deleted from the recording device.

## **Mental capacity and Consent**

94. The Mental Capacity Act 2005 (MCA) provides the statutory framework to empower and protect people who may lack capacity to make decisions for themselves and establishes a framework for making decisions on their behalf.

95. The Act states that a person lacks capacity in relation to a matter if at the material time he/she is unable to make a decision for him or herself in relation to the matter because of an impairment of, or disturbance in the functioning of the mind or brain.

96. The presumption is that adults have mental capacity to make informed choices about their own safety and how they live their lives.

97. All interventions need to take into account the ability of adults to make informed choices about the way they want to live and the risks they want to take.

### **Mental capacity and safeguarding**

98. Issues of mental capacity and the ability to give informed consent are central to decisions made by local authority bodies when investigating allegation regarding safeguarding

### **It is not our role or responsibility to investigate allegations.**

99. Our role is to gather information, treat the adult at risk with respect and empathy, and forward that information to the relevant authorities.

100. However, if there is an immediate or imminent risk of significant harm to an Adult at Risk, you should contact Health & Community Services or the Police and then speak to the Named Person for Safeguarding to inform them of the actions you have taken. Follow this up in writing using the form attached in Appendix 3. You do not require consent from the Adult at Risk to take these actions.



## **Psychological**

Change in behaviour – anxious, nervous, fearful, not wanting to go out, low self-worth. Emotional and psychological harm rarely occurs in isolation and is usually present with each other type of abuse.

In a sport or physical activity situation indicators could include;

- a carer or instructor subjecting adults at risk to constant criticism, shouting, name-calling, sarcasm, bullying or discriminatory behaviours or prejudicial attitudes,
- a carer or instructor putting adults at risk under unrealistic pressure in order to perform to high expectations.

## **Financial or material**

Appearance – cold, unfed, unkempt.

Debt - homeless or about to be evicted or concerned about bailiffs, gambling, new best friend. Not able to pay usual outgoings so cuts down on heating, lighting, food, other expenses.

In sport or physical activity, indicators could include;

- blackmailing adults at risk by requiring financial or material payment in return for certain benefits such as sports awards or complimentary tickets,
- charging adults at risk more than the standard fee for participation in sports activities.

## **Discriminatory**

Name calling – segregation, not how intended but how perceived.

In sport or physical activity, indicators could include;

- females not being given equal access to an activity,
- using sexist or discriminatory language towards others - for example male participants using language such as 'you hit like a girl', or other sayings such as 'that was gay'.

## **Neglect or acts of omission**

Unkempt or unwashed – malnutrition, soiled clothes or bed linen.

Neglect is wilful (includes any of above) – isolated, under/over medicated, underweight, overweight, withholding medication.

Act of omission – individual fails to act when see something occurring.



In sport or physical activity, indicators could include;

- an instructor not keeping an adult at risk safe by exposing them to undue cold, heat or the unnecessary risk of injury a parent, guardian or carer consistently leaving an adult at risk without adequate provisions e.g. food, water, clothing, sun block where they are unable to provide themselves with these provisions,
- instructors not taking a player's injury seriously and asking them to continue playing.

## **Organisational**

In organisational setting - not responding to requests for toilet, drink, food etc.

Treating someone physically, verbally or psychologically in a demeaning or belittling Way.

Organisation does things at set times (e.g. toilet, bed, meals) – which results in a lack of freedom, autocratic management style.

## **Domestic violence**

Change in behaviour - physical symptoms as before.

There are estimates that domestic violence happens to 1 in 3 women and 1 in 6 men.

'Domestic' is defined as someone in same household i.e. family or spouse.

## **Modern slavery**

Under-paid or not paid - not seen or allowed to leave. (There were 1746 cases in 2013 - up 47% from 2012.)

## **Self-neglect**

Self-harm, hoarding, unkempt, drug & alcohol abuse, not medicating, not attending appointments.

## **FGM**

A girl or woman who has had FGM may have difficulty walking, sitting or standing, spend longer than normal in the bathroom or toilet, have unusual behaviour after a period of absence, be particularly reluctant to undergo normal medical examinations, may ask for help, but may not be explicit about the problem due to embarrassment or fear.

## **Forced marriage**

Persistent absence from school/work, requests for extended leave. Drop in performance, low motivation, decline in behaviour/engagement. Always leaving venues accompanied,

surveillance by siblings or cousins. Evidence of self-harm, depression, social isolation, eating disorders or substance misuse. Evidence of family disputes, domestic abuse, or running away from home. Unreasonable restrictions (e.g. kept at home by parents) and financial restrictions.

## **Radicalisation**

Self-identification - 'Them and Us' view. Changes in the way individuals interact with society, changes in an individual's personality and expression of emotion, by association (with radical organisations). Adults with care and support needs may be susceptible to exploitation into violent extremism by radicalisers who attempt to attract people to their cause using persuasion or charisma. The aim is to inspire new recruits and embed their extreme views.

## **Hate crime / Mate Crime**

Lack of confidence and self-esteem. Anxiety and unhappiness. Withdrawal. Subservient behaviour and a constant seeking of approval of so-called 'friends'.

## **Cyber bullying**

Stops using the computer/phone or turns off the screen when someone comes near. Nervous or jumpy when using the computer or cell phone. Secretive about what they are doing on their computer/phone. Excessive amounts of time spent on computer/phone. Becomes upset or angry when computer or mobile phone privileges are limited or taken away.

## Appendix 2 – What you need to do if you have a concern about an Adult at Risk

These guidelines are for HDSF staff, volunteers, Trustees and parents/carers. If in doubt, **always** contact the HDSF Named Person – Ros Cramp.

You are concerned about the Adult's welfare or safety – because of what you've seen, heard or been told.



Does the Adult need Urgent medical attention? If they do - Dial 999 and tell the ambulance staff the Adult may be at risk.



Phone Ros to tell her what has happened – tell her as much as you can. If you can't reach Ros, phone Sine.



Fill in the form at Appendix 3 – this is important.



### **Action for Named Person;**

- If you suspect the Adult has been, or is likely to be, abused contact the police and /or Health & Community Services. [0300 123 4042]
- If the Adult at risk is receiving mental health services, contact Herts Partnership NHS Foundation Trust. [0800 644 101]
- If the complaint is about staff from another organisation, contact their Safeguarding Lead immediately
- If the allegation is against a member of HDSF – remove them from the situation immediately.
- If the allegation is against another Adult at Risk, arrange for a member of staff to attend to their needs and ensure that their details are also reported.
- Make sure that other service users are not at risk.
- Complete the form at Appendix 4.

## Appendix 3 – HDSF Reporting a Concern Form

This form will be used to report concerns about both children or adults who use our services.

Strictly Confidential - Please print clearly

|  |
|--|
| Full name of the Child or Adult at Risk:                 |
| <b>About the incident</b>                                |
| Where were you?  |
| What happened?   |
| Was anyone else there?                                   |
| Your name  |
| <b>Have you told the Ros or Sine about this incident</b> |
| When?  |
| How did you contact them?                                |

## HDSF Named Person Data Collection Form

| Personal details of adult at risk  |                                      |                                       |   |
|--|--------------------------------------|---------------------------------------|---|
| Name:  | Mr/Mrs/Ms                            | Dob:                                  | Gender:   |
| Current Address:   | Home address <i>(if different)</i> : | GP:                                   | Surgery:  |
| Postcode:  | Postcode:                            | Tel no:                               | Tel no:   |
| NHS no (if known):   | Police URN:                          | Other ref no:                         | Ethnic origin:<br>preferred language/communication needs? |
| Allegation   |                                      |                                       |   |
| Date alleged abuse took place:   | Time (if known):                     |                                       |   |
| Where did the abuse happen:  |                                      |                                       |   |
| What type of abuse is suspected?   |                                      | Please check all appropriate          |   |
| Neglect/acts of omission   | <input type="checkbox"/>             | Sexual                                | <input type="checkbox"/>                                  |
| Self-neglect   | <input type="checkbox"/>             | Modern Slavery                        | <input type="checkbox"/>                                  |
| Domestic Violence  | <input type="checkbox"/>             | Discriminatory (including hate crime) | <input type="checkbox"/>                                  |
| Psychological/emotional  | <input type="checkbox"/>             | Physical                              | <input type="checkbox"/>                                  |
| Financial/Material   | <input type="checkbox"/>             | Organisational                        | <input type="checkbox"/>                                  |
| Please provide a brief, factual summary of the concerns leading to the referral.<br>This should include what harm/injury or potential harm was caused. |                                      |                                       |   |

| Is anyone else at risk of harm?   |  |   |  |
|---|--|---|--|
| <i>Please state</i>   |  |   |  |
| Vulnerability of the adult at risk  |  |   |  |
| Physical disability   |  | Dementia  |  |
| Learning disability   |  | Sensory impairment  |  |
| Mental health   |  | Older person, frailty, temp illness   |  |
| Substance misuse  |  | Terminal illness  |  |
| Other   |  |   |  |
| Confidentiality and consent   |  |   |  |
| Has this referral been discussed with the service user? <b>Yes or No?</b>   |  | Has the service user given permission to share the concerns with appropriate others <b>Yes or No?</b> |  |
| If the answer either/both of the above questions is <b>No</b> , please state the reasons for proceeding without consent?      |  |   |  |
| What are the service user's views and what outcome do they expect?  |  |   |  |
| Does the service user have mental capacity to be involved in the enquiry and protection plan?<br><b>Yes/no/unknown</b>        |  |   |  |
| Or, has a diagnosis or presents in such a way that indicates that a capacity assessment is required?<br><i>(please state)</i> |  |   |  |
| Has a capacity assessment been arranged or taken place? <i>(please state)</i>   |  |   |  |

| <b>Details of the people involved in the incident</b>  |  |                                   |  |
|--|--|-----------------------------------|--|
| Name:  |  | DOB:                              |  |
| Address:   |  | Occupation:                       |  |
|  |  | Relationship to service user?     |  |
| <b>Immediate actions</b>   |  |                                   |  |
| (Including any emergency medical treatment provided, evidence preserved, actions taken to prevent further abuse) |  |                                   |  |
|  |  |                                   |  |
| <b>Protection plan</b>   |  |                                   |  |
|  |  |                                   |  |
| <b>Please indicate other agencies alerted</b>  |  |                                   |  |
| Health & Community Services  |  | HPFT                              |  |
| Police   |  | CLDT                              |  |
| Acute hospital   |  | Hertfordshire Community NHS Trust |  |
| GP   |  | Other                             |  |
| <b>Details of person completing the referral</b>   |  |                                   |  |
| Name:  |  | Organisation:                     |  |
| Contact number:  |  | Date referral form completed:     |  |

**This form should be used to collect the relevant data needed to make a telephone referral to Health & Community Services on 0300 123 4042 or if requested, to submit data on the referral through the Safeguarding referral (hertfordshire.gov.uk) Portal.**

## **Appendix 5 – Safeguarding Arrangements for online service delivery**

### **1. Context**

HDSF continue to follow the protocols and procedures contained in the main body of this policy. However, new methods of delivery (developed during the Pandemic) require new measures to ensure the safety of both service users and HDSF staff. Guidance from the government, PHE and Hertfordshire Safeguarding Adults Board will continue to inform our practice – safeguarding vulnerable adults and HDSF staff will be our priority over service delivery.

### **2. Additional Safeguarding Protocols for online participants**

These have been designed to create a safe online environment by limiting access and monitoring of the activities by a dedicated member of staff.

- a. Zoom sessions are all password protected to limit access.
- b. Individual zoom codes used for each group / each individual disco to limit access.
- c. On entering a Zoom session, the participant's name will automatically appear on the screen – if the display lists more than their first name, then HDSF will change to just their first name.
- d. All zoom sessions are recorded to monitor for issues regarding H&S or safeguarding and to ensure that delivery is professional and appropriate at all times. They may also be used for promotional purposes. Recordings are reviewed and if no issues, the recording is deleted.
- e. Photo/video consent is included in the booking form. If a recording/photo is to be used for promotion and consent has not been given, a logo will cover the image of that person.
- f. An Emergency contact number for each participant is also included on the booking form, so that contact can be made immediately if there is a concern.
- g. All sessions have a lead and a moderator at all times (the moderator supervises screens, and reacts quickly if something is wrong e.g. turns their video/audio feed off).
- h. Discos have a DJ and a moderator. If a disco has more than 23 devices connected, a second moderator is added.



- i. The limit for discos is 46 (49 screens - DJ and 2 moderators). Physical activity sessions have fewer participants to allow more targeted interaction to motivate on an individual level.

### **3. Additional Online Safeguarding Protocols for HDSF staff**

- a. All staff have been reminded of the protocols surrounding contact with participants – online contact brings an increased risk that participants may try to make personal contact with staff. HDSF staff will not share their personal social media contact details with participants under any circumstances. Any online personal contact from a participant (about any matter) will immediately be reported to the Designated Safeguarding Officer or the Deputy Safeguarding Officer.
- b. HDSF will not contact participants on social media for personal/private interaction. However, participants/carers do contact HDSF through different social platforms – we will respond on those platforms but only to share information about sessions.
- c. Apart from the Zoom host, no other staff have the facility to record Zoom sessions. HDSF are not permitted to take any photographs of the sessions unless specifically directed by Ros. Once the photograph has been downloaded to secure storage (for promotional purposes) the photograph will be deleted from the recording device.
- d. HDSF staff are aware that although they may be working from home, their visual presence will maintain professional standards in terms of a video background and HDSF corporate clothing.

### **4. Review**

If there are changes to the online delivery of sessions (activity, groups, frequency, etc.) the additional safeguarding protocols in this Annex will be reviewed to ensure they remain fit for purpose.