The People's Recovery Project Safeguarding Policy

Last Updated: November 2024 **Date of Next Review:** November 2025

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1. Introduction

At the People's Recovery Project we seek to build sustained recovery for people experiencing homelessness and addiction. Our project is designed to create an alternative pathway and package of support for people experiencing homelessness and addiction into residential detox and rehab: co-designed and co-delivered by our community members with lived experience

The People's Recovery Project comes into contact with vulnerable adults through the following activities:

1. On referral into the project
2. Assessment to ascertain suitability to receive our services
3. Preparation for treatment
4. Case working throughout the treatment journey
5. Case reviews and case work management
6. Aftercare community

The types of contact with vulnerable adults will be:

- Remote contact: Staff and volunteers of The People's Recovery Project will need to communicate with beneficiaries of the service through phone, written and online formats.
- In person: Staff and volunteers of The People's Recovery Project will need to have in person contact, to deliver assessment, recovery planning, case work, case reviews and aftercare.
- Thorough assessments of beneficiaries' needs it will be necessary to refer clients to appropriate treatment centres. The wishes, views, requirements and needs of beneficiaries will be at the centre of all our work, not least in assessment, so that beneficiaries feel that they own their recovery plan. All plans and information held on beneficiaries will be done so within strict confidentiality guidelines, all data will be held securely, and the organisation will adhere to GDPR regulations

This policy seeks to ensure that The People's Recovery Project undertakes its responsibilities with regard to protection of vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.

2. Legislation

The principal pieces of legislation governing this policy are:

- Care Act 2014
- London Multi-Agency Adult Safeguarding Policy and Procedures

3. Definitions

Safeguarding is about embedding practices throughout the organisation to ensure the protection of vulnerable adults wherever possible and responding to circumstances that arise. Abuse can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture. It can take a number of forms, including the following:

- Physical abuse
- Domestic violence and domestic abuse
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational abuse

- Neglect and acts of omission
- Self-neglect

Definition of Vulnerable Adults

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or abuse. This may include a person who:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is using substances problematically
- Is experiencing homelessness

4. Responsibilities

All staff (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.
We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding, and to positively involve people in developing safe practices.

Additional specific responsibilities

Trustees have responsibility to ensure that TPRP:

- has appropriate policies and procedures in place, which are followed by all trustees, staff, volunteers and community members.
- checks that people are suitable to act in their roles.
- knows how to spot and handle concerns in a full and open manner.
- has a clear system of referring or reporting to relevant agencies as soon as concerns are suspected or identified.
- sets out risks and how they will be managed in a risk register which is regularly reviewed.
- follows statutory guidance, good practice guidance and legislation relevant to their charity.
- is quick to respond to concerns and carry out appropriate investigations.
- does not ignore harm or downplays failures.
- has a balanced trustee board and does not let one trustee dominate its work – trustees should work together.
- makes sure protecting people from harm is central to its culture.
- has enough resources, including trained staff/volunteers/trustees for safeguarding and protecting people.
- conducts periodic reviews of safeguarding policies, procedures and practice.

The management team have responsibility to ensure:

- The policy is accessible
- The policy is implemented

- The policy is monitored and reviewed

Trustees, staff, volunteers, contracted, agency staff and students responsibilities

Each person working and delivering services on behalf of The People's Recovery Project:

- promotes a safe environment for everybody;
- develops and maintains familiarity with and follows The People's Recovery Project's policy and procedures for safeguarding the welfare of adults;
- can identify the person to whom a safeguarding concern should be reported, and the manner in which such a report must be made;
- takes action when they suspect or recognise that an adult may be a victim of significant harm or abuse.

The role of anyone working and delivering services on behalf of The People's Recovery Project is to inform, not to investigate or judge; that is the responsibility of investigative statutory agencies.

Being alert to signs of abuse

Signs of abuse can be physical, behavioural, or developmental. A cluster or pattern of signs is likely to be more indicative of abuse. Adults who are being abused may hint that they are being harmed and sometimes make direct disclosures.

Disclosures should always be believed and reported to the Designated Safeguarding Lead (DSL)

Less obvious signs and concerns should be noted and discussed with a DSL.

Signs that may indicate abuse include:

- disclosure of abuse and neglect;
- specific injuries or patterns of injuries;
- changes in behaviour
- self neglect
- attempted suicide and/or signs of self harming behaviour;
- signs in one or more categories at the same time. For example, physical injury and behavioural signs may together indicate a pattern of abuse;
- repeated invasive texts, call or other contact, constant checking up on someone or texts or mobile calls that leave the person anxious, frightened;
- disassociation;
- talking about an individual who seems to exert excessive influence and/or control; or
- Relationships with peers or other adults which seem disproportionate

Procedure:

Procedure for receiving a disclosure or allegation

Staff must use as much of the following procedure as is possible and appropriate in responding to a person's disclosure or allegation either about themselves or another person.

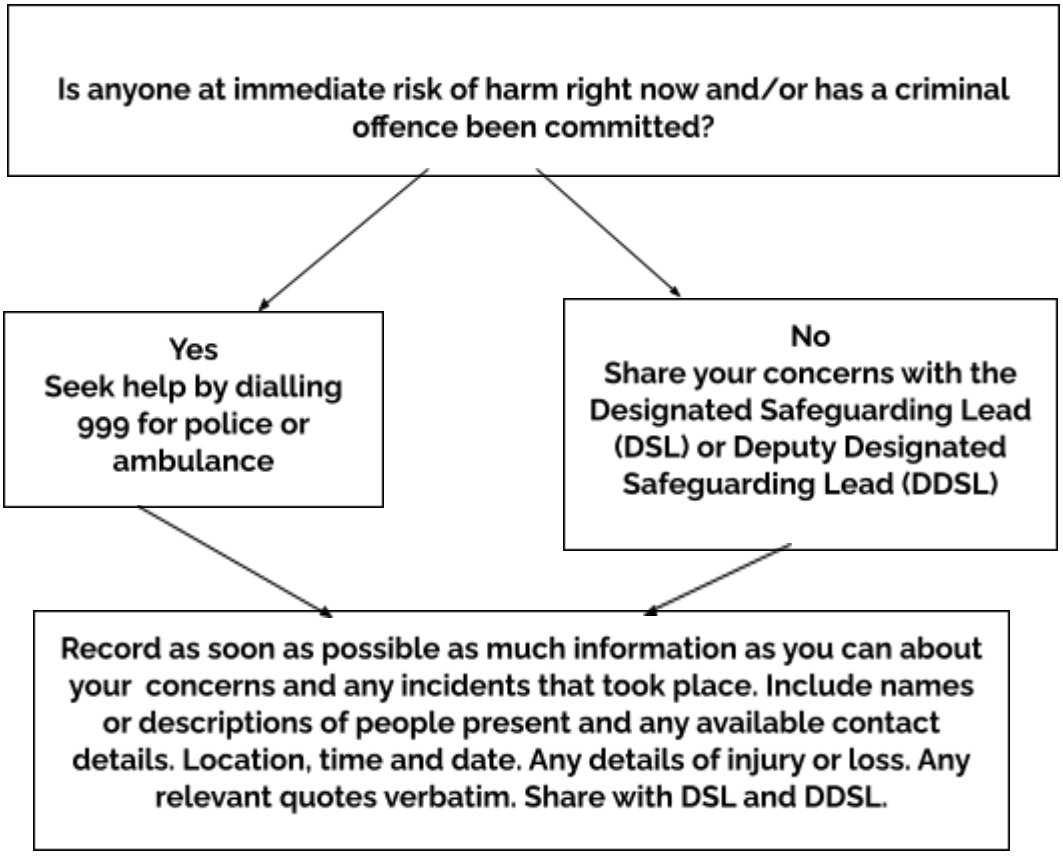
- Listen carefully and attentively;
- Do not promise secrecy - explain your duty to report if you have identifying information;

- Stay calm;
- Take everything you are told seriously;
- Let the person set the pace;
- Ask no leading questions;
- Check to ensure that what has been heard and understood accords with what was actually said - using the same words that the person used;
- If the person is anxious reassure them, let them know that they have a right to be kept safe and they are not to blame for what happened;
- Thank them for telling you, letting them know that telling is the right thing to do;
- Make no promises that cannot be kept;
- Explain what will happen next, discussing details of who else needs to know and how they will be told; and
- Respond to any questions that the person asks. If you do not have the answer, attempt to find it.
- **If the staff member believes the person is at risk of immediate significant harm, which includes a situation that anyone would reasonably believe requires the emergency services, then they must contact the relevant emergency service and notify the appropriate Safeguarding Lead.**
- **Practitioners should document verbatim as soon as possible after a disclosure noting date, time, location, who was present and who said what. Any direct quotes from children should be in "quotation marks".**

Raising and Managing a report:

- Any safeguarding concerns will be reported in person or by phone but also by email, to the DSL and the Deputy DSL. Included in reports must be, people involved, time, place, incident and include any quotes verbatim.·
- Any concern that an adult is not safe is taken seriously, responded to promptly, and followed up. ·
- The DSL will speak to the adult about the issue wherever possible, noting any views that the adult may have regarding how they wish the matter to be dealt with and keeping them informed throughout the process.
- The DSL may seek advice from external sources such as the local Safeguarding Adults Team, the Local Active Partnership, NGB or police.. ·
- The DSL will only share information with the people who need to know – such as the Safeguarding Adults Team, police or local Active Partnership. Any referrals or passing on of information will be done with the consent of the adult wherever possible. If consent is withheld, but information is still passed on, the DSL will clearly document this and the reasons why. They will also inform the adult of this action wherever possible. ·
- The DSL will make a written record of the concern and store it safely in line with Data Protection requirements.

Safeguarding Flow Chart:



The designated safeguarding lead (DSL) is Nathan Rosier. This person's responsibilities are:

- Promoting the welfare of vulnerable adults.
- Ensure staff (paid and unpaid) have access to appropriate training and information
- Receive staff concerns about safeguarding and respond to all seriously, swiftly and appropriately.
- Keep up to date with local arrangements for safeguarding.
- Develop and maintain effective links with relevant agencies.
- Take forward concerns about responses.

The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of policies and procedures within the organisation. These include:

- Whistleblowing – ability to inform on other staff/ practices within the organisation
- Grievance and disciplinary procedures – to address breaches of procedures/ policies
- Health and Safety policy, including lone working procedures, mitigating risk to staff and clients
- Equal Opportunities policy – ensuring safeguarding procedures are in line with this policy, in particular around discriminatory abuse and ensuring that the safeguarding policy and procedures are not discriminatory

- Data Protection (how records are stored and access to those records)
- Confidentiality (or limited confidentiality policy) ensuring that beneficiaries are aware of your duty to disclose
- Staff induction
- Staff training

Safe recruitment

The People's Recovery Project ensures safe recruitment through the following processes:

- Providing the following safeguarding statement in recruitment adverts or application details – 'recruitment is done in line with safe recruitment practices.'
- Job or role descriptions for all roles involving contact with vulnerable adults will contain reference to safeguarding responsibilities.
- There are person specifications for roles which contain a statement on core competency with regard to vulnerable adult protection / safeguarding
- Interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification

Disclosure and Barring Service (DBS) and Recruitment

The DBS helps employers make safer recruitment decisions and prevents unsuitable people from working with vulnerable groups.

In order to avoid DBS gaps, the organisation will ensure that:

- DBS checks will be conducted for specific roles for all staff (paid or unpaid) working with vulnerable adults. Portable / carry over DBS checks from another employer will be deemed to be sufficient if they have been carried out within 12 months prior to employment.
- No staff (paid or unpaid) have been barred by the ISA. It is a criminal offence for individuals barred by the ISA to work or apply to work with children or vulnerable adults in a wide range of posts.
- Where possible, DBS checks are completed prior to employment start; however management can make decisions on commencing employment where employees have completed safeguarding training, are fully inducted and are undertaking supervised tasks.

In addition to checks on recruitment for roles involving contact with children / vulnerable adults, for established staff the following processes are in place:

The People's Recovery Project will ensure that their established staff and roles are regularly reviewed through:

- A 3 year rolling programme of re-checking DBS's is in place for holders of all identified posts.
- Existing staff (paid or unpaid) who transfer from a role which does not require a DBS check to one which involves contact with children / vulnerable adults will be subject to a DBS check.

Service delivery contracting and subcontracting:

- There will be consideration given to checking safeguarding arrangements of partner organisations.
- Safeguarding will be a fixed agenda item on any partnership reporting meetings.
- Contracts and memorandums of agreement for partnership delivery work will include clear minimum requirements, arrangements for safeguarding and non compliance procedures.

5. Communications, training and support for staff

The People's Recovery Project commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding.

Induction will include:

- Discussion of the Safeguarding Policy (and confirmation of understanding)
- Discussion of other relevant policies
- Ensure familiarity with reporting processes, the roles of the management team and Designated Safeguarding Lead (and who acts in their absence)
- Initial training on safeguarding including: safe working practices, safe recruitment, understanding of the alerter guide for adult safeguarding

Training

All staff who, through their role, are in contact with vulnerable adults will have access to safeguarding training at an appropriate level. Sources and types of training will include:

- Safeguarding of Vulnerable Adults
- Safeguarding of Children
- Safeguarding procedure
- Confidentiality
- GDPR
- Trauma informed approach

Communications and discussion of safeguarding issues

Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice:

- Team meetings:
- Management team meetings
- Board meetings
- One to one meetings (formal or informal),
- Clinical supervision
- Participation in multi agency safeguarding procedures and meetings in order to be involved in adult protection procedures
- Participation in joint visits
- Provision of a clear and effective reporting procedure which encourages reporting of concerns.

- Encouraging open discussion (e.g. during supervision and team meetings) to identify and barriers to reporting so that they can be addressed.
- Inclusion of safeguarding as a discussion prompt during supervision meetings / appraisals to encourage reflection
- Refresh training will cover key policies and procedures

Organisational Approach to Implementing Safeguarding

Safeguarding is essential to all the work we are undertaking at The People's Recovery Project with our community members and with all vulnerable adults who come into contact with us through our community programmes.

As an organisation we are committed to discussing safeguarding concerns as and when they arise. Safeguarding is a fixed agenda item on all team meetings and staff supervisions. Safeguarding concerns should be raised at team meetings, with actions agreed, tracked and updated to ensure that they are systematically processed.

Staff and volunteers are encouraged to raise any concerns that they have regarding safeguarding issues to our organisational designated safeguarding leads at the earliest opportunity, Our community has a focus on supporting wellbeing of everyone associated with TPRP and our approach to implementing safeguarding has the person or people concerned at the centre of all decision making.

Support

We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include:

- Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with.
- Seeking further support as appropriate e.g. access to counselling.
- Staff who have initiated safeguarding concerns will be contacted by their line manager / the DSL within a time period of no more than 1 week.

6. Professional Boundaries

Professional boundaries are what define the limits of a relationship between a support worker and a beneficiary. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist to ensure staff and community members are kept safe and well, and relationships remain healthy.

The People's Recovery Project expects staff to protect the professional integrity of themselves and the organisation.

The following professional boundaries must be adhered to:

- Giving and receiving gifts from adults: The People's Recovery Project avoids the giving or receiving of personal gifts. Small gifts, (suggested value less than £10), can be given or received collectively on behalf of the organisation.

- Staff contact with beneficiaries. Romantic or sexual relationships between a member of staff (paid or unpaid) and a vulnerable adult who is being provided with support are prohibited.

With regard to conduct:

- Use of abusive language is not permitted
- Inappropriate behaviour and language will be challenged and addressed through the code of conduct policy
- Use of punishment or chastisement is not permitted
- Passing on beneficiaries personal contact details is done only with beneficiaries' strict permission, or in order to protect them from harm in their best interests.
- Selling to or buying items from a beneficiary is not permitted
- Accepting responsibility for any valuables on behalf of a beneficiary is acceptable only where there is signed consent from the client and it is done transparently and in the client's best interest
- Accepting money as a gift, borrowing money from or lending money to beneficiaries is not permitted
- Personal relationships with a third party related to or known to a beneficiary should be reported to the management team and reviewed.
- Accepting gifts, rewards or hospitality from organisations as an inducement for either doing / not doing something in their official capacity should be referred to the management team.
- Discuss any actual or potential conflicts of interest with the management team

If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures

7. Reporting

The process outlined below details the stages involved in raising and reporting safeguarding concerns at The People's Recovery Project:

- Communicate your concerns with your immediate manager
- Seek medical attention for the adult if needed
- Discuss with the adult concerned.
- Obtain permission to make a referral if safe and appropriate
- If needed, seek advice from Adult Social Care / Access and Response
- Complete the Local Authority Safeguarding Incident Report Form if required and submit to the local authority within 24 hours of making a contact
- Ensure that feedback from Local Authority Adult Social Care is received and their response recorded.
- Local Authority's Adult Social Care has a process for reporting and this must be adopted.
- If the immediate manager is implicated then refer to their line manager or peer.
- All Safeguarding concerns to be raised and processed through team meetings, as outlined in Implementation.

8. Allegations Management

The People's Recovery Project recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation.

The process for raising and dealing with allegations is as follows:

1. Any member of staff (paid or unpaid) from The People's Recovery Project is required to report any concerns in the first instance to their line manager.
2. A written record of the concern will be completed by the reporting member within 2 working days.
3. The leadership team will contact the local authority for advice.

The People's Recovery Project recognises its legal duty to report any concerns about unsafe practice by any of its paid or unpaid staff to the relevant authority.

9. Monitoring

The organisation will monitor the following Safeguarding aspects:

- Safe recruitment practices
- DBS checks undertaken
- References applied for new staff
- Records made and kept of supervision sessions
- Training – register / record of staff training on child / vulnerable adult protection
- Monitoring whether concerns are being reported and actioned
- Checking that policies are up to date and relevant
- Reviewing the current reporting procedure in place
- Presence and action of designated lead for safeguarding is in post

10. Data Protection and sharing information

Information will be gathered, recorded and stored in accordance with the following policies

- Data Protection Policy
- Confidentiality Policy

All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. However, information will be shared on a need to know basis only, as judged by the DSL. All staff must be aware that they cannot promise beneficiaries or their families / carers that they will keep secrets.

11. Conflict resolution and complaints

Conflicts in respect of safety of vulnerable adults will be taken forward by the Designated Safeguarding Lead (DSL)

12. Communicating and reviewing the policy

The People's Recovery Project will make clients aware of the Safeguarding Policy through the following means:

We have a community charter which explains to people coming into contact with our community our approach to safeguarding and our duty of care.

This policy will be reviewed by the Designated Safeguarding Lead every 2 years and when there are changes in legislation.

13. Key Contacts

Designated Safeguarding Lead	Nathan Rosier Nathan@thepeoplesrecoveryproject.org 0749218305
Designated Safeguarding Lead (Deputy)	Ed Addison Ed@thepeoplesrecoveryproject.org 07878515614
Chair of the Board of Trustees (Responsible for Safeguarding)	David Brown David@unfeasible.world 07814968979
Trustee (Safeguarding Expert)	Jess Harris jess.harris@kcl.ac.uk 07791832482

If any concerns arise from reading this policy, or if you are concerned about the welfare of any beneficiaries, community members, staff or volunteers of The People's Recovery Project please contact the named persons above at your earliest convenience.

We are commissioned to work in the London Borough of Hackney and details of reporting processes can be found here: https://hackney.gov.uk/safeguarding-vulnerable-adults

We provide regular services in Haringey and Tower Hamlets. Reporting processes in these boroughs are as follows:

Haringey Council Safeguarding Adults Referral and Advice Line: 020 8489 1400

Haringey out of office hours: 020 8489 0000

Tower Hamlets Adults Referral and Advice Line: 0300 303 6070 (9am-5pm, Monday to Friday)

Tower Hamlets online referral:
https://www.towerhamletsconnect.org/media/ywwn5jqx/safeguarding-adults-referral-form-fin4.docx

Where required we also report to relevant local authorities dependent on where the alleged safeguarding concern arises