

ADULT SAFEGUARDING POLICY

Introduction

Safeguarding is everyone's concern and carries a moral obligation of care to any adult or child who may be at risk. A person who identifies a concern has a responsibility to raise and document it.

Safeguarding of children policy This policy relates to adults only, as separate requirements apply to children. Clubs engaging regularly in activities with children must have a separate Child Safeguarding policy/annexe. Where Flower Clubs of Cheshire does engage infrequently with children, e.g. at the Cheshire Show, care must be taken that children are always accompanied by a parent or other responsible adult. No Area or Club member running the activity should be left with a child who is taking part in the activity in their sole care at any time. For example, members should not agree to take a child to the toilet or agree to look after a child while their accompanying adult is otherwise occupied.

Officers of the Area and all Flower Clubs in Cheshire must be familiar with the policy and procedures for safeguarding adults. This should align to the multiple agency policy and procedure for safeguarding adults that the Local Safeguarding Adult Board oversee within Cheshire East, Cheshire West or Warrington.

Because we are not dealing with safeguarding issues every day, many of us may have a limited understanding of what constitutes safeguarding. We often think of it as a term relating to children's well-being, but safeguarding adults is important too.

Who is an adult at risk?

An adult at risk is anyone aged 18 and over who:

- has needs for care and support
- is experiencing, or at risk of, abuse or neglect
- and is unable to protect themselves against harm or exploitation

With safeguarding in mind, The Flower Clubs of Cheshire and its Affiliated Clubs must show an awareness and understanding of the following:

1. Everyone has an equal right to protection from abuse and to be kept safe from harm.
2. The membership is made up of individuals rather than a single group and is conscious of their differing needs.
3. Some adults may be additionally vulnerable because of previous experience(s), their level of dependency, communication needs, or other issues.

KEY PRINCIPLES OF ADULT SAFEGUARDING

- **Empowerment**-People are being supported and encouraged to make their own decisions and informed consent.
- **Prevention**-It is better to take action 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 working with their communities. Flower Clubs of Cheshire and Affiliated Clubs have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability**-Accountability and transparency in delivering safeguarding.

CATEGORIES OF ABUSE

The Care Act 2014 defines the categories of abuse. Self-neglect is now recognised as an additional category. These are not exhaustive but are a guide to behaviour that may lead to a safeguarding enquiry.

- **Physical Abuse** – Including assault, hitting, slapping, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic Violence/Abuse** - Psychological (including coercive and controlling behaviour), physical (or threatening), sexual, financial or economic abuse carried out by someone personally connected to the victim. ‘Personally connected’ includes relationships such as marriage and civil partnerships, past intimate relationships connected through parental responsibility for a child or relatives. (Domestic Abuse Act 2021)
- **Sexual Abuse** – Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressurized into consenting.

- **Psychological Abuse** – Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyberbullying, isolation or unreasonable or unjustified withdrawal of services or supportive networks.
- **Financial Abuse** – Theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern Slavery** – Slavery, human trafficking, forced labour and domestic servitude. Traffickers and those who coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory Abuse** – Forms of harassment, slurs, or similar treatment because you are, or perceived to be different due to race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational Abuse** – Neglect and poor practice within an institution or specific care setting such as a hospital or care home or in relation to the care provided in one's own home. This may range from one-off incidents or ongoing ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Neglect and acts of omission** – Ignoring or neglecting to provide care for medical, emotional or physical needs, failure to provide access to appropriate health, care and support or educational services, withholding of the necessities of life, such as medication, nutrition and heating.
- **Self-neglect** – Covers a wide range of behaviour which result in neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

UNDERTAKING

- to uphold a zero-tolerance approach to abuse of any kind.
- to provide a safe social and learning environment for all adults.
- to ensure that safeguarding is a key priority in the management of the Flower Clubs of Cheshire.
- to raise awareness of issues relating to safeguarding and promoting the welfare of all adults.
- to work with relevant agencies as required, in order to identify and implement appropriate support for vulnerable adults.
- to have effective procedures for dealing with allegations of abuse against Area/Club officers or members.

- to review this policy annually, and after every safeguarding intervention has been employed.
- to remedy any deficiencies or weaknesses in safeguarding procedures that may become apparent.

Area DESIGNATED SAFEGUARDING LEAD: [Mrs Jean Jones](#)

Chairman (Pastoral Responsibility).

Area DEPUTY DESIGNATED SAFEGUARDING LEAD: [Mrs Vanessa Lees](#)

Area Secretary

The Area Safeguarding Lead and Deputy –

- have overall responsibility for safeguarding within the Flower Clubs of Cheshire area and keeping up to date with developments in relevant issues. These should be cascaded to the Area Leadership Team and to the leadership of clubs in Flower Clubs of Cheshire
- have a responsibility to manage and update The Flower Clubs of Cheshire policy and procedures.
- will liaise, as necessary, with and inform the relevant personnel and agencies e.g. The Local Authority Services and Police, to refer individual allegations and cases of suspected or identified abuse, neglect, or related allegations.
- will act as the key contact person(s) for The Flower Clubs of Cheshire Leadership Team.
- will raise awareness about safeguarding, ensuring all clubs are familiar with this policy and related procedures.
- will provide advice and support to Flower Clubs of Cheshire personnel on issues relating to safeguarding and the welfare of members.
- will take part in safeguarding training as appropriate.
- will maintain a secure record of any safeguarding referrals, complaints, or concerns (even when that concern does not lead to a referral). (See Appendix 3)

RESPONDING, RECORDING, and REPORTING ALLEGATIONS OF ABUSE

There are many signs and indicators that may suggest someone is experiencing abuse or neglect. There may be other explanations for these signs or indicators, but Flower Clubs of Cheshire and its affiliated clubs must not ignore them if they are apparent.

Flower Clubs of Cheshire personnel are required to respond sensitively, responsibly and, above all, proportionately to any matters of concern raised by a member.

RESPONDING

If a member self-discloses a matter that constitutes a potential or alleged situation of abuse, the response should be as follows:

- Act immediately if you think abuse has, or may have occurred
- Take reasonable steps to ensure the person is in no immediate danger. Seek medical treatment if required
- **FOR URGENT CONCERNS** consider the need to contact Emergency Services via 999 if a crime is in progress or the person is injured or unwell.
- Where a non-urgent crime is suspected this should be reported to the police via 101 and the crime reference number recorded.
- **DO NOT** promise to keep the information confidential between you and them.
- Consider the environment and whether the conversation should take place elsewhere in a private space. Invite the person to speak directly if possible and not online.
- **DO NOT** appear shocked, horrified, disgusted or angry.
- Always make sure the person speaking up feels they are being listened to and supported.
- **DO NOT** make comments or judgements other than to show concern.
- **DO NOT** confront the potential abuser.
- Listen carefully and stay calm; the person **should not** be interviewed but asked what happened, and questions kept to a minimum.
- Obtain sufficient facts to understand what is being alleged; leading questions **must not** be asked, as this can cause problems for any subsequent investigation and court proceedings.
- Ask only open-ended questions, not questions which require a yes/no answer. For example, ask 'How are you feeling now?' rather than 'Has this person been hurting you?'
- Report any incident immediately to the Designated Safeguarding Lead for further action if any.
- Where an allegation is made against a member of the Area Leadership Team, it must be referred to the Area DSL or deputy Area DSL. If the allegation is against one of these, it must be referred to the Area Chairman (Administrative) or the Area President.

RECORDING

A full record must be made as soon as possible, detailing the nature of the allegation; a template for recording can be found at the end of this policy. (Appendix 1)

- Always stick to the facts communicated; do not embellish.
- Avoid jargon.
- If an opinion is given, it should be kept separate from the facts, with an explanation of why that specific opinion was voiced.
- The following must be included:
 - ✓ The date of the alleged abuse, and the date recorded.
 - ✓ The time (as above)
 - ✓ The place where the alleged abuse happened.
 - ✓ The recorder's name, and the names of others present (if applicable)
 - ✓ The name of the complainant and, where different, the name of the person who has allegedly been abused.
 - ✓ The nature of the alleged abuse.
 - ✓ A description of any injuries observed.
 - ✓ An account of the allegation.
 - ✓ It is important to PRINT the name and title (if appropriate) of the person completing the report, and the name of the person reporting the incident (if different).

REPORTING

- Any suspicion, allegation or incident of abuse must be reported to the Safeguarding Lead as soon as possible; they will then decide whether a referral to an appropriate agency should be made.
- A written record should include what action will be/has been made.
- All records will be kept confidentially. See Appendix 3.
- Recorded information will be shared, on a need-to-know basis, with any relevant club and/or personnel.

Raising Awareness

The Safeguarding Leads of Flower Clubs of Cheshire should raise the awareness of the Leadership team about the Safeguarding policy and review the policy on an annual basis. This should happen as soon as possible after the Area AGM. It is the responsibility of the Area Secretary to make this an agenda item, where committee members read or refresh their reading of the policy.

Policy Review

After review of the policy, any changes Area may wish to make should be agreed by the leadership team and the revised (or existing) policy should be formally adopted and dated. It would be good practice where possible to spend a little time considering some safeguarding scenarios (See Appendix 4).

This policy will be reviewed annually and after any reported incident occurs.

This policy must be read in conjunction with the Complaints and Allegations against Club and Area Officers Policy.

Policy Approved by: The Flower Clubs of Cheshire Leadership Team or Club Leadership Team

Date: 9th April 2024

Date next review due: April 2025

Reviewed by: Jean Jones/Vanessa Lees

Flower Clubs of Cheshire SAFEGUARDING ADULTS KEY CONTACT NUMBERS

Safeguarding Lead: Mrs Jean Jones	07795555492 01270522466 pastoral@nafascheshire.org.uk
Safeguarding Deputy Lead: Mrs Vanessa Lees	07729000289 01925757471 secretary@nafascheshire.org.uk

LOCAL AUTHORITIES.

The local authority in which the safeguarding issue has been raised will be informed if it is thought necessary.

Contact details of Agencies and Organisations are at Appendix 2.

Appendix 1

TEMPLATE FOR RECORDING ALLEGATIONS OF ABUSE

Date and time of reporting of alleged abuse	Date and time of alleged abuse
Place of alleged abuse	
Name of person recording the alleged abuse and any other persons present	
Name of complainant	
Name of person who has allegedly been abused if different from the complainant.	
The nature of the alleged abuse	
A description of any injuries observed.	
An account of the allegation	

Appendix 2

Contact Numbers for Agencies and Organisations

Cheshire Police 101 or 999 in an emergency

Cheshire Community Access Team (CAT) 03001237034 (Office hours)

Emergency Duty Team (EDT) 01244977277 (Out of Hours)

Age UK: 0800 169 6565 (out of hours: 0800 678 1602):

Age UK Cheshire 01244 401500

The Silver Line Helpline: 0800 4 70 80 90
(Friendship, conversation and support 24 hours a day: Run by Age UK)

Action for Elders: 030 330 30132

Alzheimer's Society: 0333 150 3456

Citizens Advice: 0800 144 8848

Dementia UK: 0800 888 6678

Family Action: 0808 802 6666

Cheshire and Warrington Carers Trust: 0300 102 0008

Carers UK: 0800 808 7777

The National Care Line: 0800 0699 784

Cruse Bereavement Care: 0808 808 1677

National Debt Helpline: 0808 808 4000

National Domestic Abuse Helpline: 0808 2000 247

Relate Relationship Support: 0300 003 0396

Women's Advice Line: 0808 200 0247

Alcoholics Anonymous: 0800 917 7650

Narcotics Anonymous: 0300 999 1212

Samaritans: 116 123

Shout (free 24/7 text confidential mental health support) 85258

The Stroke Association: 0303 3033 100

Hourglass: 0808 8141 (focussing on the abuse and neglect of older people)

APPENDIX 3

STORAGE OF AREA SAFEGUARDING RECORDS

The Area Safeguarding Lead will keep confidentially a written/printed record of any reports together with outcomes. These reports must be numbered and have **names redacted** to protect confidentiality. A password protected record of the names relating to a numbered report shall be stored on the Area shared drive. The password may only be shared between the DSL and Deputy DSL.

The DSL should report annually before the AGM to the Area Leadership Team on the number of incidents in the previous year if any and resolutions. No names or recognisable details will be given.

Records must only be kept for as long as necessary and must be securely shredded for disposal. The DSL and Deputy DSL will review the record annually and together decide which records should be retained if any. Decisions will be made on a case by case basis. If a case is resolved by referral to Police or social services, advice may be sought from these agencies about the need to continue to maintain a record within Flower Clubs of Cheshire.

APPENDIX 4

Safeguarding Scenarios for Discussion

Let's consider some case studies. What would we do? How would we react? Do we have procedures in place? Do we know where to go to get further help?

Scenario One (A true event at a club somewhere in the country)

A meeting at our club is underway when you notice a young woman has come into the hall and is sitting at the back of the room.

You go to talk to her, and she is clearly distressed. She tells you she saw women come into the hall and that she thought she would be safe here. She takes off her dark glasses to reveal black eyes. She is a victim of domestic violence. She is frightened to go home.

What action would you take?

Scenario 2

One of our members lost her husband 6 months ago. She is attending Club less regularly. She has lost some of her sparkle and seems lonely

Is it your responsibility to address this? How?

Scenario 3 (following from Scenario 2)

If the widow then revealed to you that her son was trying to force her to pay him £50K. She has told him she needs to keep her money for future care, but he is insistent and being unpleasant towards her.

Would your responses be different? Is it any of your business? Would you know how to support/signpost?

Scenario 4

A member complains to you that a club leader always treats him/her very rudely and they feel very uncomfortable when coming to club meetings. The club leader appears to single out this member for unfriendly behaviour and appears to be trying to make them feel isolated. This behaviour pattern has now been repeated over a number of months. What would you do to address this issue? Is this a safeguarding matter? Is the club member's wellbeing at risk? Is there something else you should be aware of?

Consider:-

Responses must be proportionate.

Thinking about possible scenarios gives us the opportunity to be prepared

Is Signposting information readily available at our club?

What do we need to do?

Raise awareness of leadership and members

Offer training to Club Officers