



SAFEGUARDING ADULTS POLICY & PROCEDURE

HALIFAX OPPORTUNITIES TRUST

October 2024

All reference to Halifax Opportunities Trust throughout this document include the two wholly subsidiary companies of Halifax Opportunities Trust: Elsie Whiteley Innovation Centre Ltd. and Hanson Lane Enterprise Centre Ltd.



SAFEGUARDING ADULTS AT RISK POLICY STATEMENT

This policy will enable Halifax Opportunities Trust (HOT) to demonstrate its commitment to keeping safe the adults at risk with whom it works alongside. Halifax Opportunities Trust acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse.

It is important to have the policy and procedures in place so that staff, volunteers, service users and learners can work to prevent abuse and know what to do in the event of any abuse. This policy applies to employees, HOT Board of Trustees, volunteers, learners, sessional workers, consultants, contractors, partner organisations, agency staff, students and anyone delivering services on behalf of Halifax Opportunities Trust. For the purposes of this policy, these will be referred to as ‘staff and volunteers.’

The policy and procedures have been drawn up in order to enable Halifax Opportunities Trust to promote good practice and work in a way that can prevent harm, abuse and coercion occurring. We will ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.

The characteristics of adult abuse can take a number of forms and cause adults at risk to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Adults at risk may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries. There may be some situations where the person is unaware that they are being abused or have difficulty in communicating this information to others.

An adult at risk is defined as:-

An adult who is experiencing, or at risk of, abuse or neglect, has need for care and support and is unable to protect themselves against the abuse or neglect or the risk of it.

It is acknowledged that significant numbers of adults at risk are abused and it is important that Halifax Opportunities Trust has this policy and a set of procedures to follow to prevent abuse.

In order to implement the policy Halifax Opportunities Trust will:

- promote the freedom and dignity of the person who has or is experiencing abuse
- We will ensure that we adhere to the principles of Making Safeguarding Personal by working with people as individuals and listening to them, looking at the outcomes that are meaningful and personal to them
- promote the rights of all people to live free from abuse and coercion
- ensure the safety and well-being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- manage services in a way which promotes safety and prevents abuse

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- recruit staff and volunteers safely, ensuring all necessary checks are made
- provide effective management for staff and volunteers through supervision, support and training
- ensure that all staff and volunteers, service users, and carer’s/families are familiar with this policy and procedures
- work with other agencies within the framework of the Calderdale Safeguarding Adults Board Policy and Procedures, Mental Capacity (Amendment) Act (2019) and the Care Act (2014)
- act within its confidentiality policy and will **usually** gain permission from service users before sharing information about them with another agency, the person in danger could be the person making the disclosure or other adults at risk
- inform service users that where a person is in danger, a child is at risk or a crime has been committed, then a decision may be taken to pass information to another agency without the service user’s consent
- make a referral to the Gateway to Care as appropriate
- endeavor to keep up to date with national developments relating to preventing abuse and welfare of adults
- ensure that the Named Person (see section 3 below for details of Named Person) understands his/her responsibility to refer incidents of adult abuse to the relevant statutory agencies (Police/Adult Social care)
- ensure all significant safeguarding issues will be reported to the HOT trustees via the board meetings. HOT trustees must be aware of their responsibilities for safeguarding and be prepared to raise any concerns they have.
- ensure any very serious incidents, particularly related to staff, are reported to the Charity Commission in line with their national guidance.

We will work within the 6 principles outlined within the Care Act (2014):

- Empowerment - people are supported and encouraged to make their own decisions
- Prevention - it is better to act before harm occurs
- Proportionality - the least intrusive response appropriate to the risk presented
- Protection - support and representation for those in greatest need
- Partnership - local solutions through services working with their communities
- Accountability - accountability and transparency in safeguarding practice

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HALIFAX OPPORTUNITIES TRUST

Safeguarding Adults at Risk Procedures

Halifax Opportunities Trust is a locally based anti-poverty charity based in Park Ward but operating across Calderdale & Kirklees working to create a vibrant multi-cultural and self-sustaining community. These procedures have been designed to ensure the welfare and protection of any adult who accesses our service. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. Halifax Opportunities Trust is committed to the belief that the protection of adults at risk from harm and abuse is everybody’s responsibility and the aim of these procedures is to ensure that all staff and volunteers act appropriately in responding to any concerns.

1. Preventing abuse

Halifax Opportunities Trust 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 Halifax Opportunities Trust will be treated with respect.

Halifax Opportunities Trust is committed to safer recruitment policies and practices for all staff and volunteers. This includes appropriate DBS (disclosure & barring) checks for all, ensuring references are taken up and adequate training on safeguarding adults at risk is provided for staff and volunteers.

2. Recognising the signs and symptoms of abuse

Halifax Opportunities Trust is committed to ensuring that all staff and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. Halifax Opportunities Trust will ensure that the Named Person and other members of staff and volunteers have access to training around Safeguarding Adults.

‘Abuse’

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical suffering.

Forms of abuse can include:

- Physical – for example, hitting, slapping, burning, pushing, restraining or giving too much medication or the wrong medication.

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- Psychological – for example, shouting, swearing, frightening, blaming, ignoring or humiliating.
- Financial – for example the illegal or unauthorised use of a person’s property, money, access to benefits or other valuables.
- Sexual – for example, forcing a person to take part in sexual activity without consent.
- Neglect or acts of omission – for example, where a person is deprived of food, heat, clothing, comfort or medication.
- Discrimination, including slurs or similar treatment on the ground of a person race, gender and gender identity, age, disability, sexual orientation or religion.
- Domestic abuse - where a person is in a close relationship where there are behaviours that cause physical, mental or emotional damage and where there may be coercive and controlling behaviour. A stand alone Domestic Abuse Policy is in existence and can be found on our HR system.
- Modern slavery – which includes human trafficking, forced labour and domestic slavery.
- Organisational abuse, including neglect and poor practice within an institution, care setting or where care is provided in the home.
- Self-Neglect - an adult at risk may neglect themselves in a way that would impact on their health and wellbeing.

Any of these forms of abuse can be deliberate, or be the result of either ignorance, or lack of training, knowledge or understanding. Often if a person is being abused in one way they are also being abused in other ways.

People who behave abusively come from all backgrounds and walks of life. This can include 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.

3. Designated Named Person for Safeguarding Adults

Halifax Opportunities Trust will appoint individuals who are responsible for dealing with any Safeguarding Adult concerns, this will be the Named Person. The Named Persons are: Farrakh Hafiz, Surraya Bibi, Katie Grogan and Lisa Connelly and Trustee Jenny Bowers.

They are also the Prevent Lead for concerns regarding radicalisation. In their absence, then staff and volunteers should contact Gateway to Care directly on 01422 393000.

There are also 2 area Safeguarding Leads – Carol Ormerod and Penny Wilson.

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The roles and responsibilities of the Named Person(s) are:

- to ensure that all staff and volunteers are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing, or has experienced abuse or neglect.
- to ensure that concerns are acted on, clearly recorded and referred appropriately.
- to follow up any referrals and ensure the issues have been addressed.
- to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to current legislation with regard to confidentiality and security.
- to ensure 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.

4. Responding to people who have experienced or are experiencing abuse (Where this relates to domestic abuse please see the Domestic Abuse policy)

Halifax Opportunities Trust recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying and ask what they want to happen
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret
- If a concern relates to a third party, then this must be taken forward even if this is against the wishes of the person disclosing the information

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform a manager immediately who will inform the Named Person for their service area or, in their absence, another Named Person from another service
- To record what happened in our secure safeguarding file

You should raise your concerns immediately with a manager. All situations of abuse or alleged abuse will be discussed with the Named Person. If there are no Named Persons available or a staff member or volunteer feels unable to raise this concern with the Named Person (or they are implicated in the abuse) then concerns

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can be raised directly with Gateway to Care Direct on 01422 393000 (or out-of-hours the Emergency Duty Team on 01422 288000). The alleged victim will be told that this will happen. This stage is called the **alert**.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to Gateway to Care (if risk to others, referral is made relating to those at risk). If the individual experiencing abuse does not have capacity to consent a referral will be made without that person’s consent, in their best interests; the reasons for this best interest decision will be recorded by the Safeguarding Lead. (Appendix 4 - See Safeguarding Lead decision making flowchart).

The Named Person may take advice at the above stage from Gateway to Care and/or the Safeguarding Adults Team and/or other advice giving organisations such as Police. If the concern relates to radicalisation, the Named Person will consult with the Prevent Co-ordinator and refer where appropriate to the Channel panel.

5. Raising a Safeguarding Adults Alert

All safeguarding adult concerns should be made by telephone to the Adult Social Care team via Gateway to Care. **You should ask to make a safeguarding adults alert.**

Gateway to Care

Phone: 01422 393000 Available: Mon to Thurs 8.45am to 5.30pm, Fri 8.45am to 5pm

Emergency Duty Team

In an emergency situation outside of these times please contact the Emergency Duty team on 01422 288000.

West Yorkshire Police

Safeguarding Unit 01422 337041

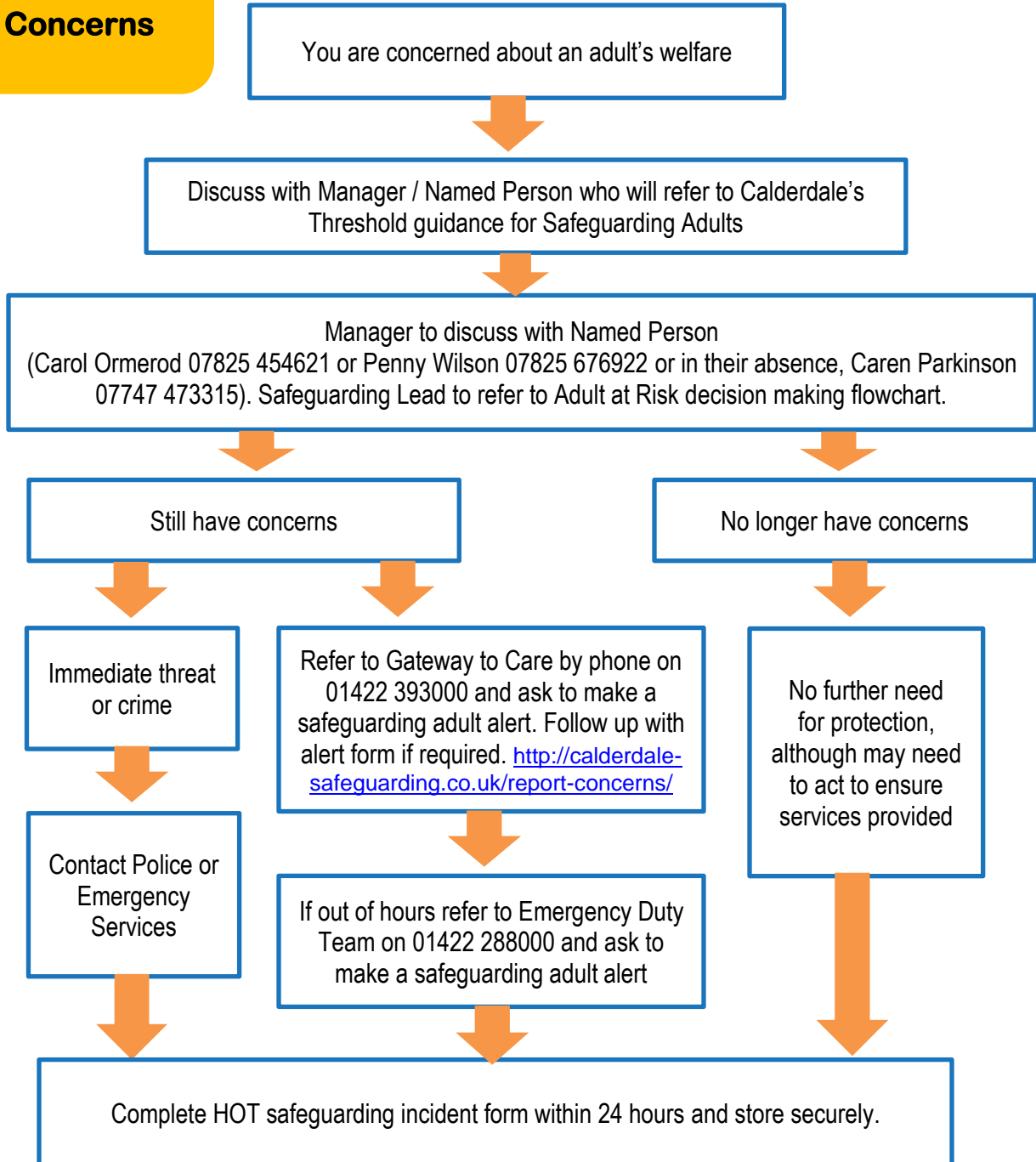
Hate & Mate crime (Mate crime being befriending others with the purpose of exploitation or abuse) and domestic abuse are crimes, please seek advice from the Police Safeguarding team in the first instance then refer to Gateway to Care. They will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding adults alert.

Modern Slavery

You should immediately contact one of the Safeguarding Leads (see appendix 2) who will assess the situation and decide on how to proceed. There is a duty to report all concerns of Modern Slavery. A referral for the National Referral mechanism may therefore be required. Concerns relating to families with children under 18 should be reported via the HOT Safeguarding Children procedures.

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Procedure for Reporting Adult at Risk Concerns



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6. Managing allegations made against member of staff or volunteer

Halifax Opportunities Trust will ensure that any allegations made against members or a member of staff will be dealt with swiftly and in accordance with the Halifax Opportunities Trust Allegations against Staff policy and procedure. (See Appendix 3)

Halifax Opportunities Trust has a Whistle Blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

These should be used in conjunction with this Safeguarding Adults policy.

7. Recording and managing confidential information

Halifax Opportunities Trust is committed to maintaining confidentiality and information about Safeguarding Adults issues should only be shared with those who need to know.

There is an incident form for recording concerns/allegations of abuse, harm and neglect which should be attached to the guidelines. The person who receives the allegation or has the concern should complete the pro-forma. (See Appendix 1).

Halifax Opportunities Trust has a Data Protection Policy in place to ensure confidential information is stored securely, including in locked filing cabinets, according to the Data Protection Act and General Data Protection Regulations. (See Data Protection Policy). There is also a Data Protection Breach Policy.

8. Disseminating/Reviewing policy and procedures

This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, volunteers & service users. The Named Person will be responsible for ensuring that this is done.

The Safeguarding Adults Policy and Procedures will be reviewed annually by Halifax Opportunities Trust Board. The Named Person for Safeguarding Adults will be involved in this process and can recommend any changes. The Named Person will also ensure that any changes are clearly communicated to staff and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes

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Appendix 1

SAFEGUARDING INCIDENT FORM

Name of Adult or Child		Date of Birth	
If child: name of parent(s)			
Address			
Date Today			
Person Reporting Incident		Phone No.	
Date of Occurrence/ Incident		Time of Incident	
Other Services Involved			

Please tick the appropriate box:

Type of Occurrence	Please tick
Domestic Abuse Concerns	
Mental Health	
Child Protection	
Adult Safeguarding	
General Concerns	
Allegations Against Staff	
PREVENT	
Other:	

Reported to:

You must ensure that you have informed all relevant people without delay:

Person's Name	Date	Time	Position/Job Title

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INCIDENT REPORT

<p>Please provide details of the occurrence/ event, describing what, where and how it happened. What did you do? (Nb: if any form of intervention was undertaken describe method used & why)</p>	
	<p>Please ensure that information is factual. If you are expressing an opinion state that it is your opinion and back up with facts.</p>
<p>Please describe what happened <u>PRIOR</u> to the incident (i.e. triggers):</p>	
<p>Please describe what happened <u>DURING</u> the occurrence. Please use person's own words wherever possible.</p>	

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<p>What action did we take? Times & Details</p>	
<p>What was the outcome?</p>	
<p>Any other comments/ support and/or Action required</p>	

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Signed (Person completing report)		Date	
Print Name			

Forms must be completed and returned to your Line Manager - WITHIN 24 HOURS OF OCCURRENCE

Appendix 2 SAFEGUARDING - USEFUL CONTACT NUMBERS

Safeguarding/PREVENT Lead

Carol Ormerod, Family Support and Outreach Manager – Named Person

01706 399976 / 07825 454621

Penny Wilson, Family Support and Outreach Manager – Named Person

01422 434971 / 07825 676922

Caren Parkinson, Children and Families Lead – Deputy Named Person – 01422 434981 / 07747 473315

Adults Social Care

Gateway to Care 01422 393000

Emergency Duty Team (out of hours) 01422 288000

Police

In emergency – 999

Non-emergency – 101

Safeguarding Unit (adult protection) – 01422 337013

Prevent – 0800 011 364

Local Authority Prevent Coordinator

Local Authority PREVENT Co-ordinator prevent@calderdale.gov.uk

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Local Authority Designated Officer (LADO) (Allegations against staff)
01422 394055 ladoadmin@calderdale.gov.uk

Modern slavery

MDS Local Authority Contact (for adults) - 01422 393861 gatewaytocare@calderdale.gov.uk

Local Authority Contact (for children) – 01422 393336 MAST@calderdale.gov.uk

Modern Slavery Helpline 0800 0121 700

Salvation Army Modern Slavery Line 0800 808 3733

Appendix 3

ALLEGATIONS AGAINST STAFF POLICY AND PROCEDURE

All reference to Halifax Opportunities Trust throughout this document is referring to the two wholly subsidiary companies of Halifax Opportunities Trust: Elsie Whiteley Innovation Centre Ltd. and Hanson Lane Enterprise Centre Ltd.

Managing allegations made against a member of staff or volunteer

When in contact with children or adults at risk, Halifax Opportunities Trust has procedures in place to ensure that any allegation made against a member of staff or volunteer is dealt with appropriately. The procedures reflect Halifax Opportunities Trust’s ethos of listening to adults at risk, children and young people and their parents/carers and taking any concerns seriously. They also reflect Halifax Opportunities Trust’s commitment to ensuring that workers feel safe to express their concerns about the practice of others.

Halifax Opportunities Trust will ensure that any allegations made against a member, or members of staff, or volunteers will be dealt with swiftly and in accordance with these procedures.

This policy runs alongside the Safeguarding and Child Protection /Safeguarding and Child protection Nurseries policies and procedures.

- Staff should listen carefully to what the child, service user or third party says, but not ask detailed questions.

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- Staff must ensure, where possible, that that the child or adult at risk is safe and away from the person against whom the allegation is made. The Safeguarding and Child Protection /Safeguarding Adults at Risk procedures must be used.
- The allegations against staff procedure should be followed.

The Named Person (Penny Wilson, Carol Ormerod or Caren Parkinson) should contact the Local Authority Designated Officer (LADO - based within Calderdale Safeguarding Children Partnership contact details: 01422 394055 [lodoadmin@calderdale.gov.uk](mailto:ladoadmin@calderdale.gov.uk)) for advice on how to proceed with the immediate situation. Outside of working hours the Emergency Duty Team can give advice and/or in the event of an emergency situation arising, the Police.

Regardless of whether a Police and/or Calderdale Social Care investigation follows, Halifax Opportunities Trust will ensure that an internal investigation takes place and consideration is given to the operation of disciplinary procedures. This may involve an immediate suspension and/or ultimate dismissal dependent on the nature of the incident. Any actions should be discussed with the LADO to avoid compromising the Police or Social Care investigation.

Procedure – Action to be taken when allegations are made against staff/volunteers

Should any member of staff or volunteer suspect or be informed by a client/parent/other person that a member of staff or volunteer has behaved inappropriately towards any adult at risk, these concerns should be raised immediately with their line manager.

However, if the concern raised by a client/parent/other person does not relate to harm of an adult at risk, but is related to practice or quality of care then staff should inform them of the complaint’s procedure. (see Compliments, Comments and Complaints Policy).

If the concern raised is related to potential harm of an adult, then the Safeguarding Lead and Team Manager should be informed immediately (see Flowchart and also Whistle Blowing Policy). The Local Authority Designated Officer (LADO) should be informed without delay by the Team Manager or Safeguarding Lead. Should the concern be about a manager/team leader, then this should be raised directly with the Designated Person/Safeguarding Lead, Team Manager, Chief Executive (HOT) or direct with the LADO as appropriate.

An investigation will be carried out as a matter of priority. The process will ensure that all parties can access relevant support and that the necessary authorities are involved in the investigation (this could include Children’s Social Care, HOT and the Police).

Confidentiality will be paramount during this investigation.

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The line manager should ensure that correct support is available for the staff member (this will ensure that the support role is distinct and separate from the investigative role). Service users will be kept informed as appropriate during the investigation of the allegation, including when the investigation is concluded. This will be in line with the Compliments, Comments and Complaints Policy.

Post investigation, discussions between the service-user, worker and the line manager will take place in order to try and re-establish a working relationship between all parties, with support being made available where necessary.

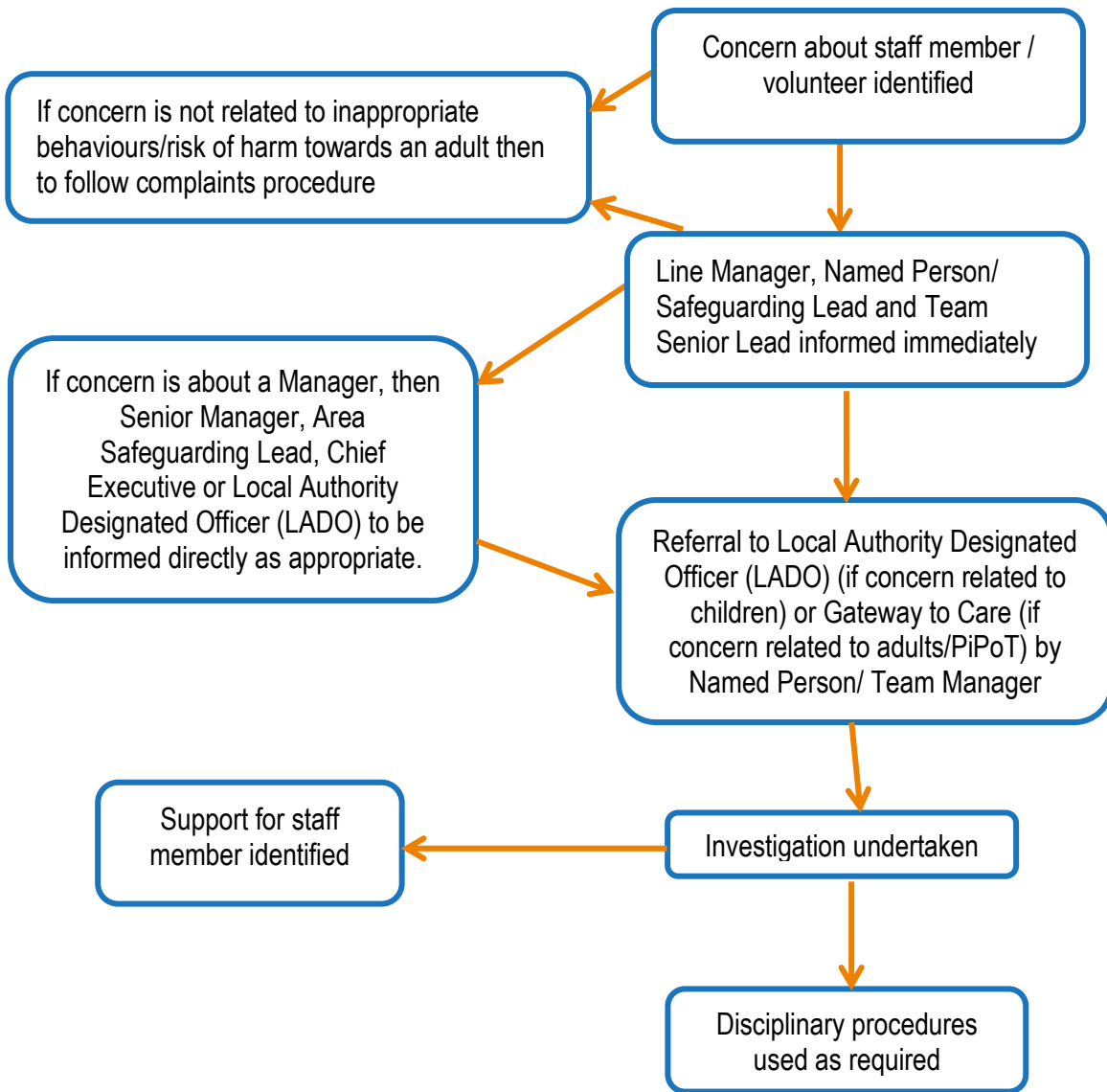
The HOT disciplinary procedures will be followed as necessary. This may result in suspension pending investigation. In line with relevant guidance, we will always refer a staff member to the Disclosure and Barring Service if the outcome of these procedures is dismissal (or would have been dismissal if they had not left employment first) because they have harmed an adult at risk or child/young person or put an adult at risk/child/young person at risk of harm.

Should a member of the HOT Board have any concerns, these should be discussed with the Safeguarding Lead, CEO, Team Manager or LADO.

Any staff member or volunteer must disclose any allegations, investigations, convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with adults at risk or children & young people (whether received before or during their employment either professional or personal). This will be reviewed at every supervision (see Supervision Policy).

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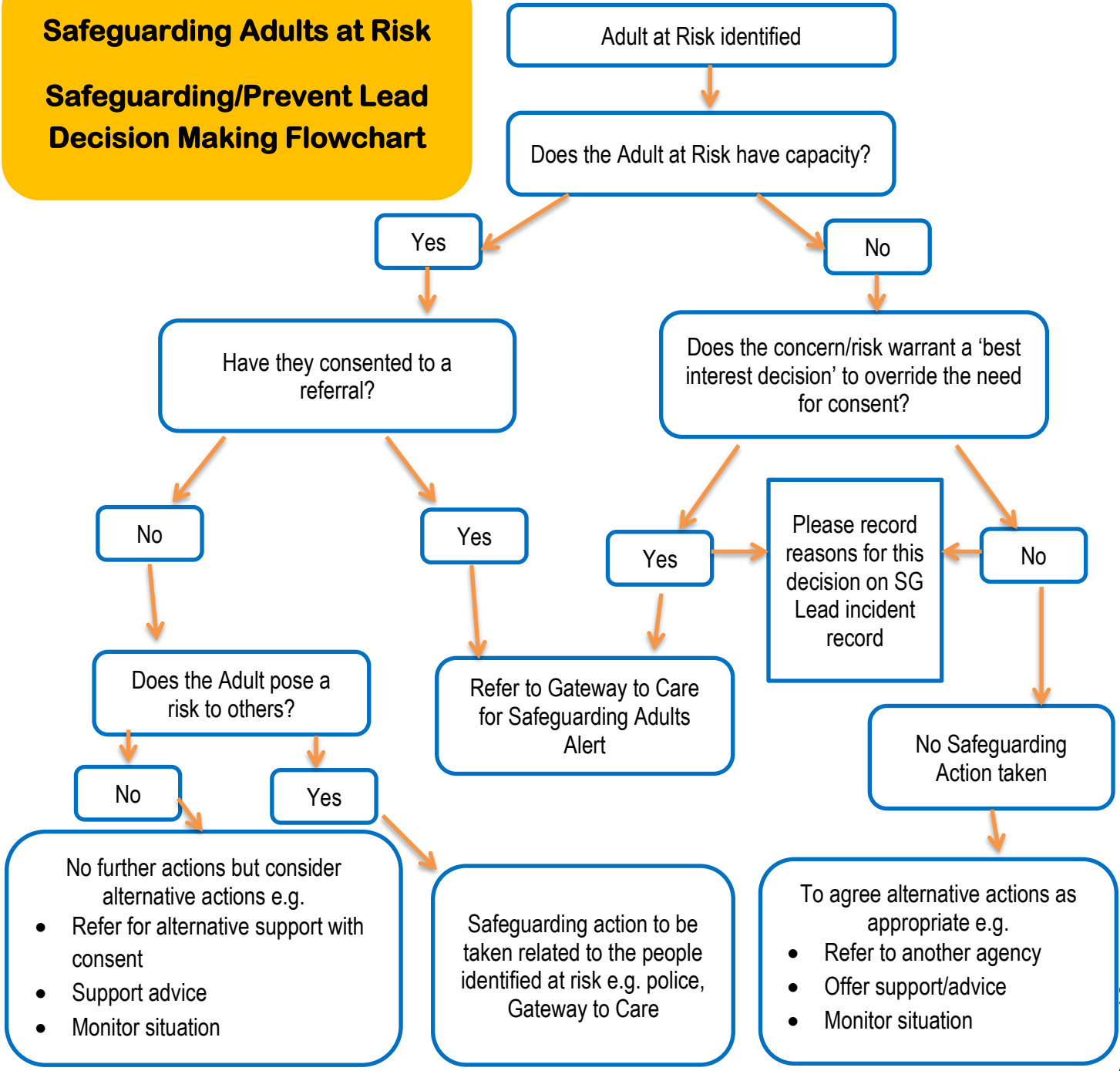
Flowchart
Concern Raised about
Staff Member / Volunteer



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Appendix 4

**Safeguarding Adults at Risk
Safeguarding/Prevent Lead
Decision Making Flowchart**



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