

Barrow upon Soar Community Library

Safeguarding Adults: Policy and Procedure

Barrow Library policy follows guidelines set out in the Leicester, Leicestershire and Rutland Safeguarding Adults: Multi agency Policy and Procedures which should be read in conjunction with this policy which can be viewed on the following link: <http://lrsb.org.uk/adults>

Barrow Library Management Committee is committed to supporting the right of adults at risk to be protected from abuse and to make sure we all work together in line with the Leicester, Leicestershire and Rutland Safeguarding Adults: Multiagency Policies and Procedures and act promptly when dealing with allegations or suspicions of abuse.

Our Designated Safeguarding Office: **Val Gillings**

Contact number: **01509 413227 / 07423 061303**

We think that:

SAFEGUARDING IS EVERYBODY'S BUSINESS - Safeguarding is the responsibility of everyone. We will work together to prevent and minimise abuse. If we have concerns that someone is being abused the Library Management Committee has a duty to safeguard the person. This duty comes before anything else – this includes our Library, other service users, our colleagues and the person's friends and family.

DOING NOTHING IS NOT AN OPTION - If the Library Management Committee knows or suspects that a vulnerable adult is being abused, we will do something about it and ensure our work is properly recorded. We will work within the boundaries of the Leicester, Leicestershire and Rutlands Multi-Agency Safeguarding Adults Policy and Procedures.

People who may be vulnerable to abuse

The definition of vulnerable adults is people who are over 18 years of age and who are getting or may need help and services to live in the community. Vulnerable adults may be unable to take care of themselves and unable to protect themselves from harm or exploitation by other people.

This includes people:-

- With learning disabilities
- With physical disabilities
- With sensory disabilities
- With mental ill health
- With brain injuries
- With a drug or alcohol dependency
- With dementia
- Who are frail due to their age

Abuse is a violation of an individual's human and civil rights by any other persons(s) or group of people. Abuse may be single or repeated acts. It can be:

Physical abuse: for example, hitting, slapping, burning, pushing, restraining or giving the wrong medication.

Psychological abuse: including emotional abuse, threats of harm, shouting, swearing, frightening, blaming, ignoring or humiliating a person, threats of harm or abandonment, intimidation, verbal abuse.

Financial: including the illegal or unauthorised use of a person's property, money, pension book or other valuables, pressure in connection with wills, property or inheritance.

Sexual: such as forcing a person to take part in any sexual activity without his or her informed consent – this can occur in any relationship.

Discriminatory: including racist or sexist remarks or comments based on a person's disability, age or illness, and other forms of harassment, slurs or similar treatment. This also includes stopping someone from being involved in religious or cultural activity, services or support networks.

Institutional: the collective failure of an organisation to provide an appropriate and professional service to people at risk of abuse. This includes a failure to ensure the necessary safeguards are in place to protect adults and maintain good standards of care in accordance with individual needs, including training of staff, supervision and management, record keeping and liaising with other providers of care.

Domestic Abuse: incident or pattern of incidents of controlling coercive or threatening behaviour, violence or abuse by someone that can be a partner or family member, regardless of gender or sexuality,

Neglect and acts of omission: including ignoring medical or physical care needs. These can be deliberate or unintentional, amounting to abuse by a carer or self-neglect by the vulnerable person: for example, where a person is deprived of food, heat, clothing, comfort or essential medication, or failing to provide access to appropriate health or social care services.

How Might We Notice Abuse?

Concerns about or evidence of abuse can come to us through:

1. A direct disclosure by the adult.
2. A complaint or expression of concern by a volunteer, a carer, a member of the public or relative.
3. An observation of the behaviour of the person by the volunteer, member of the public or carer.

The Commitment of Barrow Library Management Committee:

To safeguard adults who are experiencing, or at risk from, abuse, Barrow Library Management Committee is committed to:

- Identifying the nature of abuse of vulnerable adults where it is occurring
- Responding effectively to any circumstances giving grounds for concern, or where formal complaints or expressions of anxiety are expressed
- Ensuring the active participation of individuals, families, groups and communities wherever possible and appropriate
- Raising awareness of the extent of abuse on vulnerable adults and its impact on them

- Promoting and supporting work designed to reduce abuse and the fear of abuse as experienced by vulnerable adults
- Regularly monitoring and evaluating how our policies, procedures and practices for safeguarding adults are working
- Making sure our policies, procedures and practices stay up to date with good practice and the law in relation to safeguarding vulnerable adults
- Ensuring our procedures are in line with the Multi-Agency Safeguarding Procedures

Prevention and Confidentiality

All volunteers will be requested to read Barrow Library Safeguarding Policy and Procedure.

We will work with the person in a way that meets all the aspects of confidentiality, but where abuse to a person is alleged, suspected, reported or concerns are raised, the Barrow Library Safeguarding Adults Procedure must be followed. The confidentiality of the vulnerable person will be respected wherever possible and their consent obtained to share information. The person should be made aware that our Library Management Committee and volunteers cannot ignore issues around abuse and that steps will be taken to deal with them in as sensitive a manner as possible. The welfare of the individual is paramount.

Useful Contacts

Police	999
Non - emergency	101
Adult Social Care	0116 305 0004

(Additional contact numbers in Appendix)

Safeguarding Procedure

**COMMUNITY MANAGED LIBRARIES (CML) SAFEGUARDING ADULTS
GUIDELINES FOR URGENT ACTION AND REFERRAL**
We work within Leicester, Leicestershire and Rutland Safeguarding Adults:
Multiagency Policy and Procedures
<http://lrsb.org.uk/adults>

You have concerns that an adult is being abused or is at risk of being abused. This may be because of something you have been told or witnessed.

An adult in need of safeguarding is defined as any person over 18 who:

- Is or may be in need of community services by reason of mental or other disability, age or illness
- Is or may be unable to take care of him or herself against significant harm or exploitation.

Abuse can be physical, sexual, psychological (such as threats or humiliation), financial (such as theft of money or misuse of benefits), neglect, domestic, discriminatory or institutional (abuse or poor practice throughout an organization).

If the situation is an **emergency** and someone is in **immediate** danger call the emergency services on **999**.
If a crime has been committed but it is not an emergency inform the Police on **101**.
You will also need to refer to Adult Social Care following the referral guidelines given here.
Record all actions using an incident form

If emergency action is not required explain to the individual/s involved that you will need to speak to someone else about the disclosure and/or your concern.

Use a safeguarding incident form to make a written note of the incident recording the following information:

- Time and date
- Nature of the concern/ what you have been told.
- Enough information to identify the individual eg name, address, names of any carers or services received
- Whether consent has been obtained or if not, reasons for this.

Discuss with your CML Designated Safeguarding Officer to decide whether to refer. If in any doubt, always seek advice from **Adults Customer Service Centre 0116 305 0004**.
If a designated officer is not available proceed directly to the next step

Ring Adults Customer Service Centre with the details to discuss your concerns.
Confirm the referral by faxing through a copy of the incident form as soon as this is possible.
Adult Social Care: Tel: 0116 305 0004 (if it is difficult to get through on this number fax or email the details)

Fax: 0116 3050010
Email:
adultsandcommunities@leics.gov.uk

Inform the Designated Safeguarding Officer for Libraries, that you are forwarding a safeguarding incident report. Seal it securely mark confidential and send by 1st class post.

Nigel Thomas **0116 305 7379**
County Hall, Glenfield, LE3 8TD

Copies of any documentation held locally should be filed securely by the hub library
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Should there be an allegation about a member of staff or volunteer contact the CML Designated Safeguarding Officer

The Procedure in Detail

1) If you, as a library volunteer think abuse has or may have occurred. Act immediately.

It is the responsibility of the person who first becomes aware of a situation of possible abuse or risk of abuse to:

Make Safe

Deal with the immediate needs of the person. This may mean taking reasonable steps to ensure the adult is in no immediate danger and seeking medical treatment if required as a matter of urgency.

Do NOT discuss the allegation of abuse with the alleged perpetrator.

If the allegation is about a volunteer of any organisation, ensure that the allegation is properly managed by reporting the allegation to the designated safeguarding officer on the management committee, or the volunteer coordinator.

Inform

Tell the designated safeguarding officer or volunteer coordinator immediately or as soon as practical who will help to deal with the issue. Contact the police if it is thought a crime has just been committed.

Record

Record details of the allegation as soon as possible somewhere that can be kept secure. Include:

1. You think abuse has or may have occurred. Act immediately.
 - Make sure the person is safe.
 - Inform the designated safeguarding officer or volunteer coordinator immediately.
 - Contact the police if it is thought a crime has just been committed.
 - Record details of the allegation.
2. Bringing the concern to the attention of the designated safeguarding officer or volunteer coordinator who will discuss the allegation / concerns with the local authority referral agency or the police straight away. Social services or the police will decide what to do next.
3. Clarify the facts stated by the member of staff but do NOT in any circumstances discuss the allegation of abuse with the alleged perpetrator or, if possible, the victim.
4. Check that the circumstances fall within the Safeguarding Adults Procedures i.e. meeting the definition of abuse as defined in this Policy and Procedures. If at all uncertain a referral should be made to Social services

The person making the referral should ideally have the following information available; however, the lack of any of this information should not delay the referral:

- The name of the adult
- Date of birth and age
- Address and telephone number

- Why the adult is considered at risk/or is being abused
- Whether consent has obtained for the referral, and if not the reasons e.g. the person lacks mental capacity or there is an over-riding public interest (e.g. where other adults are at risk)
- Whether there are any concerns or doubts about the mental capacity of the person
- Whether the police are aware of the allegation, and whether a police investigation is underway

What if someone does not want me to report concerns?

- Explain that you must discuss these concerns with your designated safeguarding officer
- Explain that other people may be at risk.
- There may be other issues that they are not aware of.

This policy was adopted by BUSCA Trustees on 26th November 2015

Signed (BUSCA Trustee)

Date

Signed:A.Kazianis

Date

Review Date: October 2018

Appendix

Advice and Information on Safeguarding Adults

ACTION ON ELDER ABUSE: www.elderabuse.org.uk

Tel: 020 8764 7648

Helpline: 0808 808 8141 (Monday to Friday 10.00 am to 4.30 p.m.)

ANN CRAFT TRUST

A national association working with staff in the interests of people with learning disabilities who may be at risk from abuse: www.anncrafttrust.org

Tel: 0115 9515400

PUBLIC CONCERN AT WORK

Support / advice for staff about raising concerns of abuse or malpractice in their working environment.:

<http://www.pcaw.co.uk>

Tel: 020 7404 6609

VOICE UK

Support and action group for people with learning difficulties who have been abused and for their families:

www.voiceuk.org.uk

Tel: 01332 202555.

RESPOND

A service offering psychotherapy for people with learning disabilities who have been sexually abused or who are perpetrators of sexual abuse. Also provides consultancy and training for professionals:

www.respond.org.uk

Tel: 0207 3830700

Help line: 0845 606 1503 1.30 p.m. to 5.00 p.m. Mon.- Fri.

NATIONAL DOMESTIC VIOLENCE HELPLINE www.nationaldomesticviolencehelpline.org.uk

Tel: 0808 2000 247

NSPCC: www.nspcc.org.uk

Helpline: 0800 800 500

THE SAMARITANS: www.samaritans.org

08457 909090

THINK JESSICA – support with scams: www.thinkjessica.com

TRADING STANDARDS SERVICE: telltradingstandards@leics.gov.uk

0116 3058000 (for professionals only)

VICTIM SUPPORT: www.victimsupport.org

0845 3030900