

1. Adult Safeguarding policy

Document layout

This policy comes in three parts:

- **Part one** sets out Jersey Eating Disorders Support's (JEDS) policy and principles regarding adult safeguarding. It also tells you who this policy covers and applies to.
- **Part two** gives an introduction to adult safeguarding, sets out the procedure and provides guidance and instructions on how to recognise and respond to a safeguarding concern.
- **Part three** contains the appendices.

Part one

The Policy

Policy purpose	The purpose of this document is to demonstrate our commitment to adult safeguarding. It also sets out how JEDS will respond to safeguarding concerns and provides information and guidance, using a best practice framework.
Policy scope	▪ This adult safeguarding policy and procedure applies to all individuals involved in JEDS including members of the Management Committee, staff, volunteers and our clients. It also applies to all concerns about the safety of adults whilst accessing our services and activities. ▪ We expect our partner organisations to adopt and demonstrate the same commitment to adult safeguarding as set out in this document. ▪ This policy and procedure has a dual role, applying to the following circumstances: 1. to safeguard adults when they are using our services, knowing how to respond to any concerns raised, and 2. to respond to any indication that abuse is occurring outside of our services.
Policy principles	1. The Management Committee of JEDS is committed to best safeguarding practices and to upholding the rights of all adults to live a life free from the harm of abuse, exploitation and neglect. 2. We are committed to ensuring that safeguarding is embedded within our charity and to creating and maintaining a safe and positive environment with an open, listening culture where people feel able to share concerns without fear of retribution. This includes a belief that 'it could happen here'. 3. We recognise that safeguarding adults is everyone's responsibility and we take that responsibility seriously. We will ensure that our services are delivered in a way that keeps all adults safe. 4. Actions taken by JEDS will be consistent with the principles of adult safeguarding, ensuring that it is prompt, and proportionate and that it includes and respects the voice of the adult concerned. 5. We will ensure that all committee members, our chief executive officer, our staff and volunteers:

	▪ are aware of this policy, ▪ understand this policy and any collective or individual responsibilities set out in it, and ▪ have undertaken basic adult safeguarding training, such as that provided by the Safeguarding Partnership Board (SPB) ▪ we will also ensure that this policy is adequately communicated and is easily accessible so that our commitment is transparent to all stakeholders. 6. Confidential, detailed and accurate records of all safeguarding concerns will be maintained and securely stored in line with best practice and Data Protection requirements. 7. In recognising and responding to adult safeguarding concerns we will uphold the framework and principles promoted by the SPB. 8. We will ensure that safer recruitment measures are applied to all appointments to JEDS, whether paid or voluntary if the nature of the role requires it.
Version	1.0

Part Two

- Introduction to adult safeguarding
- Procedure

1. Introduction

1.1. Adult safeguarding in Jersey

In Jersey, although there is no local statutory legislation regarding adult safeguarding, the SPB follows and promotes best practice drawn from the UK's Care Act 2014. Our policy and procedure follows that best practice and adopts any responsibilities laid down by the SPB.

1.2. What is adult safeguarding?

Adult safeguarding is protecting adults who are at risk of harm. Information published by other sources and organisations, sometimes shortens this to:

- a) Adults at risk, and
- b) Adults with a care or support need.

Therefore we have adopted this terminology in this document. (You may also hear references in older documents and publications to, vulnerable adults, but this terminology should no longer be used.)

The SPB provides the following definition of adult safeguarding:

safeguarding means protecting the health, well-being and human rights of adults at risk, enabling them to live safely, free from abuse and neglect. Safeguarding is everyone's responsibility.¹

1.3. Definition of an adult at risk of harm?

¹ [What safeguarding is](#) / Safeguarding Partnership Board / www.safeguarding.je

The SBP defines this as:

- any person aged 18 or over, who:
- has care and support needs (irrespective of whether these needs are being formally met)
- is experiencing, or is at risk of, abuse or neglect,
- is unable to protect themselves because of their care and support needs.

An **adult with care and support needs** may be:

- a person with a physical disability, a learning difficulty, or a sensory impairment;
- a person with mental health needs, including dementia or a personality disorder;
- a person with a long-term health condition;
- a person who misuses alcohol or substances to the extent that it affects their ability to manage day-to-day living;
- a person who is unable to demonstrate the capacity to make a decision relating to their safety and is in need of care and support.²

Please note this list is not exhaustive.

1.4. Types of abuse

The SPB identifies the following types of abuse and neglect:

- Discriminatory abuse
- Domestic abuse
- Female genital mutilation (FGM)
- Financial abuse
- Hate and mate crime
- Institutional abuse
- Modern slavery
- Neglect
- Physical abuse
- Psychological abuse
- Self-neglect
- Sexual abuse

(Forced marriage, cyber bullying and radicalisation might also be included in this list)

More information about each of these categories, which may help recognise them, is published [here](#) on their website.

1.5. The six principles of adult safeguarding

When responding to concerns you must adopt the six principles which underpin the approach to safeguarding of adults. They are:

² [Definition of an adult at risk](#) / Safeguarding Partnership Board / www.safeguarding.je

Empowerment	"talk to me, hear my voice, what I have to say."
Prevention	"support me to be safe, now and into the future."
Proportionality	"Work with me to resolve my concerns."
Protection	"Work with me, to support me to be safe."
Partnership	"Work together, with me. I am a partner too."
Accountability	"Work with me, knowing you have done all you should."

Appendix I provides more detailed information about these six principles.

1.6. Making safeguarding personal (MSP)

The concept of making safeguarding personal means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety.

The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity, and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

Sometimes however, it may be necessary to make a referral without consent.

2. The Procedure

2.1. Responding to concerns about others

If you have safeguarding concerns because of:

- something you have seen or heard,
- information you have been told by others, or
- someone has confided in you directly*,

You should not keep the concerns to yourself. You must contact JEDS Safeguarding Lead and follow the steps in **flowchart 1 (see appendix ii)**.

JEDS Safeguarding Lead is:

Karen Dingle – Chief Executive Officer (CEO)
Mobile 07797 778016

If the Safeguarding Lead is implicated or you think has a conflict of interest, then report to the JEDS Management Committee Chair (Elaine George telephone 07797 840583).

*see section 2.2 below for further guidance about how to respond if a person has confided in you directly

2.2. How to respond to a direct disclosure

- take the concern seriously
- stay calm
- listen carefully to what is said, allowing the adult to continue at their own pace
- be sensitive
- keep questions to a minimum, only ask questions if you need to clarify what the person is telling you
- reassure the person that they have done the right thing in confiding in you
- ask them what they would like to happen next
- explain what you would like to do next
- explain that you will have to share the information with JEDS Safeguarding Lead
- ask for their consent for the information to be shared outside of JEDS
- make an arrangement as to how you/the safeguarding lead can contact them safely
- help them to contact other organisations for advice and support (for example; Police, helplines)
- act swiftly to report and carry out any relevant actions
- record in writing what was said using the adult's own words as soon as possible on the [Adult Safeguarding Concern Form](#).

Do **not**:

- dismiss or ignore the concern
- panic, or allow shock to show
- make negative comments about the alleged perpetrator
- make assumptions or speculate
- come to your own conclusions
- probe for more information than is offered
- promise to keep the information secret
- make promises that cannot be kept
- conduct an investigation of the case
- confront the alleged perpetrator
- take sole responsibility for the concern
- tell everyone.

3. Procedure for Safeguarding Lead

3.1. JEDS Safeguarding Lead is:

**Karen Dingle – Chief Executive Officer (CEO).
Mobile – 07797 778016**

Once you (the Safeguarding Lead) have been informed of a concern you will co-ordinate our safeguarding procedure and follow the steps summarised in **flowchart 2 (see appendix iii)** and also detailed below in this section.

- 3.2.** You must keep clear records through the process of decision-making, actions taken and outcomes achieved.
- 3.3.** If you are informed of the concern by the adult themselves, or a member of the public fill in the [Adult Safeguarding Concern Form](#) together with them, or yourself gaining the details from the person contacting you.

- 3.4. Has the adult given their consent to the report being made? Do you consider them to be an adult at risk?
- 3.5. Do you believe the adult has the mental capacity to make decisions about their own safety and well-being and what actions they want to be taken?
- 3.6. If as a result of the concern you suspect that a child is also at risk you must:
 - take advice from **SPOR (telephone 01534 444440, email spor@health.gov.je)**, and/or
 - take advice from **Health Safeguarding Team (telephone 01534 445442, email healthsafeguardingteam@health.gov.je)**, and/or
 - take advice or make a safeguarding referral to **Children and Families Hub (telephone 01534 519000, email childrenandfamilieshub@gov.je)**
- 3.7. Work together with any agencies involved to agree what action needs to be taken and the next steps. Attend any multi-agency strategy meetings as required.

4. Record keeping

- 4.1. Whoever initially identifies or responds to an adult safeguarding concern must complete an **Adult Safeguarding Concern Form** and submit it to JEDS Safeguarding Lead. Make sure records are complete and stored securely.
- 4.2. If someone has told you about the harm or the abuse, use the words that the person used. If someone has written to you, including by email or text message, include a copy with the form.
- 4.3. Ensure confidentiality at all times.
- 4.4. Ensure you only share this information with the Safeguarding Lead. It may be necessary, in certain circumstances, to share with another(s). Only share with others that need to know, for example in situations where you need assistance to keep the person safe whilst waiting for action to be taken.

5. Confidentiality

Every effort must be made to maintain confidentiality whilst an allegation is being investigated or considered. Information should be restricted to those who have a need to know in order to protect the process and those involved.

6. Summary of contact information

JEDS Safeguarding Lead	Karen Dingle Chief Executive Officer 07797 778016
Single Point of Referral (SPOR) Adult Social Services	01534 444440 spor@health.gov.je
Health Safeguarding Team Health & Community Services	01534 445442 healthsafeguardingteam@health.gov.je
Children and Families Hub	01534 519000 childrenandfamilieshub@gov.je

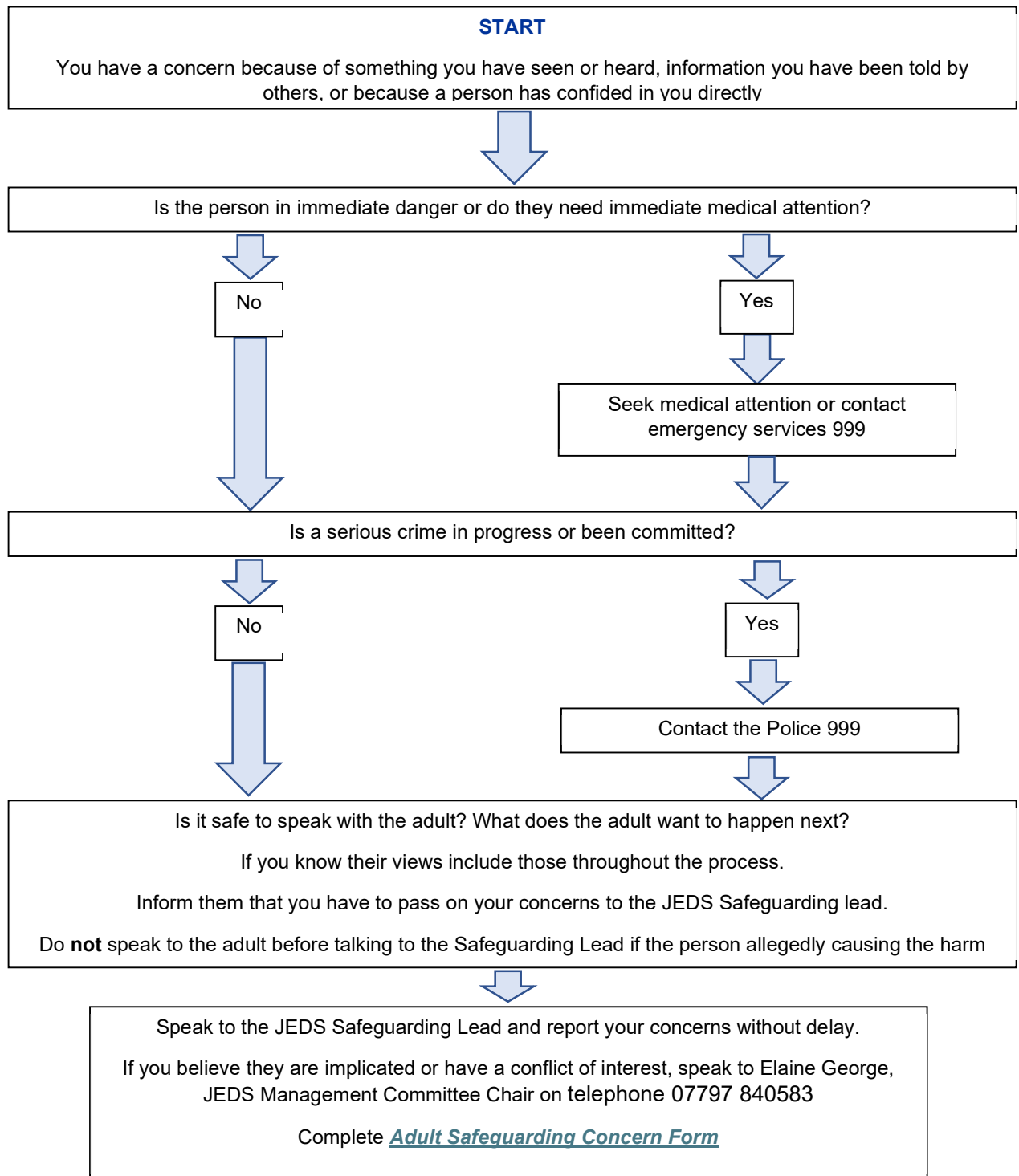
Part three

Appendices

Appendix i

1. Empowerment	People are supported and encouraged to make their own decisions and informed consent.	"I am asked what I want as the outcomes from the safeguarding process and this directly informs what happens."
2. Prevention	It is better to take action before harm occurs.	"I receive clear and simple information about what abuse is. I know how to recognise the signs, and I know what I can do to seek help."
3. Proportionality	The least intrusive response appropriate to the risk presented.	I am sure that the professionals will work in my interest and they will only get involved as much as is necessary."
4. Protection	Support and representation for those in greatest need.	"I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."
5. Partnership	Local solutions through working closely with communities. Communities have a part to play in preventing, detecting and report neglect and abuse.	"I know that staff will treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me."
6. Accountability	Accountability and transparency in delivering safeguarding.	"I understand the role of everyone involved in my life and so do they."

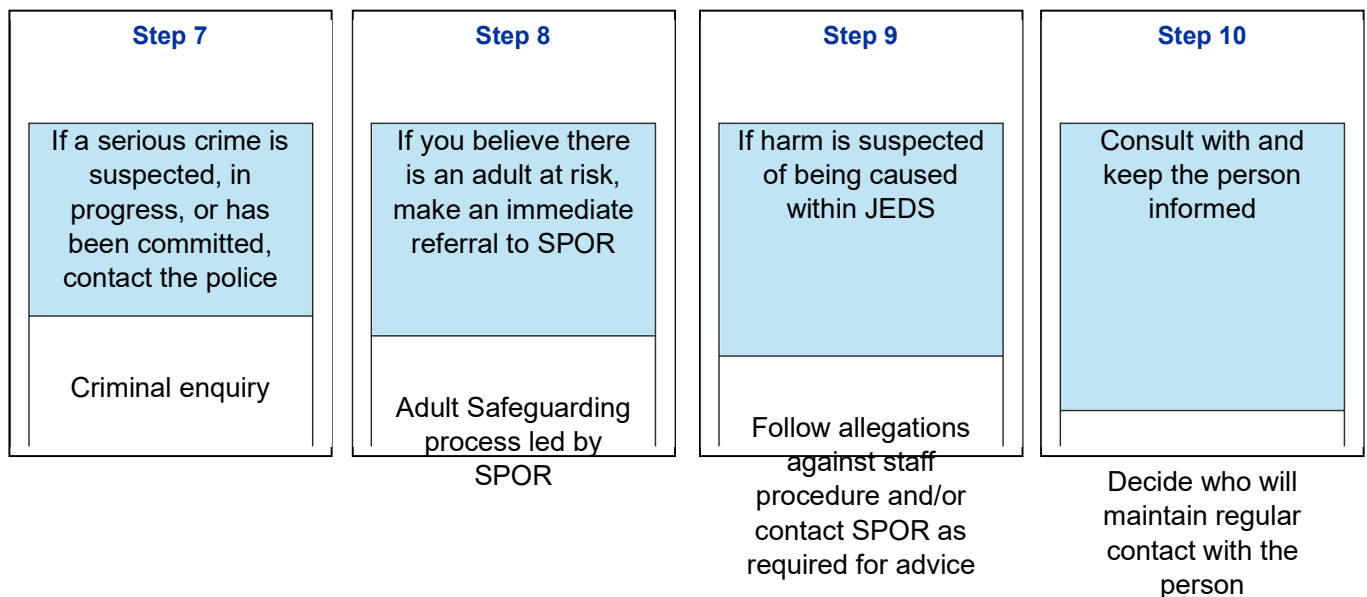
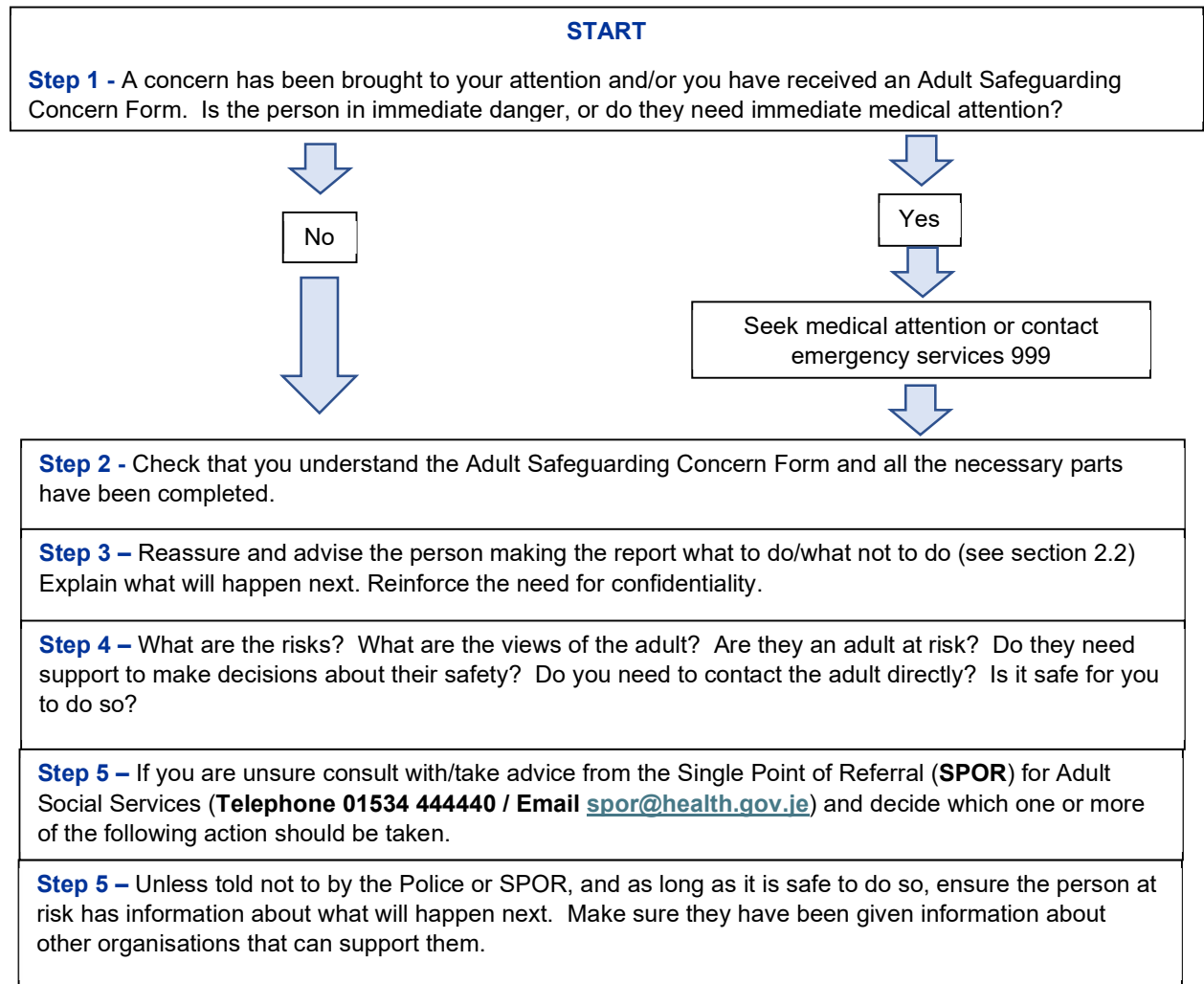
Appendix ii – Flowchart 1
Report concerns about others (section 2.1)



Appendix iii – Flowchart 2

Procedure for Safeguarding Lead

Page 1/2 Note this flowchart is made up of 2 pages



Appendix iii – Flowchart 2

Procedure for Safeguarding Lead

Page 2/2 Note this flowchart is made up of 2 pages

Step 11 – Carry out or co-ordinate any actions required of you through multi-agency working. Attend any multi-agency strategy meetings as required. Ensure well-being check-ins take place and adequate support is in place for those any staff or volunteers involved. Respond to outcomes as required.

Step 12 – Ensure adequate records are made at every step of the procedure, including decisions made, actions taken, rational for those actions and decisions.

END

Once the process has concluded it is always good practice to review the management of the concern from start to finish for learning and improvements. This may include feedback from the adult who was at risk and should help inform improvements to this policy and procedure.