

# DONCASTER RAPE AND SEXUAL ABUSE COUNSELLING SERVICE

## ADULTS SAFEGUARDING POLICY AND PROCEDURES



**DRASACS**

**Doncaster Rape And Sexual Abuse  
Counselling Service**

Date: 17<sup>th</sup> October 2023

Author: Sueli Montilha

Edited/Authorized by: Paula Murray

Signature (on behalf of DRASACS):

Review Date: 16<sup>th</sup> October 2023

## Contents

PART I .....	4
DRASACS Safeguarding Policy.....	4
The purpose and scope of this policy statement .....	4
Legal framework .....	5
Supporting documents .....	6
Safeguarding Principles.....	6
We recognise that.....	7
We will seek to keep vulnerable adults safe by .....	7
Helplines and emergency contact details .....	8
DRASACS contact details .....	8
PART II .....	9
DRASACS Safeguarding Procedures.....	9
Purpose and aim.....	9
Supporting documents .....	10
Summary of types of abuse.....	10
Further guidance.....	12
Responding to concerns about a vulnerable adult's welfare.....	13
Disclosure .....	13
First Disclosure.....	13
Responding.....	14
Information Sharing.....	14
Procedures .....	15
Timeframe .....	15

Safeguarding Lead Contact Details: .....	15
Step-by-step on how to report a safeguarding concern .....	15
Safeguarding lead role description .....	20
Appendix A – Online Adult Safeguarding Concern reporting form.....	21
Appendix B – Safeguarding reporting flowchart.....	25

## PART I

# DRASACS Safeguarding Policy

### *The purpose and scope of this policy statement*

Doncaster Rape and Sexual Abuse Counselling Service (DRASACS) is a registered charity, governed by a Trustee Board, that has existed since 1987, providing specialist support services for victims of sexual violence.

Our aims are:

- To relieve the distress of people who have suffered from rape or sexual abuse, in particular by providing a counselling and advocacy service
- To relieve the distress of people supporting and/or caring for adults or children who have suffered from sexual violence
- To advance the education of the public and other professionals, by raising awareness of the issue of sexual assault.

The purpose of this policy statement is:

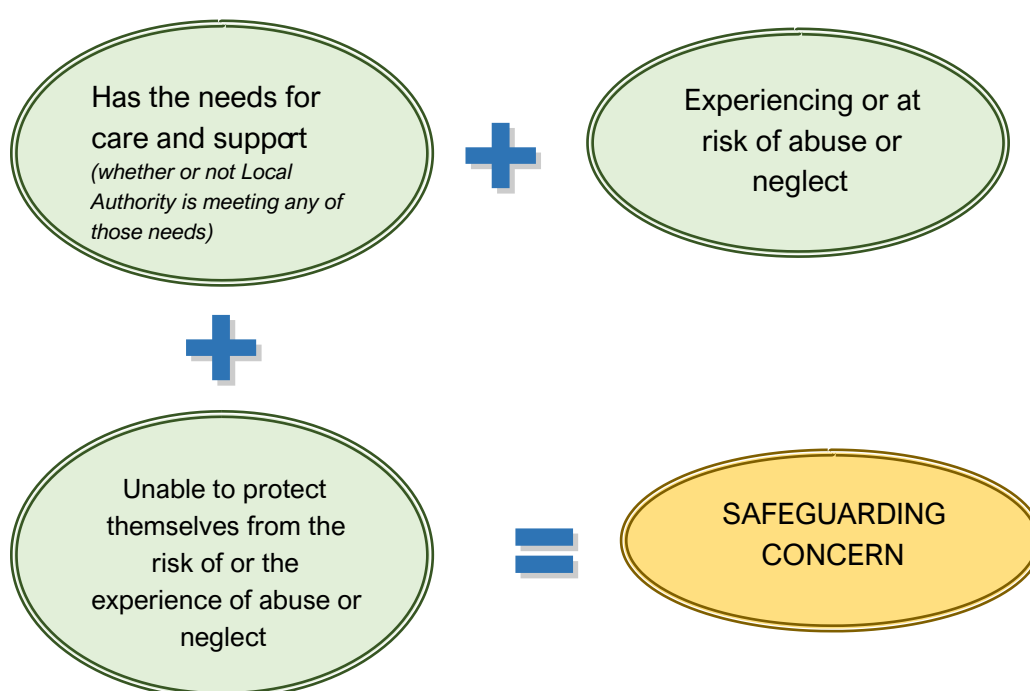
- To protect clients receiving DRASACS's services from harm.
- To provide staff and volunteers with the overarching principles that guide our approach to adult safeguarding.
- This policy applies to anyone working on behalf of DRASACS, including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students.

## Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect vulnerable adults in England and set how and what organisations should do to play their part to keep them safe.

The key guidance for adult safeguarding is [The Care Act 2014](#), which states that

*‘Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known. This may make them at risk of abuse; within the Care Act 2014, the safeguarding duties apply to a person over the age of 18 who:*



This policy is also underpinned by the Joint Safeguarding Workforce Strategy, a multi-agency strategy based upon [The Care Act 2014](#) and Working [Together to Safeguarding Children 2018](#) statutory guidance.

## *Supporting documents*

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents:

- [role description for the designated safeguarding officer](#)
- [dealing with disclosures and concerns about a vulnerable adult](#)
- [managing allegations against staff and volunteers - Section 6 item 17 of the DRASACS Handbook](#)
- [code of conduct for staff and volunteers - Section 3 item 17 of the DRASACS Handbook](#)
- [safer recruitment - Section 4 item 17 of the DRASACS Handbook](#)
- [anti-bullying – Section 4, item 8 of the DRASACS Handbook](#)
- [whistleblowing – Section 4 item 23 of the DRASACS Handbook](#)
- [health and safety - Section 4, item 7 of the DRASACS Handbook](#)
- [induction, training, supervision and support - Section 4, item 1 of the DRASACS Handbook](#)

## *Safeguarding Principles*

The six principles below inform the ways which DRASACS staff, volunteers, trustees work with people at risk of abuse or neglect:

- Empowerment - People being supported and encouraged to make their own decisions and have 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 services working with our communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- Accountability - Accountability and transparency in delivering safeguarding

## *We recognise that*

- the welfare of vulnerable adults is paramount in all the work we do and in all the decisions we take
- working in partnership with our vulnerable clients, their families, advocates and legal representatives, and other agencies is essential in promoting our clients' welfare
- every person, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- some of our clients are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- extra safeguards may be needed to keep vulnerable adults safe from abuse.

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

- valuing, listening to and respecting them
- appointing a nominated safeguarding lead, and a trustee/board member for safeguarding
- adopting safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- developing and implementing an effective online safety policy and related procedures
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
- recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- recording and storing and using information professionally and securely, in line with data protection legislation and guidance. DRASACS is registered with the Information Commissioners Office (ICO) Ref:Z1632661 [more information about this is available from the Information Commissioner's Office: <https://ico.org.uk/your-data-matters/>]

- sharing information about safeguarding and good practice with our clients their families and representatives honestly and transparently via printed documents and one-to-one discussions
- making sure that vulnerable people and their families and representatives know where to go for help if they have a concern
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving our clients their families and representatives appropriately
- using our procedures to manage any allegations against staff and volunteers appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring that we provide a safe physical environment for our clients, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- building a safeguarding culture where staff and volunteers, our clients their families and representatives, treat each other with respect and are comfortable about sharing concerns.

### *Helplines and emergency contact details*

Samaritans 116123 / [jo@samaritans.org](mailto:jo@samaritans.org) (calls/emails 24/7 free of charge)

NHS 111 (calls 24/7 free of charge)

A&E Doncaster Royal Infirmary - Thorne Road, Doncaster, Yorkshire, DN2 5LT

Doncaster Crisis Team/Single Point of Access – 01302.566999

### *DRASACS contact details*



Nominated Adult Safeguarding Lead

Name: Nicola Braham-Bates

Phone: 07467547377

Email: [nbramham-bates@drasacs.org.uk](mailto:nbramham-bates@drasacs.org.uk)

Deputy Adult Safeguarding Lead

Name(s): Sarah Biggin

Phone: 07733092703

Email: [sbiggin@drasacs.org.uk](mailto:sbiggin@drasacs.org.uk)

Deputy Adult Safeguarding Lead

Name: Paula Murray

Phone: 07917444676

Email: [pmurray@drasacs.org.uk](mailto:pmurray@drasacs.org.uk)

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

This policy was last reviewed on: 30<sup>th</sup> June 2022

Signed: .....  .....

Date: .....5<sup>th</sup> July 2023.....

**PART II**

**DRASACS Safeguarding Procedures**

*Purpose and aim*

These procedures describe the steps required for the implementation of, and seamless adherence to [DRASACS Safeguarding Policy](#).

These procedures are aimed at every person who come into contact with any/all of our clients, therefore they should be adhered to by all staff, volunteers, trustees and contractors.

## *Supporting documents*

These procedures should be read alongside the following related documents:

- [Safeguarding Adults Framework](#)
- [Safeguarding Adults – Safeguarding Principles and the Approach for South Yorkshire](#)
- [LGA & ADASS Making Decisions on the Duty to Carry out Safeguarding Adults Enquiries](#)
- [The Care Act 2014](#)
- [Making Safeguarding Personal](#)

## *Summary of types of abuse*

**Physical Abuse** - Physical abuse happens when a person is deliberately hurt, causing physical harm. It can involve hitting, kicking, shaking, throwing, poisoning, burning or suffocating.

[Find out more about physical abuse](#)

**Sexual Abuse** - Sexual abuse is forcing or enticing a person to take part in sexual activities to which the vulnerable adult has not consented, could not consent or was pressured into consenting to. It doesn't necessarily involve violence and the person may not be aware that what is happening is abuse.

[Find out more about sexual abuse](#)

**Psychological Abuse** - It involves emotional abuse, threats of harm or

abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

[Find out more about psychological abuse](#)

[Save Lives](#)

**Domestic Abuse** - is an incident or patterns of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member, regardless of gender or sexuality. It can include: psychological, physical, sexual, financial, emotional abuse; 'honour based' violence; Female Genital Mutilation; forced marriage.

[Find out more about domestic abuse](#)

**Modern Slavery**- encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

[Find out more about modern slavery](#)

**Female Genital Mutilation** - Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting. The age at which FGM is carried out varies. It may be carried out when a child is newborn, during childhood or adolescence, just before marriage or during pregnancy (Home Office et al, 2016). FGM is child abuse. There are no medical reasons to carry out FGM. It's dangerous and a criminal offence.

[Find out more about FGM](#)

[FGM Mandatory Reporting Duty](#)

Financial or material abuse – including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

[Find out more about Financial or Material Abuse](#)

Discriminatory Abuse – includes abuse based on a person's race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident

[Find out more about Discriminatory Abuse](#)

Organisational Abuse – includes poor care practice within an institution or specific care setting like a hospital or care home. This may range from isolated incidents to continuing ill treatment.

[Find out more about Organisational Abuse](#)

Neglect or Acts of Omission – includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

[Find out more about Organisational Abuse](#)

## *Further guidance*

Violence Against Women and Girls – Stalking, Coercive and Controlling Behaviour

[VAWG Strategy FINAL PUBLICATION MASTER vRB.PDF](#)

## Forced Marriage

[GOV.UK – Stop Forced Marriage](#)

[Forced Marriage – A Survivor's Guidance](#)

### *Responding to concerns about a vulnerable adult's welfare*

It can be very hard for a person to speak out about abuse. Often they fear there may be negative consequences if they tell anyone what's happening to them. Some may delay telling someone about abuse for a long time, while others never tell anyone, even if they want to. It's vital that people are able to speak out and that whoever they tell takes them seriously and acts on what they've been told. Even if a person doesn't tell someone verbally about what's happened to them, there may be other indicators that something is wrong, therefore it is important to identify concerns, help the person disclose abuse, respond to the disclosure appropriately, report, record and share information timely, securely and ethically.

## Disclosure

Disclosure is the process by which a person starts to share their experiences of abuse with others. This might take place over a long period of time. The person may disclose directly or indirectly and sometimes they may start sharing details of abuse before they are ready to put their thoughts and feelings in order. It takes extraordinary courage for someone to go through the journey of disclosing abuse. It is imperative that we provide the person with the support they need in this process and all disclosures must be taken seriously. See [Upon Disclosure](#)

## First Disclosure

First disclosure is the process by which the person is sharing an experience of abuse that has never been shared to anyone before. It is imperative to record verbatim the client's disclosure and remind the client of our confidentiality policy. Like with any other kind of disclosure, it is imperative that we provide the person with the support they need in this process. See [Upon Disclosure](#)

## Responding

- show you care, help them open up: Give your full attention to the person and keep your body language open and encouraging. Be compassionate, be understanding and reassure them their feelings are important. Phrases such as 'you've shown such courage today' help.
- take your time, slow down: Respect pauses and don't interrupt the person – let them go at their own pace. Recognise and respond to their body language. And remember that it may take several conversations for them to share what's happened to them.
- show you understand, reflect back: Make it clear you're interested in what the child is telling you. Reflect back what they've said to check your understanding – and use their language to show it's their experience.

## Information Sharing

Sharing information about a vulnerable adult's welfare helps professionals build a clearer picture of the person's life and gain a better understanding of any risks the person is facing. Information sharing helps to ensure that an individual receives the right services at the right time and prevents a need from becoming more acute and difficult to meet. Sharing information about a vulnerable adult's welfare helps professionals build a clearer picture of the person's life and gain a better understanding of any risks the person is facing.

With consent - The individual should be given the opportunity to decide whether they agree to their personal information being shared. If a person doesn't have the capacity to make their own decisions, ask their legal representative.

Without consent - If consent is refused or if you're unable to seek consent, you can still share information with relevant professionals if this is in the public interest. This includes protecting people from significant harm and promoting the welfare of vulnerable adults. The [Data Protection Act 2018](#) and [General Data Protection Regulation \(GDPR\)](#) do not affect this principle.

[More on Information Sharing](#)

## Procedures

### Timeframe

DRASACS timelines for reporting:

New / Imminent Risk - *immediately call 999*. After this is done, it **MUST** be reported to the [Safeguarding Lead](#) on the same working day or as soon as it is appropriate.

Not imminent / Reoccurrence – Report to the [Safeguarding Lead](#) on the same working day or as soon as it is appropriate

### Safeguarding Lead Contact Details:

*Nicola Bramham-Bates*

*Mob: 07766 563 106*

*Tel: 01302.360421*

*Email: [nbramham-bates@drasacs.org.uk](mailto:nbramham-bates@drasacs.org.uk)*

*Paula Murray*

*Mob: 07917 444 676*

*Tel: 01302.341572*

*Email: [pmurray@drasacs.org.uk](mailto:pmurray@drasacs.org.uk)*

### Step-by-step on how to report a safeguarding concern

#### Upon Disclosure:

- Upon disclosure, remind client of DRASACS confidentiality agreement – the fact that DRASACS staff will have to share certain information to others, including other organisations, if significant risk of harm is identified
- Record exactly what the client tells you, using their own words, i.e. '*client told me that...*'

□

Record how the client feels. Remember to check out these feelings with client and do not make assumptions. Make use of professional curiosity to gather as much details as sensitively as possible.

- As soon as possible, alert the [Safeguarding Lead](#). If necessary, ask client to wait.

### Logging onto CRMS

- Open client's file using client ID number
  - Counsellors: go to Counselling > ADD > On 'type', choose 'Logged Safeguarding Concern' > in the subject line, type 'Safeguarding Concern' > in the 'notes', write all your actions, record the client's words and client's feelings
  - ISVA: go to ISVA > ADD > On 'type', choose 'Logged Safeguarding Concern' > in the subject line, type 'Safeguarding Concern' > in the 'notes', write all your actions, record the client's words and client's feelings
- You must log all reference numbers, names and contact details from other agencies if applicable
- You must log the outcome from your discussion with the [Safeguarding Lead](#).

### Logging disclosures for clients not on CRMS

- For anonymous disclosures or crisis calls for clients not currently on CRMS, you must create a new CRMS file and do the following:
  - If we capture client details, they are recorded as a new client and any notes are made under the service file as an interaction.
  - If we do not obtain any client details, we input the date of the call under 'forename' and the time under 'surname' and record the information in the service file as an interaction.

### Referring to Doncaster Safeguarding Adults



□

There are different ways to report a safeguarding concern

- Online (preferred way): Go to [Report a Safeguarding Concern](#)

[Click here to see an example of the form](#)

Phone: 01302.737063 (working hours) or 01302.796000 (emergency out of hours' numbers)

- Email: [SAH@doncaster.gov.uk](mailto:SAH@doncaster.gov.uk) (please see [Appendix 1](#) to see what kind of information might be requested)
- Once you have submitted your concerns, you will receive a confirmation that safeguarding has been logged with Social Services/online services and be given a reference number. You must record this number on [CRMS](#) when writing your safeguarding concern notes.
- As soon as possible, update the [Safeguarding Lead](#) on the outcome of this referral

### Reporting to the Police

- Dial 101 or 999 as appropriate, report your concerns as accurately as possible, using exactly what the client told you if possible in their own words, i.e. '*client told me that...*' Report how the client told you they were feeling.
- Ensure you have an *incident/reference number*. You must record this number on [CRMS](#) when writing your safeguarding concern notes.
- As soon as possible, alert the [Safeguarding Lead](#) or your actions

### Reporting Incidents within DRASACS premises

If a violent incident is taking place on DRASACS premises, or a situation is escalating, the Police must be called on 999.

□

- Inform [Safeguarding Lead](#) and a colleague for support. If time is a critical factor, the staff member is responsible for reporting concerns to the [Police](#) and [Social Services](#)
- If the information is received from client, it is preferred that the client reports their concerns directly to the appropriate agencies. [Safeguarding Lead](#) can support the process of reporting. DRASACS would require the incident/reference number and confirm with the appropriate agency to ensure that concerns were recorded. All actions must be logged on [CRMS](#)

Should the client be unable/unwilling to do report their concerns to the appropriate agencies, DRASACS will review the situation and might, depending on what information is available, decide to report on behalf of the client, ensuring anonymity is maintained. Client will be informed of this decision. All actions must be logged on [CRMS](#). □ Click [here](#) for more information

### Reporting Incidents – Clients at Risk to Themselves

- This applies to any/all situations where a person poses a risk of harm to themselves
- Inform [Safeguarding Lead](#) and a colleague for support
- Obtain consent from the person to contact their named emergency contact/GP/[Crisis Team](#)
- Named emergency contact – request them to escort the client to the [A&E Dept at Doncaster Royal Infirmary \(DRI\)](#) for assessment and support from the Mental Health Team
- GP/Crisis Team – report the current situation and record details of the person you spoke to in your [CRMS](#) notes
- In all cases, [Safeguarding Lead](#), or available member of staff will risk assess the situations and might decide to accompany the person to [A&E Dept at Doncaster Royal Infirmary \(DRI\)](#) if that is deemed the best outcome for the situation.
- If deemed necessary, staff summoned ambulance/paramedics by calling 999.

□

- Once is safe to do so, at the earliest opportunity, log all of your actions, as detailed as possible onto [CRMS](#)

### Did Not Attend (DNA)

- If a vulnerable adult has not arrived on time for their appointment, an attempt to call the client must be made 15 minutes after appointment time
- If it is deemed to be a DNA, referrers must be made aware of it.
- [Safeguarding Lead](#) must be informed if there is reason to believe DNA is due to safeguarding issues. A decision will be taken whether the case requires reporting or not.
- Vulnerable adult will be encouraged to continue engaging with DRASACS. Failure to engage with DRASACS, clients/carers and referrers will be sent a discharge letter.

### Flowchart of Reporting System

Please see [Appendix B](#)

### Further Advice on Safeguarding

Further information and advice on safeguarding adults at risk can be obtained by contacting the Doncaster Board Support Unit at the Council on:

[dsab@doncaster.gov.uk](mailto:dsab@doncaster.gov.uk) / [www.doncaster.gov.uk/safeguardingadults](http://www.doncaster.gov.uk/safeguardingadults)

Telephone: 01302 736230/95

Address: Civic Office, Waterdale, Doncaster, DN1 3BU

### *Safeguarding lead role description*

All DRASACS staff are responsible for keeping clients safe. The [Safeguarding Lead](#) has additional responsibilities in ensuring the safety and wellbeing of our clients who come to DRASACS. The nominated [Safeguarding Lead](#) is the point of contact for anyone in an organisation who is concerned about a client. The role is also responsible for leading on:

- safeguarding policies and procedures - The nominated [Safeguarding Lead](#) takes a lead role in developing, implementing and reviewing the organisation's safeguarding policies and procedures. They also make sure that everyone - including staff, volunteers and clients- is aware of the policies and procedures and what to do if they are worried about a client.
- training and development - It's important that everyone in an organisation understands their safeguarding responsibilities. The nominated [Safeguarding Lead](#) ensures that everyone, including themselves, has access to training and stays up-to-date on safeguarding and any changes in the law and guidance.
- receiving concerns about a vulnerable adult - If anyone has a concern about a vulnerable adult, they should contact their nominated [Safeguarding Lead](#). The nominated [Safeguarding Lead](#) receives and records any information about vulnerable adult protection concerns, including any concerns that an adult involved with the organisation may pose a risk to the person. They are responsible for referrals to and liaising with statutory agencies.
- reporting, storing and retaining vulnerable adult's protection records following the organisation's policies and procedures - The nominated [Safeguarding Lead](#) is responsible for making sure that safeguarding records are kept securely according to the organisation's safeguarding policies and procedures. They also report to the organisation's board or management committee about safeguarding issues

## *Appendix A – Online Adult Safeguarding Concern reporting form*

Example of the information required to fill Online Safeguarding Concern reporting form

### Your Information:

Name

Date of Birth

Email

Address

Telephone

Date concerned raised

### Who is the concern about?

Name

Date of Birth

Email

Address:

Adult's carer(s)

Name

Relationship

Email

Address

Is the carer aware of this concern? Yes/ No / Don't know

Are you contacting us on behalf of an organisation? Yes / No

Do you work for customer services in Doncaster Council? Yes / No

Are you raising the concern about yourself? Yes / No

Are you aware if the adult has any disability or illness? Yes/ No / Don't know

Details of Abuse or Neglect (experienced or at risk of)

Date of incident

Approximate date (tick box if exact date is not known)

Please give factual details of the incident/situation, including any injuries sustained

Is there any reason to believe the adult does not understand that they are at risk? Yes / No / Don't know / Not recorded

Has this happened before? Yes / No

Does the adult continue to be at risk or harm? Yes/ No / Don't know

Are there other people who may be at risk of harm? Yes/ No / Don't know

Is the adult a carer for another adult/child? Yes/ No / Don't know

Have any actions been taken to help the adult keep safe? Yes/ No / Don't know

Details of what/who you believe is causing harm

Name

Date of birth

Address

Is this a member of staff or an organisation providing care services or in a position of trust? Yes/ No / Don't know

Do they live with the vulnerable adult? Yes/ No / Don't know

Is the person alleged to be causing harm also the main carer? Yes/ No / Don't know

Are they aware that a concern has been raised? Yes/ No / Don't know







*Appendix B – Safeguarding reporting flowchart*

