

Adult Safeguarding Policy and Procedure



Policy	Current Version	Date for review
Adult Safeguarding	Version 4.0 July 2023	July 2024

Nour is committed to fulfilling its responsibility towards safeguarding adults. This policy will define the parameters of our work in recognising and responding to safeguarding concerns. In producing this document Nour agrees to maintain and update a safeguarding policy and ensure all staff and volunteers are trained and supported to recognise and respond to Safeguarding concerns. Nour's main area of work is in providing access to therapeutic counselling, providing legal, Islamic and welfare advice. Nour also has a role in educating the community in recognising and responding to the signs of abuse. The charity is in a position where it is likely to be approached with safeguarding disclosures or requests for help; therefore, it is imperative that a policy outlines and guides in delivering a unified response that is consistent with the purpose of our work.

Nour is dedicated to safeguarding any adult we are in contact with regardless of their age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation. We recognise the additional needs of adults who have a disability or are facing discrimination. We are dedicated to reviewing the policy on an annual basis and will amend the policy to reflect new legislation and recommendations. The policy will be signed and dated by the safeguarding panel and shared with all staff and volunteers.

Nour is committed to recruiting staff and volunteers who have been thoroughly screened and are deemed suitable to work with vulnerable adults, ensuring all candidates meet the qualification and experience criteria required. Nour is committed to seeking satisfactory references and checking DBS status prior to commencing their role within the organisation, whether they will be working directly with clients or where there is a possibility to be exposed to sensitive information on clients. Staff and volunteer DBS checks will be repeated at regular intervals. Attention will also be paid to understanding the candidate's motivations in wanting to work specifically with our service user group, through the application and interview process, and those who do not meet our high standards will be rejected. Nour will refer to and follow the 'Nour Safe Recruitment Policy' when advertising and processing prospective candidates for any roles within the charity.

If a disclosure is made against a Nour staff member or volunteer, this should be raised directly with the Safeguarding Panel or Board of Trustees and handled with the upmost importance and urgency to limit any risk or harm. The priority is always to safeguard vulnerable adults and children and Nour encourage the public, staff, and volunteers to share concerns involving the charities representatives, this includes concerns around the individual's private life, both current and historic. Any disclosures received involving a Nour staff member or volunteer should be handled using the 'Assessing Risk and Safeguarding Procedure'. No one outside or within Nour is beyond accountability with regards to safeguarding.

Safeguarding is used throughout this document, Nour's interpretation of Safeguarding is:

Safeguarding is 'action/s taken to prevent and protect a vulnerable adult from harm/neglect, while promoting their welfare.'

The Care Act of 2014 introduced a specific requirement for the Local Authority to promote the wellbeing of those adults who require care and support due to physical or mental disability. An element of promoting wellbeing includes the protection from neglect and harm, in relation to

Adult Safeguarding Policy and Procedure



domestic abuse, the Local Authority has a legal responsibility to protect and improve the client's wellbeing. The Care Act emphasised 6 key principals.

Our policy will be inclusive of the following 6 key principals to respond with the client's best interests in mind:

- **Empowerment** - the client is included, consulted and informed
- **Prevention** – actively educating clients/community on the signs of abuse
- **Proportionality** – responding in a measured way with least intrusion
- **Protection** – providing support and advocacy for those in need
- **Partnership** – working with other agencies to provide the best support
- **Accountability** – recognising responsibility and importance in transparency.

This Policy will aim to provide clear guidelines and instructions when dealing with a safeguarding concern, providing contact details for the organisation's safeguarding lead/panel.

Nour is not a statutory service, however it is a service that will receive contact from members of the public who have or are experiencing some form of abuse. The charity is in a position where it has a role in safeguarding; through recognising signs of abuse/neglect and taking action to safeguard a vulnerable victim. When concerns arise, staff and volunteers should report the concern or disclosure to the Nour Safeguarding Lead.

What to do

Nour staff/ volunteer SHOULD:

- Document/take notes of what has been disclosed, using verbatim as much as possible and pass this onto the Safeguarding Lead at the time of raising concern.
- Be clear with the client about what your plan of action might be
- Be clear about limitations in confidentiality
- Listen attentively – show empathy, be professionally curious
- Safety plan – explain to the client what to do in an emergency/crisis - recommend immediate contact with emergency services (police or medical services)
- Pass on your concerns to the Nour Safeguarding Lead as soon as possible
- In case of risk to a child or children – **Refer to Child Safeguarding Policy for guidance.**
- Use personal/professional judgement – raise your concern to the Nour Safeguarding Lead if in doubt

Nour staff/volunteer should NOT:

- Make promises or commitments they cannot honour
- Ask excessive questions or try to investigate
- Promise confidentiality

Forms of Abuse

- Neglect - where there is dependence for care/ obstruction to accessing help/care
- Financial/economic abuse – restricting access to money, controlling all financial matters
- Physical abuse – causing harm by striking or using objects, denying food, medication
- Emotional/Physiological abuse – gaslighting, calling names, humiliating, shaming
- Sexual Abuse – forcing a sexual act, forcing to watch sexual content, marital rape
- Coercive control – using threats, intimidation, isolating from friends/family, threats made against children/pets or damage to property

When abuse is pre-existing, consider the following risk factors may escalate current risk:

- Incidents increasing in severity and/or frequency
- Is the client pregnant or recently given birth?

Adult Safeguarding Policy and Procedure



- Has the perpetrator started/increased use of drugs or alcohol?
- Have threats to life been made?
- Has the perpetrator strangled, drowned or used a weapon?
- Threats or actual harm to pet/s?
- Threats of harm to self or suicide?

Agencies to seek advice

Local Authority Adult Social Services – search by Local Authority of the client

Multi Agency Safeguarding Hub – MASH team

Multi-Agency Risk Assessment Conference (MARAC) - search by Local Authority

Police – request a Welfare Check (by calling 101 and providing the client name & address)

If you are worried about a client, contact the Nour Safeguarding Lead/s and report your concerns:

Safeguarding Lead/s	
Designated Safeguarding Lead:	Khalida Haque
Deputy Designated Safeguarding Lead:	Waheeda Islam
Deputy Designated Safeguarding Lead:	Laura Cullen
Deputy Designated Safeguarding Lead:	Mahfuja Ahmed

Assessing Risk and Safeguarding Procedure

Adult Safeguarding Policy and Procedure

