

Safeguarding Policy

POLICY STATEMENT

Greater Manchester Neshomo (referred to throughout this policy as Neshomo) may work with vulnerable adults in various settings, e.g. colleges, community organisations, hospitals and health centres and recognises the need to create a safe environment where all are valued and feel confident to ask for support and help.

Neshomo is committed to ensuring the welfare of all vulnerable adults involved in its activities, and aims to ensure a safe, happy and secure environment for all. This will be in line with legislation and guidelines as listed in the reference list.

Neshomo recognises that it is the responsibility of all staff and volunteers to prevent and report the neglect, physical, sexual or emotional abuse including coercive and controlling behaviour inside families ; psychological, domestic, financial, institutional abuse or radicalisation of people involved in its activities. If there are serious concerns about the welfare of any person, the matter must be immediately referred to the relevant authority. Neshomo is committed to training staff and volunteers who work with vulnerable adults and to provide regular supervision, and recognises the importance of regularly reviewing procedures designed to prevent abuse. This policy, and our procedures, will be complement Safeguarding Adults Boards (SABs) strategies.

DEFINITIONS

1. **Vulnerable Adult:** Any person 18 or over who is or may be in need of community care services by reason of mental or other disability and is unable to protect him or herself from significant harm or exploitation.
2. **Staff:** These guidelines apply to all Neshomo employees, contracted and sessional workers, students and volunteers, as well as visitors and representatives of our partner organisations.
3. **Adult Abuse:** This can take on many forms and include; physical injury; emotional and sexual abuse; physical and psychological neglect, exploitation or radicalisation.

DESIGNATED SAFEGUARDING LEAD

4. A designated member of the Neshomo Board or Neshomo staff member will take on the role of Designated Safeguarding Lead (DSL) with responsibility for minimising the risk of abuse in the organisation and its operations in accordance with current legislation. The duties of the DSL will include:

- Ensuring appropriate vetting procedures are in place during recruitment and selection of staff and volunteers, e.g. DBS and references are obtained;
 - Inducting staff and volunteers on safeguarding issues, including how to access current and updated information;
 - Ensuring that staff and volunteers have read and understood this policy and keeping a record of this;
 - Organising training for staff and volunteers on safeguarding issues.
 - Referring incidents of alleged abuse and safeguarding violations to the Local Authority Designated Officer (LADO);
 - Establishing and maintaining Neshomo's safeguarding files.
 - Establishing protocols with the relevant referral organisations.
2. A second trained designated board member will deputise at times when the DSL is on leave or otherwise engaged.

3. RECRUITMENT AND INDUCTION

- 3.1. In order to minimise the risk of abuse or other safeguarding breaches, proper vetting procedures should be in place when staff and volunteers are recruited. These should include:
- Using application forms
 - Taking up appropriate references
 - Interviewing applicants
 - Checking employment history
 - Ensuring that gaps in employment history are explained
 - Undertaking enhanced DBS checks
- 3.2. Upon appointment, staff and volunteers should undertake an induction programme relating to safeguarding and our legal obligations.
- 3.3. All staff and volunteers who work with vulnerable adults will be advised to receive training on the prevention and detection of abuse and we will recommend relevant courses or reading.
- 3.4. All staff and volunteers will receive training with regard to appropriate practice, conflict resolution and ensuring that the project environment is safe for all participants, staff and volunteers.
- 3.5. An appropriate reporting procedure that ensures people have the means to complain about abuse or other inappropriate behaviour is to be implemented.

4. PROCESS (Guidelines for Staff and Volunteers and partner participants)

- 4.1. If you think a disclosure is about to be made, or a vulnerable person is in the process of disclosing, you must tell them that you will have to talk to other people. NEVER tell them that you will keep it secret. Tell the person that you must talk to other people that can help. Be open and honest. Tell the person to whom you will have to speak and why.
- 4.2. Where the vulnerable person feels able to talk about abuse, it is generally a sign of trust. It is likely that a person will 'test out' the likely response before actually disclosing abuse. It is important to maintain a balance showing interest and concern whilst not pushing someone to say something before they are ready to do so. The conversation should be held in a quiet area, although still visible to others, where there are not likely to be any interruptions. Staff should be aware of the importance of adopting a supportive role.
- 4.3. If a vulnerable person chooses to talk to you and discloses that s/he has been abused take them seriously and take the following action:
 - LISTEN: repeat the disclosing person's words
 - STOP: only ask questions that are necessary for you to fully understand what the person is saying. Keep questions open e.g. Who did what? What happened next? Avoid leading questions.
 - ASK: make the vulnerable person feel that they have made the right decision in disclosing. Use appropriate language e.g. I am glad that you told me; it was right to tell me; I will now talk to someone about what to do next.
- 4.4. Whilst the vulnerable person should have a reasonable expectation of confidentiality, it is important that as few people as possible are made aware of your concerns. The nominated DSL will advise you as to who needs to know.
- 4.5. It is not your responsibility to carry out an investigation into what has happened. Disclosure of serious abuse will need to be formally investigated by the LADO and/or Safeguarding Board, and where possible it is important to avoid a situation where the vulnerable person has to repeat their full account on a number of different occasions. However you should not stop the disclosing person from talking. It is important to remain calm and sympathetic and not respond by showing horror or revulsion at what is being said.
- 4.6. It is important that the DSL is informed as soon as possible. It is your responsibility to pass on any concerns. If the situation is an emergency and the DSL and deputy DSL are not contactable, you should contact the LADO, whose details are at the end of this document.

- 4.7. You should record your concerns immediately, preferably on the Safeguarding Incident Report. This form should be completed within 24 hours of the incident. All notes should be signed and dated.
- 4.8. If the DSL agrees that there is a serious concern, they must make a referral to the LADO without delay. If the DSL and staff member (or volunteer) feel that there is cause for concern, they should consult with the LADO before referral.
- 4.9. Where the partner organisation has its own Safeguarding policy and procedure and they are responsible for the welfare of the vulnerable person, any disclosure or referral must be notified to them and their policy should be implemented before ours. In the event that they fail to act on the disclosure but our staff or DSL feel it needs to be addressed, our DSL will take the matter further.
- 4.10. In most situations it will be appropriate to inform the vulnerable person when a referral is going to be made, to explain the reasons for this and to offer support to the disclosing person through the resulting investigation, unless this places the disclosing person at greater risk or places the member of staff concerned at risk. This decision will ultimately be taken by the DSL in conjunction with the LADO.

5. Caldicott Guardians:

A Caldicott Guardian is a senior person responsible for protecting the confidentiality of people's health and care information and making sure it is used properly. Neshomo's Caldicott Guardians adhere to Caldicott Principles, as follows:

Principle 1: Justify the purpose(s) for using confidential information

Principle 2: Use confidential information only when it is necessary

Principle 3: Use the minimum necessary confidential information

Principle 4: Access to confidential information should be on a strict need-to-know basis

Principle 5: Everyone with access to confidential information should be aware of their responsibilities

Principle 6: Comply with the law

Principle 7: The duty to share information for individual care is as important as the duty to protect patient confidentiality

Principle 8: Inform patients and service users about how their confidential information is used

In cases of doubt, Caldicott Guardians should be consulted about information sharing. A Data Sharing Decision should be requested from Caldicott Guardian(s), filled out and approved by the Caldicott Guardian(s).

Immediate Danger:

If a person is in immediate danger, you should contact the Emergency Services - 999, Greater Manchester Police - 0161 872 5050 or other local police force, as appropriate.

If there is no immediate danger, or you need advice or information, you should contact the local Safeguarding Board.

ALLEGED ABUSE BY STAFF, MANAGERS, VOLUNTEERS OR TRUSTEES

- 5.1. When an allegation is made against a member of staff or volunteer, then the allegation must be passed to the DSL or, if the allegation concerns them, direct to the Chair of the Board.
- 5.2. The DSL or Chair will contact the appropriate Local Authority Team within one working day.

RECORDING PROCEDURES

- 5.3. Staff should record details about any incident or disclosure as soon as possible, preferably on the Safeguarding Incident Report; notes must be signed and dated.
- 5.4. Notes should be made of discussion between staff members and the DSL. These must be signed and dated and stored securely in accordance with Data Protection procedures.
- 5.5. If a referral is to be made, this should be made by phone by the DSL, or by the staff member in an emergency. This must be immediately followed up in writing.
- 5.6. When making a referral, the DSL should confirm the name of the individual and the date and the time of referral.
- 5.7. Information relating to individuals and safeguarding is strictly confidential. Records should be kept secure and separate from other project documents.
- 5.8. Template forms for reporting incidents/concerns are located with the DSL with hard copies available in office secure cabinet and downloadable from Airtable- Trustee Business- Policies- Safeguarding Incident Report Form.

IDENTIFYING ABUSE

- 5.9. **Physical Injury:**
Where the nature of the injury is not consistent with the account of

how it occurred, or where the injury was inflicted by a person who has care, custody or control of the young person. Where the person is physically hurt, injured or even killed by an adult caring for them. Physical abuse can take the form of hitting, shaking, bruising, biting, squeezing, attempted suffocation and drowning. Physical abuse also includes inappropriate administration- of poisonous substances, drugs or alcohol.

5.10. Neglect:

5.10.1. Any person who has been persistently or severely neglected physically, through exposure to dangers of different kinds including cold and starvation.

5.10.2. When an individual's basic needs are not met; inadequate clothing; malnutrition; lack of medical care.

5.10.3. Vulnerable adults inappropriately left alone and unsupervised.

5.11. Emotional Abuse:

Vulnerable adults who fail to thrive without a medical reason. Vulnerable adults whose behaviour and emotional development has been severely affected and appears abnormal. A vulnerable adult where medical and social work assessments find evidence of persistent and severe neglect or rejection.

7.4 Sexual Abuse:

The person being involved in or exposed to sexual activities with any person having care, custody or control of them, which they do not comprehend, to which they are unable to give informed consent or that violate the social taboos of family roles. Sexual abuse can be perpetrated on any person and ranges from touching, fondling, masturbation and all other forms of sexual activity.

7.5 Radicalisation: refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. (Revised Prevent Duty Guidance for England and Wales, issued on 12th March 2015 and revised on 16th July 2015, definition).

7.6 Spiritual/Religious abuse is abuse administered under the guise of religion, including harassment or humiliation, which may result in psychological trauma. Religious abuse may also include misuse of religion for selfish, secular, or ideological ends such as the abuse of a clerical position.

E-SAFETY, SOCIAL MEDIA:

5.12. Online abuse is any type of abuse that happens on the internet, facilitated through technology like computers, tablets, mobile phones and other electronic devices. It can happen anywhere online that allows digital communication, such as:

- social networks
 - text messages
 - messaging software
 - email
 - online chats
 - games
- 5.2. Vulnerable people can be re-victimised (experience further abuse) when abusive content is recorded, uploaded or shared by others online. This can happen if the original abuse happened online or offline.
- 5.3. People may experience several types of abuse online:
- bullying/cyberbullying
 - emotional abuse (this includes emotional blackmail, for example pressuring vulnerable adults to comply with sexual requests via technology)
 - sexting (sharing explicit images)
 - sexual abuse
 - sexual exploitation
 - radicalisation
- 5.4. Vulnerable adults can also be groomed online: perpetrators may use online platforms to build a trusting relationship with them in order to abuse them. This abuse may happen online or the perpetrator may arrange to meet a vulnerable adult in person with the intention of abusing them.

6. LEGISLATION AND RELEVANT REFERENCE MATERIAL

6.1. Contact details of relevant people or organisations:

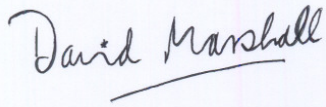
1. Designated Safeguarding Lead (DSL)
Name: Racheli Bass Phone:07512-578-587
email: femaleoutreach@neshomo.co.uk
2. Deputy DSL (DDSL)
Name: Aron Karner Phone: 07551-520-374 email: amow1@neshomo.co.uk
3. Local Authority Reporting of Concerns / Abuse
Salford: Adult Social Care Contact Centre on 0161 631 4777 (Monday to Friday 8.30am to 4.30pm). Out of hours call 0161 794 8888 (4.30pm to 8.00am weekdays and 24 hours over weekends and bank holidays).
<https://safeguardingadults.salford.gov.uk/>

Manchester: Contact Centre 0161 234 5001 (open 24 hours a day, seven days a week)
Email: mcsreply@manchester.gov.uk
Secure email: socialcare@manchester.gcsx.gov.uk if you are sending sensitive information
<https://www.manchestersafeguardingboards.co.uk/concerned/>
Bury: Social Care Services Monday, Tuesday, Thursday and Friday 9am - 5pm, Wednesday 10am - 5pm - 0161 253 5151. Out of hours - 0161 253 6606
<https://www.bury.gov.uk/index.aspx?articleid=10852>

If a vulnerable adult is in immediate danger of being harmed or is home alone, call the **police** on **999**.

This Safeguarding Policy was update and approved by the Board of Neshomo on 12/12/22. Signed on behalf of the Board:

DR DAVID MARSHALL CHAIR NESHOMO..... Name,



Position CHAIR OF NESHOMO

Racheli Bass OUTREACH WORKER Name, Position



Aron Karner OUTREACH WORKER Name, Position



Policy to be reviewed December 2025