



# SAFEGUARDING POLICY

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## 1. Introduction

ng Homes is committed to ensuring that all residents and their families live in a safe, abuse free environment.

Our Anti Social Behaviour policy addresses the issue of anti social behaviour generally.

This policy and procedure deals with the safeguarding and protection of children living in the community generally and in particular those visiting friends or relatives living in our Sheltered accommodation, where there is a requirement under 3.1 & 3.2 of the national care standards for Housing Support services.

This policy also addresses issues relating to Safeguarding Vulnerable Adults. This policy deals with the protection of vulnerable adults, in particular those living in sheltered accommodation.

## 2. Definition

It is our policy to support and protect anyone who receives our service. We are committed to the protection of adults and children at risk of harm, and the safeguarding and promoting of the interests and well-being of such individuals is of paramount concern.

Child abuse is the term given to situations where the power of parents, guardians or carers over children is used in such a way as to deny the child's human or civil rights or affect their well-being. Examples of types of abuse include

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| • Physical injury  | - being hit, kicked, punched, pushed                                     |
| • Physical neglect | - not being properly fed, clothed, cared for or poor hygiene             |
| • Sexual abuse     | - inappropriate sexual behaviour or language by an adult towards a child |
| • Emotional abuse  | - constantly criticised, ignored, humiliated                             |

**Definition of Adult abuse:** Under the Adult Support and Protection (Scotland) Act 2007 'adults at risk' are defined as adults aged 16 or over who

- are unable to safeguard their own well-being, property, rights or other interests,

- are at risk of physical harm, and
- because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

### **Definitions of the different types of abuse:**

**Physical Abuse-** involving actual or attempted injury to an adult defined as at risk.

**Emotional/Psychological Abuse-** resulting in mental distress to the adult at risk.

**Financial or Material Abuse-** involving the exploitation of resources and property belonging to the adult at risk.

**Sexual Abuse-** involving activity of a sexual nature where the adult at risk cannot or does not give consent.

**Neglect and acts of omission-** by others charged with the care of the adult, including ignoring medical or physical care needs.

**Exploitation-** the deliberate targeting of vulnerable adults for personal benefit.

**Discriminatory abuse-** for example, treating one service user less favourably than another.

**Information abuse-** deliberately giving erroneous information or withholding information.

**Human rights abuse-** for example deprivation of a right to family life or to a fair hearing.

**Multiple Forms of Abuse-** This may occur in an ongoing relationship or service setting or to more than one person at a time. It is important therefore to look not only at a single incident, but to also consider the underlying dynamics and patterns of harm.

**Random Violence-** An attack by a stranger on an adult defined as at risk is an assault; this is a criminal matter and should be reported to the Police. However, where there is the possibility that the violence may be part of a pattern of victimisation in a community or neighbourhood, local authority Adult Protection procedures may also apply in respect of effective multi-agency intervention.

**Domestic Violence-** Strathclyde Police define domestic violence as “any form of physical, non-physical or sexual abuse which takes place within the context of a close relationship committed either in the home or elsewhere”. In most cases this relationship will be between partners (married, cohabitating or otherwise) or ex-partners.

## **3. Responsibility**

The Assistant Director of Housing Services has responsibility to ensure that residents and staff are aware of this policy.

The Warden/Housing Officer is responsible for taking initial action and informing the Assistant Director of Housing Services of any incidents.

The Assistant Director of Housing Services is responsible for investigating any reported incidents, preparing accurate records and reporting the incident to the appropriate authorities in line with this policy and/or our Customer Care, Complaints and Whistle Blowing policies. In the event of the Assistant Director of Housing Services being unavailable another senior officer will stand in as directed by the Chief Executive.

All staff have a responsibility for reporting any suspected incidents of abuse in line with this policy and/or our Whistle Blowing policy.

#### **4. Procedure**

Any incident of abuse that is either suspected or actually witnessed must be dealt with immediately. Any staff member who observes such an incident must report the abuse immediately to the Assistant Director of Housing Services or other senior officer

In the event of an incident of abuse the warden/officer is responsible for taking initial action and informing the Assistant Director of Housing Services of any incidents.

The priority must always be that the well being of the person is maintained and the first action should be to reassure the person.

The Assistant Director of Housing Services will investigate details of the incident and record all relevant information in order to determine the appropriate action that should be taken.

A separate detailed reporting procedure is maintained in-house for staff and a contact list of support agencies are attached as Appendix 1.

#### **5. Legislation and other relevant Policies**

- Adult Support and Protection (Scotland) 2007
- Mental Health (Care & Treatment) Scotland Act, 2003
- Adults with Incapacity (Scotland) Act, 2007
- Equality and Diversity Act 2010
- Anti Social Behaviour
- Staff Conduct
- Managing Challenging Behaviour
- Customer care
- Complaints
- Whistleblowing

## Contact List

## Appendix 1

<b>Name</b>	<b>Address</b>	<b>Telephone No.</b>
<b>North West Glasgow CHCP</b>	North West Glasgow CHCP William Street Clinic 120-130 William Street Glasgow G3 8UR	<b>0141 314 6250</b>
<b>North East Glasgow CHCP</b>	East Glasgow CHCP Building 2 Templeton Business Centre 62 Templeton St Glasgow G40 1DA	<b>0141 277 7450/7451</b>
<b>Standby Services</b>	Centenary House 100 Morrison Street Glasgow G5 8LN	<b>03003431505</b>
<b>Social Work Services Complaints</b>	FAO Principle Officer Social Work Rights and Enquiries Section Glasgow City Council Wheatley House 25 Cochrane Street Glasgow G1 1HL Fax: 0141 287 8232 E-mail: social@glasgow.gov.uk	<b>0141 287 8757</b>
<b>The Office of the Public Guardian</b>	Hadrian House Callendar Business Park Callendar Road Falkirk FK1 1XR	<b>01324 678 300</b>
<b>Mental Welfare Commission for Scotland</b>	Thistle House 91 Haymarket Terrace Edinburgh EH12 5HE	<b>0131 313 8777</b>

<b>The Care Inspectorate</b>	Compass House 11 Riverside Drive Dundee DD1 4NY enquiries@careinspectorate.com	<b>0345 6009527</b>
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<b>Scottish Social Services Council</b>	Scottish Social Services Council Compass House 11 Riverside Drive Dundee DD1 4NY enquiries@sssc.uk.com	<b>01382 207101</b>  <b>0345 6030891</b>
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**Glasgow City Council Social Work Services:**

- East.....	<b>0141 276 3400</b>
- North.....	<b>0141 276 7010</b>
- South East.....	<b>0141 420 0060</b>
- South West.....	<b>0141 276 4620</b>
- West.....	<b>0141 276 4300</b>

Out of Hours Standby Social Work Services.....	<b>0300 343 1505</b>
Scottish Children's Reporters Administration.....	<b>0300 200 1444</b>

<b>Police Scotland.....</b>	<b>101</b>
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**What you can do in an emergency:**

If you are concerned about the immediate safety of an adult or child, for example child at risk of immediate harm or injury, contact Police Scotland or your local social work office. For telephone numbers see above or dial **999**.

Out with office hours, please contact Police or standby Social Work Services. For telephone numbers see above

**Do not delay as this could result in serious injury to an adult or child.**

