

# Hear Together: Safeguarding Adults Policy

---

## Purpose

Hear Together supports deaf and hard of hearing children and adults to live well with hearing loss.

This policy applies to anyone working on our behalf, including our trustees, managers, staff and volunteers. We will safeguard adults by ensuring that our activities are delivered in a way which keeps all adults safe.

The purpose of this policy statement is:

- To protect adults who use Hear Together's services from harm.
- To provide staff, service users and volunteers with the overarching principles that guide our approach to safeguarding adults.

## Legal framework

Hear Together is committed to Safeguarding Adults in line with national legislation and relevant national and local guidelines. A summary of the key legislation is available from

[www.england.nhs.uk/wp-content/](http://www.england.nhs.uk/wp-content/)

## Principles

- We believe that everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.
- Hear Together is committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.
- Hear Together acknowledges that safeguarding is everybody's responsibility and is committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.
- Actions taken by Hear Together will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.

## **We will seek to keep adults safe by:**

- Appointing a nominated Safeguarding lead for adults.
- Adopting safeguarding best practice through our policies and procedures for staff and volunteers.
- Cooperating with the Police and the relevant Local Authorities in taking action to safeguard an adult.
- Recording, storing and using information professionally and securely, in line with data protection legislation and guidance.
- Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- Building a safeguarding culture where staff and volunteers, beneficiaries, and their families, treat each other with respect and are comfortable about sharing concerns.
- This safeguarding policy will be reviewed and approved by the Board annually.
- Trustees are aware of and will comply with the Charity Commission guidance on safeguarding and protecting people and also the 10 actions trustee boards need to take to ensure good safeguarding governance.

## **We will ensure that:**

- The organisation is led in way that makes everyone feel safe and able to speak up.
- Safeguarding risk assessments are carried out and appropriate action taken to minimise these risks, as part of our risk management processes.
- All relevant checks are carried out in recruiting staff and volunteers.
- All appointments that require DBS clearance and safeguarding training are identified, including the level of DBS and any training required.
- A central register is maintained and subject to regular monitoring to ensure that DBS clearances and training are kept up-to-date.
- We respond to any concerns sensitively and act quickly to address these.
- Personal data is stored and managed in a safe way that is compliant with data protection regulations, including valid consent to use any imagery or video.

- Our staff, volunteers and others undertake any necessary training and are aware of:
  - Our safeguarding procedures and their specific safeguarding responsibilities on induction, with regular updates/reminders, as necessary.
  - The signs of potential abuse and how to report these.
- We comply with the Code of Fundraising Practice to keep fundraising safe.

**We are committed to reviewing our policy and good practice annually.**

## Reporting Concerns

If a crime is in progress, or an individual in immediate danger, call 999, as you would in any other circumstances.

If you are a beneficiary, or member of the public, make your concerns known to a member of staff who will alert a senior member of the team.

For staff and volunteers, you should make your concerns known to your line manager, or other supervisor. If you feel unable to do so, speak to a member of the management team.

The trustees are mindful of their reporting obligations to the Charity Commission in respect of Serious Incident Reporting and, if applicable, other regulator. They are aware of the Government guidance on handling safeguarding allegations.

## Contact details

Nominated Safeguarding lead: Sarah Allen

Email: [sarah@hearttogether.org.uk](mailto:sarah@hearttogether.org.uk)

Phone: 07939 146061

## Approval and Review

<b>Policy Owner</b>	<b>Sarah Allen</b>
<b>Effective date</b>	<b>November 2023</b>
<b>Review date</b>	<b>November 2024</b>

## **Appendix 1 – Signs of Abuse**

### **Physical Abuse.**

- bruises, black eyes, welts, lacerations, and rope marks.
- broken bones.
- open wounds, cuts, punctures, untreated injuries in various stages of healing.
- broken eyeglasses/frames, or any physical signs of being punished or restrained.
- laboratory findings of either an overdose or under dose medications.
- individual's report being hit, slapped, kicked, or mistreated.
- vulnerable adult's sudden change in behaviour.
- the caregiver's refusal to allow visitors to see a vulnerable adult alone.

### **Sexual Abuse.**

- bruises around the breasts or genital area.
- unexplained venereal disease or genital infections.
- unexplained vaginal or anal bleeding.
- torn, stained, or bloody underclothing.
- an individual's report of being sexually assaulted or raped.

### **Mental Mistreatment/Emotional Abuse.**

- being emotionally upset or agitated.
- being extremely withdrawn and non-communicative or non-responsive.
- nervousness around certain people.
- an individual's report of being verbally or mentally mistreated.

### **Neglect.**

- dehydration, malnutrition, untreated bed sores and poor personal hygiene.
- unattended or untreated health problems.
- hazardous or unsafe living condition (e.g., improper wiring, no heat or running water).
- unsanitary and unclean living conditions (e.g., dirt, fleas, lice on person, soiled bedding, faecal/urine smell, inadequate clothing).
- an individual's report of being mistreated.

**Self-Neglect.**

- dehydration, malnutrition, untreated or improperly attended medical conditions, and poor personal hygiene.
- hazardous or unsafe living conditions.
- unsanitary or unclean living quarters (e.g., animal/insect infestation, no functioning toilet, faecal or urine smell).
- inappropriate and/or inadequate clothing, lack of the necessary medical aids.
- grossly inadequate housing or homelessness.
- inadequate medical care, not taking prescribed medications properly.

**Exploitation.**

- sudden changes in bank account or banking practice, including an unexplained withdrawal of large sums of money.
- adding additional names on bank signature cards.
- unauthorized withdrawal of funds using an ATM card.
- abrupt changes in a will or other financial documents.
- unexplained disappearance of funds or valuable possessions.
- bills unpaid despite the money being available to pay them.
- forging a signature on financial transactions or for the titles of possessions.
- sudden appearance of previously uninvolved relatives claiming rights to a vulnerable adult's possessions.
- unexplained sudden transfer of assets to a family member or someone outside the family.
- providing services that are not necessary.
- individual's report of exploitation.

## **Appendix 2: Links & Resources:**

[NCVO: Online safeguarding resources.](#)

[Gov.UK – Guidance: Handling safeguarding allegations](#)

[NSPCC: Writing a safeguarding policy](#)

[CC: Infographic; 10 actions trustees need to take.](#)

[CC: Safeguarding duties of charity trustees](#)

[CC: Safeguarding - policies and procedures](#)

[CC: How to protect vulnerable groups](#)

[CivS: How to bring your charity's safeguarding up to scratch](#)

[Working Together to Safeguard Children: Statutory framework \(\[publishing.service.gov.uk\]\(https://publishing.service.gov.uk\)\)](#)