

The Pioneer Group

Safeguarding Adults Policy		Version: 2	Ref: 709
Lead Officer:	Housing and Customer Services Director		
Approved by:	Pioneer Group Board	Approval Date:	Dec 2019
Supersedes:	V1	Review Date:	Dec 2022

1. Aim

The policy sets out how the Pioneer Group will:

- Support adults to live safely and free from harm, recognising their rights to make decisions about their own lives
- Act quickly and carefully to safeguard adults with care and support needs
- Train and support our staff to feel confident in identifying adult safeguarding concerns and responding appropriately
- Work in partnership with agencies and statutory services to reduce risk of harm, both to individuals and to the wider community

This policy enables staff to respond effectively whenever possible or actual abuse comes to their attention, including where there are concerns about staff or practices within the organisation.

2. Scope

This policy must be followed by all staff, volunteers and Board members across the Pioneer Group, including all subsidiaries.

This policy applies in relation to any disclosure, incident, suspicion or pattern of behaviour that we become aware of, regardless of whether the adult concerned is a Pioneer Group service user.

3. Related Documentation

There may be references to the following documents:

- 100 Supervision Policy
- 102 Recruitment and Selection Policy
- 103 Managing Induction Policy
- 107 Disciplinary Policy
- 121 Code of Conduct
- 126 Personal Safety Policy
- 132 Volunteer Policy
- 703 Complaints Policy
- 704 Customer Appeals Policy
- 707 Communication Alerts Policy
- 709 Safeguarding Adults Procedure
- 801 Antisocial Behaviour Policy
- 806 Domestic Abuse Policy
- 931 Whistleblowing Policy
- 1016 Equality and Diversity Policy
- 1424 Data Sharing / Data Protection
- 2101 Safeguarding Children Policy
- 2203 Independent Living Policy
- 2401 Family Support Policy

Significant procedural notes and guidance support the delivery of this policy, including outlines of roles and responsibilities, registers of key contacts, details of partnership arrangements, and guidance on each policy point to enable staff to make the right decisions with confidence.

A copy of "Safeguarding Adults: Multi-agency policy and procedure for the West Midlands" is provided as guidance in support of this policy.

4. Compliance

This policy is supported by and complies with:

- Care Act 2014
- Mental Capacity Act 2005
- Equality Act 2010
- Data Protection Act 2018
- Human Rights Act 1998
- Crime and Disorder Act 1998
- Public Interest Disclosure Act 1998
- Sexual Offences Act 2003
- Health and Social Care Act 2008
- Protection of Freedoms Act 2012
- Mental Health Act 1983 (amended)
- Modern Slavery Act 2015

5. Background/Context

The Pioneer Group works primarily within the metropolitan district of Birmingham, and as a result the majority of adult safeguarding matters will fall within the duty of Birmingham City Council as Lead Agency. We consider safeguarding to be everyone's responsibility, and therefore we work together in partnership with statutory services across the city to ensure a coordinated and outcome-led approach.

The Pioneer Group is a partner member of the Birmingham Safeguarding Adults Board (BSAB) and works to the standards of the wider West Midlands Region Adult Safeguarding Policy and Procedures.

6. Policy Principles

6.1. Understanding safeguarding

Duties under adult safeguarding, as defined in the Care Act 2014, apply to adults aged 18 and over who:

- have care and support needs,
- are experiencing or at risk of abuse or neglect, **and**
- as a result of their care and support needs cannot protect themselves from the risk or experience of abuse or neglect.

Abuse can take many forms, and types include: physical; domestic; sexual; psychological; financial or material; discriminatory; organisational; neglect; self-neglect; and modern slavery. We recognise that abuse alone does not indicate that an adult requires safeguarding, and that in absence of care and support needs there may be a more appropriate way to support them. We work with adults to ensure they are able to access the right support through the right pathway.

We support the Making Safeguarding Personal best practice, which ensures we work in line with the six key principles of the Mental Capacity Act 2005 to keep the adult at

the centre of any safeguarding response. These principles are: empowerment; protection; prevention; proportionality; partnership; and accountability. These principles are reinforced through the principle of wellbeing.

In addition, we support the themes central to responsive and tailored adult safeguarding: user outcomes; risk assessment and management; mental capacity; safeguarding planning; information sharing; recording; and feedback.

We recognise that an adult at risk can be either the victim or the person alleged to have caused harm. We recognise that staff may be in a position to identify, recognise and respond to abuse. We also recognise our staff's role in the prevention of abuse.

Staff are supported by a Designated Safeguarding Officer and Senior Safeguarding Officer, and a strong organisational culture that prioritises Making Safeguarding Personal.

6.2. Responding to a safeguarding issue

We minimise risk through prevention and early intervention whenever possible, and work within communities to promote awareness and recognition of abuse and neglect.

When we become aware of a concern or incident that supports an adult safeguarding referral to Birmingham City Council, we will act promptly, follow our adult safeguarding procedure, record details thoroughly and accurately, and ensure we keep a copy of any referral made.

We will ensure that the choices, rights and, where possible, consent of the adult are central to any actions we take in relation to their safeguarding.

6.3. Partnership working

We attend multi-agency meetings and participate in and support investigatory meetings and local authority enquiries where requested by Birmingham City Council in relation to specific cases.

We attend Supporting Adults Panels and actively contributing to both the Local Community Safety Partnership and the Birmingham Social Housing Partnership to share wider safeguarding knowledge and best practice.

Within the Pioneer Group, we share information and produce case plans in partnership between subsidiaries, through our Champions' Forums and Case Management Meetings.

6.4. Recruitment and Employment

Recruitment is conducted in line with the Recruitment and Selection policy and procedure, and the Volunteers policy.

Due to the nature of the services provided by the Pioneer Group, very few of our staff will be required to undertake a Disclosure and Barring Service (DBS) check in order to work with adults with care and support needs. However, each line manager has responsibility for identifying whether a DBS check would be required for the role, and for ensuring the post holder has a satisfactory DBS certificate dated within the last two years prior to working with adults with care and support needs.

All staff are expected to work to this policy and to the standards of the Pioneer Group Code of Conduct, and where there are concerns as to the behaviour of staff in relation to this policy these will be dealt with under the Disciplinary Policy. Where relevant, we will advise the DBS of the outcome of any such disciplinary matter.

6.5. Contractors

All contractors whose employees come into contact with tenants or service users while working on behalf of the Pioneer Group are required to:

- have safeguarding policies and systems in place which adhere to the principles of this policy
- ensure their frontline staff undertake adequate, regular safeguarding training

6.6. Training and awareness

We train our staff in line with the best practice principles of Making Safeguarding Personal, and the standards of BSAB, not just through dedicated training sessions but also through regular one-to-ones and development reviews. Staff are trained to fully understand, work within and respond to the principles of the Mental Capacity Act.

Safeguarding induction and refresher training, at a level appropriate to their role, is mandatory for all Pioneer Group staff. We support our staff to identify and implement learning outcomes as part of our continuous improvement.

We use community involvement, communication, training and publicity to help tenants and service users recognise and respond appropriately to concerns in their community.

6.7. Monitoring and review

All adult safeguarding referrals are monitored regularly by the operational safeguarding lead, and reported to ELT, subsidiary and Group Boards on a six-monthly basis. In addition to case updates, the strategic safeguarding lead will include any notable changes to trends or best practice.

This policy and any associated procedures or guidance will be reviewed at least every three years, and on changes to legislation.

7. Data Protection Statement

We manage all Data in referred to in this policy in accordance with the Data Protection Act 2018. For more information on how we handle personal information, please see:

- Data Protection Policy
- Privacy Policy

All staff are made aware that safeguarding concerns place a duty to share information with relevant agencies, and may override an individual's request for confidentiality.

8. Complaints and Appeals

All complaints and appeals will be dealt with through the Complaints Policy and the Appeals Policy, copies of which will be provided on request.