



Key principles

Hive is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within Hive are treated with respect. Violent, abusive and discriminatory behaviour will not be tolerated.

These procedures have been designed to ensure the welfare and protection of adults who access services provided by Hive, and to ensure that all workers and volunteers act appropriately in response to any concern around adult abuse.

Everybody at Hive, whatever their role, has a responsibility to protect adults from harm and abuse, and know how to report concerns.

Scope

This policy and procedures apply to all staff (employed or contracted), trustees, volunteers or anybody else working on behalf of Hive (hereafter referred to as “staff and volunteers”). This includes agency staff, interns, students on work placement and anyone who is undertaking specific duties for the organisation, whether paid or unpaid. They outline the shared responsibility and commitment to safeguarding adults and how that is put into practice.

Definitions

Safeguarding

Adult safeguarding is protecting an adult’s right to live in safety, 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 the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

(Source: [Care Act 2014](#))

Designated Safeguarding Officer

The Designated Safeguarding Officer (hereafter Safeguarding Officer) is responsible for:

- ensuring safeguarding policies and procedures are known to all staff and others working at Hive
- ensuring staff and volunteers are aware of what they should do and where they should go if they have concerns that someone may be experiencing, or has experienced, abuse or neglect
- receiving reports of any concerns or disclosure, and ensuring that they are acted on, clearly recorded, and referred to the appropriate agencies where necessary
- following up any referrals and ensuring the issues have been addressed
- reinforcing the need for confidentiality and ensuring that staff and volunteers are adhering to good practice regarding confidentiality and security
- ensuring that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision.



Policy statement

We recognise that:

- we have a responsibility to protect adults
- all adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse
- some adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.

We will seek to keep adults safe by:

- valuing them, listening to and respecting them
- adopting good safeguarding practices through procedures and a code of conduct for staff and volunteers
- providing effective management for staff and volunteers through supervision, support and training
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- sharing information about safeguarding and good practice service users, staff and volunteers
- ensuring that people know where to go for help
- sharing concerns and relevant information with agencies who need to know, usually with the permission of the individual
- keeping accurate and timely records, which are stored securely, in line with our data protection policy
- implementing effective complains and whistleblowing policies, and managing allegations against staff appropriately
- building a culture of inclusion, in line with our Equality, Diversity and Inclusion policy
- appointing a nominated Safeguarding Officer, Deputy Safeguarding Officer, and a Lead Trustee for Safeguarding (appendix 1).

The Manager must make sure that everyone working with Hive has seen, understood and agreed to follow this policy, and that they understand the consequences of inappropriate behaviour.

Reviewing

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

Recognising the Signs And Symptoms of Abuse

Abuse can include:

- physical abuse, hitting, slapping, punching, burning
- sexual abuse, rape, indecent assault, inappropriate touching
- emotional abuse, belittling, name calling
- financial or material abuse, stealing, selling assets
- neglect and acts of omission, leaving in soiled clothes, failing to feed properly
- discriminatory abuse (including racist, sexist, based on a person's disability and other forms of harassment)
- institutional



Abuse may be carried out deliberately or unknowingly.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

Abuse may take place in any setting: in a person's home, in a community centre, on the bus, in a care home or in a hospital.

Responding to people who have experienced or are experiencing abuse

Hive recognises that it has a duty of care to act on reports or suspicions of abuse or neglect.

If you receive a disclosure:

1. Reassure the person
2. Listen to what they are saying
3. Remain calm and do not show shock or disbelief
4. Tell them that the information will be treated seriously
5. Do not investigate or ask leading, detailed or probing questions
6. Don't promise to keep secrets
7. Inform the Safeguarding Officer
8. Record and report what you have been told or witnessed as soon as possible using the safeguarding report form. Retain any original notes even if they are subsequently written up.

If someone is in immediate danger:

1. Call 999
2. Keep yourself and others safe
3. Preserve evidence
4. Record what happened
5. Inform the Safeguarding Officer

All situations of abuse or alleged abuse will be discussed with the Safeguarding Officer. The alleged victim will be told that this will happen (the "alert").

Staff working at external venues who wish to raise an adult protection issue should do so to the Safeguarding Officer at that venue. If this is not possible then the issue should be reported to the Safeguarding Officer at Hive as soon as possible.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent (such as risk to the individual or others), the Safeguarding Officer will make a referral to the Adult Protection Unit. If the individual experiencing abuse does not have capacity a referral will be made without that person's consent.

The Safeguarding Officer should explain the process and what happens next to the individual being referred. They should also be offered information about other sources of support, help or information that could enable them to decide what to do about their experience, to recover, or to seek justice.

Bradford Council have a collection of such information at:

www.bradford.gov.uk/adult-social-care/adult-abuse/organisations-that-can-help/



Recording and reporting.

Hive is committed to maintaining confidentiality wherever possible, and information around safeguarding issues should be shared only with those who need to know. However, there will be occasions when confidentiality cannot be guaranteed.

Any incidents, disclosures or suspicions or allegations should be recorded, ideally on the safeguarding report form. Records should be objective and restricted to the disclosed or observed facts (eg. dates, times, names, what was said), and should be signed and dated.

Details of how to report concerns are contained in the safeguarding flowchart in appendix 3. You need to ensure that you speak to the appropriate organisations who can listen to and record your concern, and then take appropriate action.

Safeguarding records should be kept securely, either locked away, or held in the HR section of the server, accessible only to the Safeguarding Officer.

Managing allegations made against members of staff or volunteers

Hive will ensure that any allegations made against staff or volunteers are dealt with swiftly.

Where a member of staff or volunteer is thought to have committed a criminal offence, the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of any individuals concerned is paramount and it should be ensured that they are safe and away from any the alleged perpetrators.

Allegations should be recorded on the safeguarding report form then passed to the Safeguarding Officer or their Deputy.

Further safeguarding procedures

Safer Recruitment

Hive is committed to safer recruitment policies and practices for staff and volunteers. This includes appropriate DBS disclosures and two references for staff and trustees, and two references for volunteers.

Adequate training on safeguarding adults will be provided for staff and volunteers as needed.

Hive will work within the current legal framework for reporting staff, volunteers and users that are abusers by ensuring that the Safeguarding Officer keeps up to date with needs and changes in legislation.

Online safety

Concerns about online abuse at Hive should be reported to the Safeguarding Officer. All users should be made aware of the Acceptable Use of IT policy.

Photography and image sharing

Explicit written consent is required before an image of an identifiable adult is reproduced or distributed. This consent should be properly informed, with due consideration given to the potential impact on the individual concerned.



Appendix 1: Designated roles

In the first instance you should contact the Safeguarding Officer. If they are unavailable or it would be inappropriate to speak to them, move down the list.

Safeguarding Officer

Joy Hart (Manager)	joy.hart@hivebradford.org.uk	07938 005776	01274 598928
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Deputy Safeguarding Officer

Charles Hargreaves	charles.hargreaves@hivebradford.org.uk		01274 598928
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Lead Trustee for Safeguarding

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Appendix 2: Legal framework

This policy has been drawn up on the basis of law and guidance seeking to protect adults, including:

- The Care Act 2014
- The Protection of Freedoms Act 2012
- Domestic Violence, Crime and Victims (Amendment) Act 2012
- The Equality Act 2010
- The Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Sexual Offences Act 2003
- The Human Rights Act 1998
- Serious incident reporting to the Charity Commission
- The Data Protection Act 2018 and the General Data Protection Regulation 2016

Appendix 3: Safeguarding flowchart

If you have concern a child is being harmed as a result of abuse or neglect, you must not keep this to yourself, but follow the process below.

