

Safeguarding Policy and Procedure for Bristol u3a

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Safeguarding Policy Statement

This policy and procedure is written to enable the Committee to address issues where there are safeguarding concerns. Safeguarding includes incidents between members, concerns regarding abuse or neglect that a u3a member may be experiencing outside of the u3a, health related issues or previous or pending criminal convictions.

Bristol u3a Committee has a duty of care to its members but does not hold any statutory authority. Matters of concern will be reported to the relevant safeguarding authorities and charity regulatory authorities, as appropriate.

1. Safeguarding Policy

Bristol u3a recognises that some people are potentially at risk of abuse and neglect. Where abuse or neglect is suspected, Bristol u3a will aim to respond in a prompt and efficient manner to any situation where there is a risk of or perceived risk of harm.

Bristol u3a recognises that there are various forms of abuse which can be perpetrated by volunteers, members, relatives, friends and neighbours. Bristol u3a will neither condone nor tolerate any form of abuse or neglect and believes that all people should be able and, where necessary, enabled to live in an environment which is safe and free from harm.

It is not appropriate for Bristol u3a to take the lead in any Safeguarding Enquiry under Section 42 of the Care Act 2014. Where there are serious concerns about

abuse or neglect, Bristol u3a committee will seek advice and support from the Third Age Trust where possible, and will contact the relevant statutory authorities.

Bristol u3a will monitor the implementation of this policy and procedure annually through its committee.

In following the safeguarding procedure Bristol u3a will strive to uphold the principles that those involved in incidents are entitled to:

- privacy
- be treated with dignity and respect
- lead an independent life and to be enabled to do so
- choose how they live their lives
- the protection of the law
- have their human and civil rights upheld regardless of ethnic origin, gender, sexuality, impairment or disability, age, religious or cultural background.

Bristol u3a will also follow the principles enshrined within the Care Act 2014:

- **Principle 1 – Empowerment** – whereby the approach is focused on the individual making their own decision and gaining informed consent, where possible.
- **Principle 2 – Prevention** – seeking to take steps to prevent issues from arising or escalating.
- **Principle 3 – Proportionality** – responding in a proportionate way to the issue/s being presented.
- **Principle 4 – Protection** – seeking to keep the membership safe and protection for those deemed to be at risk.
- **Principle 5 – Partnership** – reporting incidents to the relevant statutory bodies and liaising with the Third Age Trust.
- **Principle 6 – Accountability** – accurate recording of incidents. Reporting incidents, as required, to the Third AgeTrust and relevant regulatory authorities.

2. Safeguarding Procedure

Bristol u3a has a responsibility to ensure that its Committee Members and Group Leaders understand their safeguarding responsibilities.

Depending on the nature of the allegation and the identified risk, Bristol u3a will support the alleged victims and the alleged perpetrators of any abuse as well as any volunteer who becomes aware of an allegation in so far as this does not compromise any safeguarding enquiry or investigation into the allegation or place other adults at risk.

Bristol u3a will make every effort to respect the confidentiality of any information that is disclosed under this policy and procedure, however, due to the seriousness of allegations, confidentiality is not absolute. Information will be recorded and stored securely in accordance with the Data Protection Act 2018 but information will be shared, on a 'need-to-know' basis only, if necessary to prevent:

- Danger to a person's life
- Danger to a person's health
- Danger to others
- Danger to the community
- or to prevent, or to facilitate the investigation of, a serious crime

Action when Safeguarding Concern Arises

Where Bristol u3a Committee becomes aware of a safeguarding concern the first priority will be to ensure that the safety of the adult or adults at risk is secured. The steps to take to address this will be discussed and agreed between the Executive Officers of the Committee – no Committee Member will act in isolation when dealing with a safeguarding concern.

The first step will be to gather as much information as possible and develop a risk assessment to assist with the decision as to the next steps.

Where it is deemed that the risk is high and immediate action needs to be taken, the Committee will contact the relevant local authorities (see page 8), and, where possible, the Third Age Trust, for advice and support.

As far as possible, the adult at risk's wishes will be respected as to whether or not to refer the concerns to the local authority as a Safeguarding Enquiry under Section 42 of the Care Act 2014. However, it may be necessary to override their wishes in the best interests of other adults at risk.

Bristol u3a's approach to safeguarding will include members who exhibit health concerns that could put themselves or others at risk, members who become known to have convictions (previous or pending) that include offences of a sexual or violent nature and members exhibiting inappropriate behaviour, including sexual advances, bullying, aggression or violent behaviour, harassment and/or discrimination. This can include behaviour exhibited face-to-face as well as via electronic communications or social media platforms.

In developing the risk assessment the Committee will consider the level of risk and the action that needs to be taken accordingly. Assessment of risk will include:

- Risk to the individual member
- Risk to other members within the u3a
- Reputational risk for the individual u3a and the u3a movement as a whole

Where the risk is not deemed to be high but support is needed, Bristol u3a will contact the Third Age Trust to discuss the concerns and seek additional assistance in developing the risk assessment. Assistance will always be sought before moving to exclude any member from the u3a on the basis of a safeguarding risk assessment.

Once the risk assessment is completed, the Committee will decide on the most appropriate course of action. This could include excluding members from certain groups, e.g. groups held in people's homes, requesting that a member attends the u3a with a carer or excluding a member from a group run by a particular Group Leader.

Depending on the nature of the allegation, it may be necessary to pursue the incident following Bristol u3a's Complaints Policy. Where it is decided that this is the best course of action the matter will not be investigated by any party that was privy to the initial reporting of the incident.

All actions taken will be recorded. Any records will remain confidential to the Committee unless a prior decision has been taken to share the record with the relevant statutory bodies.

3. Key Definitions:

1. **Adult at risk:**

is any person, who is over 18 years of age and who has need for care and support, is experiencing, or is at risk of abuse or neglect, and as a result of those needs is unable to protect himself or herself against the abuse or neglect or risk of it.

2. **Abuse:**

is the “violation of a person’s human and civil rights by any other person(s). It may be a single or repeated act(s), physical, verbal, psychological, sexual, institutional, discriminatory or financial, an act of neglect or failure to act”

3. **Types of abuse:**

- a) *Physical abuse* – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- b) *Domestic violence* – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.
- c) *Sexual abuse* – 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.
- d) *Psychological abuse* – 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.
- e) *Financial or material abuse* – 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.
- f) *Modern slavery* – 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.
- g) *Discriminatory abuse* – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- h) *Organisational abuse* – 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.
- i) *Neglect and acts of omission* – 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

- j) *Self-neglect* – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

4. What to do if someone discloses abuse to you:

Do:

- Stay calm and try not to show shock or disbelief
- Listen carefully to what they are saying
- Be sympathetic (I'm sorry that this has happened to you')
- Be aware of the possibility that medical evidence might be needed
- Tell the person that:
They did the right thing to tell you
You are treating the information seriously. It was not their fault
You are going to inform the appropriate person
You will take steps to protect and support them
- Record and report the disclosure in line with the Procedure

Do Not:

- Press the person for more details; this will be done at a later date
- Stop someone who is freely recalling significant events (Don't say 'hold on, we'll come back to that later' – they may not tell you or anybody else again)
- Do not promise to keep secrets; you cannot keep this kind of information to yourself
- Make promises you cannot keep (Such as 'This will never happen to you again')
- Contact the alleged abuser
- Be judgemental
- Pass on the information other than to those with a legitimate 'need-to-know' under this Policy and Procedure

You should make a written record of the disclosure as soon as possible:

- Note what people actually said, using their own words and phrases
- Describe the circumstances in which the disclosure came about
- Note the setting and anyone else who was there at the time of the abuse or the disclosure
- Separate factual information from your own and others opinions
- Use pen or biro with black ink so that the report can be copied or scanned
- Sign and date the record
- Be aware your report may be required later as part of a legal action or disciplinary procedure

5. Safeguarding Referral Contact Details:

- Dial 999 if urgent medical attention needed
- Call the Police on 101 if not urgent but a crime may have taken place
- Local Authority Adult Safeguarding Contact Details

Bristol

Website: [Report suspected abuse \(bristol.gov.uk\)](https://www.bristol.gov.uk/report-suspected-abuse)

Care Direct: 0117 922 2700 (Mon-Fri 8.30am-5pm, answerphone service for out of hours)

South Gloucestershire

Website: <http://sites.southglos.gov.uk/safeguarding/adults/>

Adult Care: 01454 868007 (Mon-Fri office hours)

Out of hours emergency service 01454 615165

North Somerset

Website: <https://nssab.co.uk/>

Care Connect: 01275 888801 (Mon-Fri 8am-6pm)

Out of hours emergency service 01454 615165

Bath & North East Somerset

Website <https://bcssp.bathnes.gov.uk/report-concern-about-adult>

Adult Safeguarding Team: 01225 394200 (Mon-Thu 8.30am-5pm, Fri 8.30am-4.30pm)

Out of hours emergency service 01454 615165

If in doubt, enter postcode in this website to find correct local authority:

<https://www.gov.uk/find-local-council>

- Third Age Trust 020 8466 6139 (Mon-Fri 9.30am-16.30pm)

6. Safeguarding Disclosure/Suspicion Recording Proforma

Adult at Risk			
Surname:		Forename:	
Gender:	Ethnicity:	Date of Birth:	Marital Status:

Home address:

Post Code:

Disclosure/Suspicion Date and Time:	Location of Disclosure/Suspicion:	
Who Received Disclosure/Had Suspicion:		
Type of Alleged Abuse:	Location of Alleged Abuse:	
Description of Alleged Abuse:		
Name:		
Signature:	Post:	Date:

Committee Member informed:		
Name:	Post:	Date & Time:

Committee decision:		
	No further action:	Referral on:
	Yes/No	Yes/No
Date		

Reason for Decision:

Referral Action taken if relevant (by whom referred, to whom referred, date and time, outcome of referral as far as known)

Chairman Signature:

Date:

Time:

Information contained in this document should only be used for the purposes of implementing and monitoring Bristol u3a's Safeguarding Policy and Procedure and service monitoring. The information must not be copied, transmitted or in any way divulged without the permission of Bristol u3a.

7. Contact details for Bristol u3a Executive Committee:

Chair	chair@bristolu3a.org.uk
Vice Chair	vicechair@bristolu3a.org.uk
Secretary	secretary@bristolu3a.org.uk