

**POLICY DOCUMENT
SAFEGUARDING VULNERABLE ADULTS POLICY**

Document Control

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PURPOSE

The purpose of Eating Matters Safeguarding policy is to demonstrate our commitment to safeguarding adults by protecting their health, wellbeing and human rights enabling them to live free from harm, abuse and neglect.

AIM

The purpose of our Safeguarding Policy is to prevent harm and reduce the risk of adults with care and support needs suffering from abuse or neglect.

This policy is based on the fundamental principle that all adults regardless of age, disability, gender, gender identity, ethnic, cultural, racial, national origins, religious belief/non-belief or sexual orientation have the right to live safely, free from abuse and neglect.

This policy will give clear guidance to staff, counsellors, volunteers and visitors about the behaviour we expect and our legal responsibilities to safeguard and promote the welfare of adults at risk of abuse or neglect that we come in contact with at our organisation.

INTRODUCTION

Our organisation fully recognises the contribution we can make in protecting adults from abuse and neglect. Our policy applies to all adults at risk of abuse or neglect, staff, counsellors, volunteers and visitors.

Under the Care Act 2014 18 and older is considered to be an adult, and could potentially be considered under s42 of that act – which relates to the duty to carry out safeguarding adult enquiries – if the adult:

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- Has needs for care and support (regardless of the level of need and whether or not the council is meeting any of those needs)
- Is experiencing, **or** is at risk of abuse or neglect, **and**
- As a result of those needs, is unable to protect themselves against the abuse or neglect or the risk of it.
- Where someone over 18 is still receiving children's services, for example in an education setting until the age of 25, and a safeguarding issue is raised the matter should be dealt with through adult safeguarding arrangements. Children's safeguarding and other relevant partners should be involved as appropriate. The level of need is not relevant and the young adult does not need to have eligible needs for care and support under the Care Act.
- For domestic abuse the age limit is 16 years of age.

Note: To be considered as a safeguarding concern the adult must meet the criteria set out in the Care Act 2014 and detailed above.

OUR ETHOS

Eating Matters will establish and maintain an environment where adults feel safe, secure, are encouraged to talk and are listened to. Adults will be able to talk freely to any member of staff, counsellor, volunteer or regular visitor to our organisation if they are worried or concerned about something.

We will support anyone who, **in good faith**, reports a concern that an adult is being abused or neglected or is at risk of abuse or neglect even if those concerns prove to be unfounded

Through training – both induction and on-going refresher training – we will ensure that all our staff, counsellors, volunteers and regular visitors:

- understand the importance of safeguarding and their role in safeguarding adults
- recognise an adult potentially in need of safeguarding and know what action to take
- are able to recognise a disclosure from an adult and react appropriately
- are aware of the different forms of abuse and neglect
- understand dignity and respect when working with individuals
- know how to report an adult safeguarding concern in line with this policy

We will provide information and advice to enable all the adults we work with to understand their rights and how they can obtain help and support.

At all times we will work in partnership and try to establish effective working relationships with carers, spouses/partners, relatives and colleagues from other agencies and organisations.

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GENERAL PROCEDURES

When new staff, counsellors, or volunteers join Eating Matters they will be:

- informed of the safeguarding arrangements in place.
- given a copy of our safeguarding policy and told who our Designated Safeguarding Person is and how to contact them.
- given a copy of the recording format and guidance on how to complete it and who to pass it to.

Annually

All staff, counsellors and volunteers will be asked to read the safeguarding policy annually or after it has been reviewed and updated if necessary. They will sign to say they have read and understood the policy.

All regular visitors and volunteers will be:

- Told where our policy is kept,
- Given a set of safeguarding procedures, told who our Designated Safeguarding Person is and how to contact them or an alternative staff member
- Told how the recording and reporting system works

All service users, partners, spouses, relatives and carers will be:

- Made aware of how to obtain a copy of our Safeguarding Policy and who our Designated Safeguarding Person is.
- Informed of our legal duty to assist our colleagues in other agencies with adult safeguarding enquiries and
- What happens should we have cause to make a safeguarding referral to Adult Social Care

All adults or where the adult does not have capacity, their partner/spouse, relatives or legal guardians will be required to complete a consent form at the start of the adult's involvement with the organisation.

TRAINING

All staff, counsellors and volunteers who have direct responsibility for vulnerable adults will undertake appropriate safeguarding training every three years.

We actively encourage all our staff and volunteers to keep up to date with the most recent local and national safeguarding advice and guidance. This can be accessed via norfolksafeguardingadultsboard.info.

The Designated Safeguarding Person should be used as the first point of contact for any safeguarding queries or concerns in our organisation.

RECRUITMENT

All staff, counsellors, volunteers and regular visitors who come into contact with the adults we work with have a duty of care to prevent harm and reduce the risk of them

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suffering from abuse or neglect. There is a legal duty place upon us to ensure that everyone who works with or on behalf of all the adults who we come in contact with is competent and suitable to do so.

Our recruitment practices are designed to help prevent unsuitable people from working with adults at risk of abuse or neglect. An integral part of this is the correct use of Disclosure and Barring Service (DBS) checks: There are three types:

- 1) **Standard** – which includes checks for spent and unspent convictions, cautions, reprimands and final warnings
- 2) **Enhanced** - which includes the same checks as the standard plus any additional information held by local police that is reasonably considered relevant to the post being applied for.
- 3) **Enhanced with Barred List** – this includes the same checks as the enhanced check plus checks against the appropriate barred list to ensure that the individual has not been barred from working with adults at risk of abuse or neglect. Only members of staff involved in **regulated activities** are required to undergo a mandatory Enhanced DBS with Barred List.

It is a criminal offence to allow anyone on the adult barred list to undertake regulated activities with adults at risk of abuse or neglect.

Regulated Activities relating to Adults comprise the provision of:

- • health care
- • personal care
- • social work
- • assistance with cash, bills and/or shopping
- • assistance in the conduct of a person's own affairs
- • transport to and from a place where an individual receives health, personal or social care [excludes family, friends and taxi drivers]

Further information on DBS Checks is available on

[gov.uk/government/organisations/disclosure-and-barring-service](https://www.gov.uk/government/organisations/disclosure-and-barring-service)

Best Practice Recruitment

We are committed to reflecting best practice in recruitment by ensuring that we:

- Carefully consider the job description/role profile and person specification ensuring they accurately reflect the duties, qualifications and experience that are required
- Define our selection criteria based on the person specification the role
- Prepare an information pack for candidates
- Circulate details of all vacancies widely
- Ask for a CV and covering letter
- Ask for identification which includes a photograph
- Ask to see and copy the original of any qualifications
- Conduct interviews with at least two people present
- Ask for and check at least two references, including the most recent employer
- Obtain enhanced DBS checks where current legislation requires us to do so

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- Organise a comprehensive induction period which includes familiarisation with our safeguarding policies, procedures and safeguarding training

GOOD WORKING PRACTICES

Good practice guidance will help staff and volunteers avoid putting themselves in a situation which could put them at risk of having an allegation of abuse made against them.

All staff, counsellors and volunteers who come into contact with vulnerable adults at Eating Matters have a duty of care to safeguard and promote their welfare and will be made aware of the steps that will be taken if an allegation is made against them. Where a member of staff, counsellor 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 the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

We will support anyone who, **in good faith**, reports his or her concerns that an adult is being abused or neglected or is at risk of abuse or neglect even if those concerns prove to be unfounded.

In Norfolk, the lead agency for safeguarding adults is Norfolk County Council (Adult Social Services). Any allegation raised directly with us must be reported on to Norfolk County Council **within one working day**. Telephone [0344 800 8020](tel:03448008020) follow the prompts to the Adult Safeguarding option.

If a concern involves immediate or serious risk or injury, we will report first to emergency services using 999. Where any allegations are made to the police or Adult Social Care about an employee, the relevant authorities will liaise with us about the appropriate course of action.

If an individual [paid worker or unpaid volunteer] is dismissed or stopped from working in our organisation because the person poses a risk of harm to adults (even if they have left e.g. resigned), we must make a referral to the Disclosure and Barring Service. **It is a criminal offence to FAIL to make a referral without good reason.**

Eating Matters has a whistle blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

Professional Reporting (“Whistleblowing”)

Professional reporting or “*whistleblowing*” is about revealing information with the intention of identifying abusive and poor practice. All staff (whether paid or unpaid) who work with vulnerable adults have an individual responsibility to raise concerns about poor practice and a right to know that their employer will support them if they are acting in good faith. Wherever possible, the anonymity of the professional reporter will be respected by the investigatory body.

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Professional reporting can be difficult for the member of staff and must be recognised as brave and important.

Eating Matters should ensure that staff who professionally report are:

- Supported and reassured when information is shared
- Provided with ongoing support during any investigation that may follow
- Supplied with information about external sources of support
- Openly supported by their manager in the workplace
- Not treated in ways that might be regarded as punitive

Support and advice is available via the Whistleblowing Advice Line for

Health & Social Care Staff: Tel: **0207 404 6609**

Please also refer to Eating Matters Whistleblowing policy.

ROLES AND RESPONSIBILITIES

Any concern for an adult's safety or welfare will be recorded in writing and given to the Designated Safeguarding Person.

The Designated Safeguarding Person is responsible for:

- ✚ liaising with Adult Social Services and other agencies where necessary and making referrals using the agreed procedures detailed below
- ✚ ensuring that all staff and volunteers are aware of our policy and the procedure they need to follow
- ✚ ensuring that all staff, volunteers and regular visitors have received appropriate safeguarding information and training during induction and this training is refreshed every three years
- ✚ ensuring that our safeguarding policy is in place, is reviewed annually and follows the guidance provided by the NSAB
- ✚ ensuring that at all times safer recruitment practices are followed

Our organisation undertakes to remedy without delay any weakness in regard to our safeguarding arrangements that are brought to our attention.

HANDLING DISCLOSURES OF ABUSE

An adult may tell someone they trust that they are being abused or neglected. They will often not be aware of sources of help and support. It takes courage to confide in someone – the way in which staff/volunteers respond can be crucial.

Do:

- remain calm and receptive;
- listen without interrupting;
- make it clear that you are taking the matter seriously;
- acknowledge their courage in telling you;
- let them know you will do what you can to help;
- try to get their permission for you to share the information on a need-to-know basis to enable them to receive the help and support they need

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- record, using ink, what was said as soon as possible – signing and dating it
- contact the Designated Safeguarding Person immediately
- Seek support

Do not:

- allow your shock to show;
- ask leading questions;
- probe for more information;
- make assumptions or speculate;
- make negative comments about the abuser;
- make promises you can not keep;
- give assurances of absolute confidentiality – particularly in those situations where other adults may be at risk

What to do if the adult asks you to keep the information secret:

- If the adult has **mental capacity** the **public interest test applies** [if someone else could be a victim of the alleged perpetrator it is in the public interest to report it with or without the victims consent]
- If they do not have mental capacity, you have a duty to report it without their consent

If in doubt ask the Designated Safeguarding Person

MAKING A SAFEGUARDING REFERRAL

We are clear that the Local Authority (Norfolk County Council) and the Police (where a concern relates to a potentially criminal matter) must lead all investigations into any allegation regarding safeguarding.

Telephone: **Norfolk County Council: 0344 800 8020** [operates 24 hours a day 365 days a year] – follow the prompts to take you to the Safeguarding Option.

State that it is an adult safeguarding matter and explain your concerns

Clarify with them what action should be taken and by whom.

Make a note of the person you spoke to including the guidance they gave you, their name and contact details on the reporting form. Guidance on the information required when making a referral is available on the NSAB website – see [Raising a Safeguarding Adults Concern: Checklist](#)

If we are unsure if a referral should be made, we will contact Norfolk County Council Adults Social Care and ask for advice. This can be anonymous on the part of the adult to help establish the level of concern and any action advised.

RECORDS AND CONFIDENTIALITY

If we are concerned about the safety or wellbeing of any adult in our organisation we will record our concerns immediately on the agreed reporting form and give this to the Designated Safeguarding Person.

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All information relating to a safeguarding concern given to the Designated Safeguarding Person must be made in writing – in ink, signed and dated by the person with the concern.

Any information recorded will be kept in a separate named file, in a secure cabinet and not in the individual's file. These files are the responsibility of the Designated Safeguarding Person and information will only be shared within the organisation on a need to know basis for the protection of the adult.

Any safeguarding information will be kept in the file and added to. Copies of referrals will be stored in the file.

All information is confidential and must be managed and stored in line with the Data Protection Act 2018 and General Data Protection Regulation (GDPR). However, if there are concerns that an adult may be at risk of harm or abuse information can be shared with other agencies, for example Adult Social Care, the Police and where appropriate the Care Quality Commission.

WHAT IS ABUSE AND NEGLECT

The Care Act 2014 does not set out a specific definition of abuse. Abuse can consist of a single or repeated act(s); it can be intentional or unintentional or result from a lack of knowledge. Abuse and neglect:

Can take many forms:

- It may be an isolated incident, a series of incidents or a long term pattern of behaviour
- It could affect one person or many more
- It may be in someone's home, in public or in an institutional setting
- It may be deliberate or the result of negligence or ignorance
- Exploitation in particular is a common pattern in abuse and neglect
- The degree or lack of intent will inform the response which will be appropriate and proportionate to the concerns that have been raised.

Can happen anywhere - including:

- In a person's own home and/or other people's homes;
- In public places or in the community;
- In clubs;
- At work;
- Schools and colleges of further education;
- In hospitals, surgeries or other health centres;
- Care homes;
- In places of worship
- Via electronic media including the intranet;
- Day centres.
-

Patterns of abuse vary - and include:

- **Serial abusing** in which the perpetrator seeks out and 'grooms' individuals – sexual abuse sometimes falls into this pattern as do some forms of financial abuse and radicalisation;

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- **Long-term abuse** in the context of an ongoing family relationship such as domestic violence between partners/spouses or generations or persistent psychological abuse
- **Opportunistic abuse** such as theft occurring because money or jewellery has been left lying around.
- **Situational abuse** which arises because pressures have built up and or because of difficult or challenging behaviour
- **Neglecting** a person's needs because the carer has difficulties. These could be debt, alcohol, or mental health related or the specific demands resulting from caring for someone

Anyone can be an abuser or neglect someone – including:

- Spouses/partners
- Other family members;
- Carers
- Neighbours;
- Friends;
- Acquaintances;
- Local residents;
- People who deliberately exploits adults their perceive as vulnerable to abuse;
- Paid staff or professionals; and
- Volunteers and strangers

TYPES OF ABUSE AND NEGLECT

The statutory guidance in the Care Act 2014 lists ten types of abuse. However, this is not intended to be an exhaustive list but rather a guide to the sort of behaviours which could give rise to a safeguarding concern. It is important that we do not limit our view of what constitutes abuse or neglect to those types or the different circumstances in which they can take place.

Discriminatory Abuse – includes:

- forms of harassment, slurs or maltreatment because of someone's actual or perceived age, disability, gender, gender identify, ethnic, racial, cultural or national origin, religious belief/non-belief or sexual orientation
- ***hate incidents are a form of discriminatory abuse***

Domestic Abuse – The Domestic Abuse Act 2021 defines this as an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or **has been 'personally connected'** (so no longer just intimate partner or family member) regardless of gender or sexuality.

For this type of abuse the age range is extended down to 16. It includes:

- psychological, physical, sexual, financial, emotional abuse;
- 'so called honour' based violence;
- female genital mutilation and
- forced marriage
- it also includes being a witness to domestic abuse of another person

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Financial or Material Abuse – While it can occur in isolation, it is often present with other forms of abuse and includes:

- theft and fraud
- internet scamming
- some forms can involve the perpetrator seeking out and grooming individuals
- coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions
- misuse or misappropriation of property, possessions or benefits

Modern Slavery and Human Trafficking encompasses:

- Sexual exploitation including prostitution and 'adult entertainment'
- Forced Labour – commonly in agricultural, construction, food processing, hospitality industries, factories, car washers and nail bars
- Domestic servitude
- Organ harvesting
- Forced criminality – includes cannabis cultivation, street crime, forced begging, burglary, metal theft and benefit fraud

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. They may use concerns about an individual's immigration status or concerns that their families may be at risk if they resist exploitation.

Neglect and Acts of Omission includes:

- ignoring medical, emotional or physical care needs
- failure to provide access to appropriate health, care and support or educational services
- withholding of the necessities of life, such as medication, adequate nutrition and heating

Organisational Abuse and Neglect – includes:

- neglect and poor care practice within an institution or specific care setting such as a hospital or care home for example in relation to care provided on 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.

Physical Abuse - includes:

- hitting, pushing, pinching, shaking, grabbing, biting, hair-pulling, scalding;
- misusing medication;
- withholding food or drink, force-feeding;
- restraint or inappropriate physical sanctions;
- failing to provide physical care or aids to living – for example glasses or a walking stick

Psychological Abuse and Neglect - includes:

- emotional abuse;

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- threats of harm or abandonment;
- deprivation of contact;
- radicalisation [being exploited by those who would want them to embrace terrorism]
- humiliation, blaming, controlling,
- intimidation, coercion,
- harassment, verbal abuse and cyber bullying;
- isolation or unreasonable and unjustified withdrawal of services or support.

Sexual Abuse – includes:

- rape, sexual assault or sexual acts to which the adult has not consented to, was unable to consent to, or was pressured into consenting to;
- indecent exposure; sexual harassment,
- inappropriate looking or touching,
- sexual teasing or innuendo
- sexual photography, subjection to pornography or witnessing sexual acts.

Sexual Exploitation is a subset of sexual abuse. It involves:

- exploitative situations and relationships where people receive 'something' (e.g. accommodation, alcohol, affection, money) as a result of them performing, or others performing on them, sexual activities,
- can also involve serial abusing in which the perpetrator seeks out and 'grooms' individuals - Grooming is defined as developing the trust of an individual at risk of abuse and/or his or her family in order to engage in illegal sexual conduct

Self-neglect covers a wide range of behaviour - including:

- neglecting to care for one's own personal hygiene, health, safety or surroundings;
- behaviour such as hoarding.

The definition of self-neglect **excludes** a situation in which a mentally competent person, who understand the consequences of their decisions, makes a conscious and voluntary decision to engage in acts that threaten their health or safety as a matter of personal choice.

However, there is a need to assess your concerns- balancing the individual's right to choose their lifestyle taking into account their mental health or capacity to understand the consequences of their actions. It can often be a care or risk management issue rather than a safeguarding concern and may require a social care assessment in the first instance.

Signs and Indicators of Abuse/Neglect/Human Trafficking

The signs of abuse are not always clear. The following may, however, suggest the possibility of abuse:

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- disclosures by the victim
- concern expressed by a third party
- admissions by the perpetrator
- someone expressing fears that abuse might happen
- evidence of unreported injuries
- signs of fear or distress
- injuries suggesting a possible non-accidental cause
- explanations that are incompatible with injuries presented or where conflicting explanations are given
- a history of persistent illness, infection or injury
- inappropriate use of medication
- possessions or money going missing or bills not being paid
- property being sold without the owner's consent or understanding
- sudden or unexpected removal of an individual from a care setting
- a person is uncharacteristically withdrawn, without apparent reason
- a person is found alone and at risk without adequate explanation
- a long time lapse between injury or illness and obtaining medical or other care
- abrupt or frequent changes of doctor or caring agency
- unexplained weight loss
- uncharacteristically unkempt appearance or surroundings
- agencies have repeated difficulty in gaining access to see someone
- it is made difficult to speak to a person alone without their carer/another person present
- evidence of avoidance, including regularly missed appointments, refusal of help, etc
- evidence of alcohol or other substance misuse (by the abuser and/or victim?)
- signs of stress
- history of previous abuse or violence in the family
- unexplained pain, itching, infection or injury in the anal, genital or abdominal areas
- torn, stained or bloody underclothing
- multiple unrelated people living at one address living in overcrowded private rental accommodation

Signs an individual may be led into extremism:

The following may indicate that an individual is at risk of being radicalised or is being exposed to extremist views:

- Being in contact with extremist recruiters and/or spending increasing time in the company of other suspected extremists;

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- Loss of interest in other friends and activities not associated with the extremist ideology, group or cause;
- Accessing extremist material online, including through social networking sites;
- Possessing or accessing materials or symbols associated with an extremist cause;
- Justifying violence to address social issues;
- Graffiti symbols, writing or art work promoting extremist messages or images;
- Significant changes to appearance and/or behaviour increasingly centred on an extremist ideology, group or cause;
- Changing their style of dress or personal appearance to accord with the group;
- Attempts to recruit others to the group/cause;
- Using insulting to derogatory names for another group

Prevent Duty

PREVENT - Prevent is part of the UK's Counter-terrorism strategy CONTEST. The aim of Prevent is to stop people from becoming terrorists or supporting terrorism.

The key terms to be aware of are as follows:

Extremism - the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs.

Radicalisation - refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.

Terrorism - action that endangers / causes serious violence to a person/people; causes serious damage to property; or seriously interferes with / disrupts an electronic system.

Responding to a Concern-Notice – Check – Share

Notice

A staff member or volunteer working with a child or young person could be the person to notice that there has been a change in the individual's behaviour that may suggest they are vulnerable to radicalisation. Every case is different, and there is no checklist that can tell us if someone is being radicalised or becoming involved in

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terrorism. There are some common signs that may mean someone is being radicalised.

- Expressing an obsessive or angry sense of injustice about a situation and blaming this on others.
- Expressing anger or extreme views towards a particular group such as a different race or religion.
- Suggesting that violent action is the only way to solve an issue, sharing extreme views or hatred on social media.

Check

The next step is for the staff member or volunteer to speak to the manager or safeguarding lead to better understand the concerns raised by the behaviours observed to decide whether intervention and support is needed. In many cases there will be an explanation for the behaviours that either requires no further action or a referral not related to radicalisation or extremism.

Share

Where the staff member or volunteer still has concerns that the individual may be vulnerable to radicalisation, then the organisation's safeguarding procedures will be followed, and this safeguarding concern will be reported to Norfolk County Council Adults Social Care.

Following this the Prevent referral form should be completed, which can be downloaded from here [referral form](#) and sent to:

preventreferrals-NC@Norfolk.police.uk

An initial assessment of the referral will be carried out prior to any further information gathering on the individual.

For urgent radicalisation concerns contact Norfolk police on 101 or, in an emergency, 999.

Additional [information and guidance on Prevent](#) is available on the Norfolk County Council website.

Hate Incidents

A hate incident is any incident which is perceived by the person, or any other person as being motivated by prejudice or hatred. Hate incidents / crime can be anything from name calling, physical attack, vandalism or stealing a person's property, motivated by prejudice, hostility or hatred towards that individual because they are 'different'. It may or may not be a crime and it may or may not be linked to a safeguarding concern. There are a number of ways to report a hate incident:

- In an emergency always phone 999
- Contact the police via email: enquiries@norfolk.pnn.police.uk or visit their website: www.norfolk.police.uk

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- Going to any Norfolk County Council public building such as libraries and reporting it, where staff will be able to assist if needed
- Going to your district council, local police station or anywhere you see the 'Hate Incident Reporting Place' logo

RELEVANT GUIDANCE AND LEGISLATION

Care Act 2014

Domestic Abuse Act 2021

Human Rights Act 1998

Disability Discrimination Act 1998

Public Interest Disclosure Act 1998

Data Protection Act 2018 (and General Data Protection Regulations (GDPR))

Care Standards Act 2000

Sexual Offences Act 2003

Domestic Violence Crime and Victims Act 2004

Mental Capacity Act 2005

Modern Slavery Act 2015

'Safeguarding Adults' National Framework 2005

The Safeguarding Vulnerable Groups Act 2006

Equalities Act 2010

The Protection of Freedom Act 2012

Section 26 & 29 of the Counter Terrorism and Security Act 2015 (Prevent duties)

MENTAL CAPACITY ACT 2005

Eating Matters complies with the statutory requirements of the Mental Capacity Act (MCA) 2005.

It is the policy of Eating Matters that any client identified as potentially lacking in capacity to make decisions for themselves, will be referred to an NHS practitioner for assessment and appropriate onward care.

To facilitate this all staff at Eating Matters are familiar with the current version of the Mental Capacity Act 2005 and are aware of the revisions.

DEPRIVATION OF LIBERTY SAFEGUARDS

The Deprivation of Liberty Safeguards (DoLS) procedure is designed to protect an individual's rights if the care or treatment they receive in a hospital or care home means they are or may become deprived of their liberty and they lack the mental capacity to consent to those arrangements. This is therefore not relevant to Eating Matters clients referred for counselling. Please refer to **Mental Capacity Act 2005** above.

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OTHER RELEVANT POLICIES**

To underpin the values and ethos of our organisation and our intent to ensure the adults we work and support with are appropriately safeguarded the following policies are also included under our safeguarding umbrella:

- Code of Conduct
- Complaints
- Confidentiality and Data Protection
- First Aid
- Health and Safety
- Recruitment Training & Retention
- Whistle Blowing
- Social Media

USEFUL CONTACTS

Norfolk County Council : Adult Social Services Access Team 0344 800 8020

Norfolk Police:

- Non-Emergency **101**
- In an Emergency **999**

Norfolk Safeguarding Adults Board norfolksafeguardingadultsboard.info

Care Quality Commission (CQC) 0300 061 6161

NHS and Social Care Whistleblowing Helpline 0800 072 4725

NAMED DESIGNATED SAFEGUARDING OFFICER

The following designated members of staff are in post:

Designated Person:Yolande Russell (CEO).....

Telephone Number: 07960922873

Deputy Designated PersonSarah Tiddy.....

Telephone Number: 07742405250

eating matters

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POLICY REVIEW**

We will always make any changes immediately to our procedures in line with Norfolk Safeguarding Adults Board's guidance www.norfolksafeguardingadultsboard.org.uk.

The policy review date: January 2025.....