

Policy	Safeguarding Vulnerable Adults Policy and Procedures
Effective Date	1 January 2017
Date Last Reviewed	January 2026
Authorised by	Trustees by e-mail
Scheduled Review Date	January 2027
Supersedes	All previous Policies and/or Statements

PURPOSE

To ensure The Harrogate Choral Society (HCS), including Beati is able to keep adults with whom it works safe; and to act appropriately to any allegations, reports or suspicions of abuse.

HCS recognises its statutory duty under the Care Act 2014 to prevent abuse and neglect and to promote individual wellbeing

SCOPE

This policy applies to all Officials, Trustees and volunteers who come into contact with adults at risk through the course of their work.

This policy applies to all activities undertaken by HCS and its ensembles, including digital and online interactions.

HCS is not a Care Quality Commission (CQC) regulated organisation. We do not provide personal care, medical services or any activity that falls within CQC's regulatory framework. Our safeguarding responsibilities come instead from the Charity Commission, the Care Act 2014 and the North Yorkshire Safeguarding Adults Board. We follow these requirements to ensure a safe and supportive environment for all members.

POLICY STATEMENTS

This policy and its associated procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by HCS.

HCS will not tolerate the abuse of adults at risk in any of its forms.

HCS will maintain a culture of vigilance, transparency and accountability in line with Charity Commission safeguarding expectations. HCS will ensure that safeguarding is a standing item for review by the Trustees at least annually.

HCS is committed to:

- Managing its services in a way which minimises the risk of abuse occurring
- Supporting adults who are at risk, experiencing or have experienced abuse; and
- Working with adults at risk and other agencies to end any abuse that is taking place

In achieving these aims HCS will ensure:

- That all Officials, Trustees and volunteers have access to and are familiar with this safeguarding adult policy and procedures and their responsibilities within it
- Concerns or allegations of abuse are always taken seriously

- The Mental Capacity Act is used to make decisions on behalf of those adults at risk who are unable to make particular decisions for themselves
- Where possible all relevant personnel receive training in relation to safeguarding adults at an appropriate level
- That service users, their relatives or informal carers have access to information about how to report concerns or allegations of abuse
- There is a named HCS Lead Trustee to promote safeguarding awareness and practice within the organisation

This policy and its associated procedures has been developed to be consistent with the Joint Safeguarding Adults Multi-Agency Policy and Procedures for West Yorkshire, North Yorkshire and the City of York, which can be referred to for additional guidance at www.nypartnerships.org.uk/sab

Training

All Officials, Trustees and volunteers must complete basic safeguarding adults training at least every three years. The Named Person for Adult Safeguarding will complete NYSAB Level 2 (or equivalent) training and refresh this every two years. Training records will be maintained by the HCS Management Committee Secretary.

Please refer to HCS Policy Child Safeguarding for any safeguarding concerns related to children.

POLICY DEFINITIONS

Who is an 'Adult at risk'?

For the purposes of this policy, an adult at risk is an adult who is:

- Aged 18 years or more, and
- Has needs for care and support (whether these have been assessed or are being met by the local authority or not)),
- Is experiencing, or is at risk of, experiencing abuse or neglect, and
- As a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it.

Such a definition includes adults with physical, sensory and mental impairments and learning disabilities, howsoever those impairments have arisen e.g. whether present from birth or due to advancing age, chronic illness or injury.

Also included are people with a mental illness, dementia or other memory impairments, people who misuse substances or alcohol.

The definition includes unpaid carers (family and friends who provide personal assistance and care to adults on an unpaid basis).

The Care Act 2014 uses the term "adult with care and support needs". HCS uses "adult at risk" in line with NYSAB practice.

What is abuse?

Abuse can take many forms, and the circumstances of the individual should always be considered. It may consist of a single act or repeated acts. The following are examples of issues that would be considered as a safeguarding concern.

- Abuse may be carried out deliberately or unknowingly.
- Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers, or others in a position of trust. They may also be relatives, friends, neighbours, or people who use the same services as the person experiencing abuse.

Physical abuse - includes hitting, slapping, pushing, kicking, and misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions.

Domestic abuse– includes controlling or coercive behaviour, emotional, physical, sexual, financial or psychological abuse between family members or intimate partners, regardless of gender or sexuality.

Sexual abuse - includes rape and sexual assault or sexual acts to which the adult at risk has not consented, or could not consent or was pressured into consenting.

Psychological abuse - includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks.

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

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

Neglect and 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.

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.

Organisational abuse – includes neglect and poor practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Self-neglect - covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

A safeguarding response in relation to self-neglect may be appropriate where:

- A person is declining assistance in relation to their care and support needs, and the impact of their decision, has or is likely to have a substantial impact on their overall individual wellbeing

Mental Capacity Assessment

The Mental Capacity Act 2005 provides a statutory framework to empower and protect people who lack capacity to make decisions for themselves; and establishes a framework for making decisions on their behalf. This applies whether the decisions are life-changing events or everyday matters. All decisions taken in the adult safeguarding process must comply with the Act.

In the application of this policy all trustees/members/management /staff/volunteers will consider the mental capacity of service users on a case by case basis.

All decisions must follow the five statutory principles of the Mental Capacity Act 2005, including the presumption of capacity and the requirement to act in the person’s best interests.

KEY ROLES

HCS Trustees have ultimate responsibility for adult safeguarding and the day-to-day management of safeguarding. Other members may assist with particular responsibilities for adult safeguarding,

All members and Officials of HCS have a responsibility to act on concerns of possible abuse and must inform the HCS Named Person for Adult Safeguarding if there are any concerns. If they are in any doubt, then they should speak with the HCS Named Person for Adult Safeguarding straight away.

The HCS Named Person for Adult Safeguarding has the responsibility to decide whether it is appropriate to raise a safeguarding concern with the local authority on behalf of their organisation or to respond to the concerns in an alternative manner.

The responsibility also includes:

- Ensuring that immediate safety issues are addressed, other parties notified (NYCC Health and Adult Social Care; and the Police) and that HCS personnel are supported.
- Ensuring that they are kept informed when someone from HCS has raised a concern
- Establishing the desired outcomes of the adult at risk

Trustees - Main responsibility rests with the Executive (Amy Moseley, Lead Trustee for Safeguarding, and Paul Jackson Co-Chairs; Ruth Pridmore, Treasurer)

HCS Named Person for Adult Safeguarding concerns within HCS is Kate Rogata

The HCS Executive are responsible for ensuring this policy and procedure is reviewed and up to date and is responsible for ensuring all staff receive appropriate training and information to fulfil their roles. They will be supported in this by the HCS Management Committee Secretary.

Trustees retain ultimate accountability for safeguarding and must ensure that concerns, incidents and training compliance are reviewed regularly.

Named Person for Adult Safeguarding - Kate Rogata	
Mobile Number	07711 302818

E-mail	kate@harrogatechoral.org.uk
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SAFEGUARDING ADULTS PROCEDURES

Responding to an allegation/concern of abuse or neglect:

HCS recognises that it has a duty to act on reports, or suspicions of abuse or neglect. Anyone who has contact with adults at risk and hears disclosures or allegations or has concerns about potential abuse or neglect has a duty to pass them on appropriately.

Responsibilities of all employees and volunteers

If any Member or Official of HCS has reason to believe that abuse is or may be taking place they have a responsibility to act on this information. It does not matter what their role is, doing nothing is not an option.

If a person discloses abuse to you directly, use the following principles to respond to them:

- Assure them that you are taking the concerns seriously
- Do not be judgmental or jump to conclusions
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can.
- Use open ended questions
- Do not start to investigate or ask detailed or probing questions
- Explain that you have a duty to tell your manager or the designated officer
- Reassure the person that they will be involved in decisions about them

Your responsibilities are:

1. To take action to keep the person safe if possible.
 - Is an urgent police presence required to keep someone safe – call 999
 - Does the person need urgent medical assistance, do they need an ambulance – call 999
2. If a crime has occurred, be aware of the need to preserve evidence.
3. Always inform the HCS Named Person for Adult Safeguarding. You cannot keep this information secret, even if the person asks you to.
4. Clearly record what you have witnessed or been told, record your responses and any actions taken.

If consulting with the HCS Named Person for Adult Safeguarding will lead to an undue delay and thereby leave a person in a position of risk, you should 'Raise a Safeguarding Concern' yourself.

All safeguarding records will be stored securely, with access restricted to the Named Person for Adult Safeguarding and the Lead Trustee for Safeguarding, in accordance with UK GDPR and HCS data protection procedures.

Please see Appendix D - How to raise a safeguarding concern.

If you or the person you are concerned about is in danger and immediate action is required, you should ring the emergency services on **999**.

If you or the person you are concerned about is not in immediate danger, you should ring North Yorkshire customer services centre on **0300 131 2 131** This includes outside of office hours. All staff and professionals working with adults should use the Raising a Safeguarding Concern Form which is available from:

- <https://safeguardingadults.co.uk/working-with-adults/raising-a-concern/>

If you are informed or become aware of possible abuse or neglect

Gather information, including what the adult wants to happen now, and what changes they want to achieve from the support they could receive

Take action to ensure the immediate safety and welfare of the adult at risk (and any other person at risk)

Consider:

- Is urgent medical attention/ambulance required? (Dial 999)
- Is an urgent police presence required? (Dial 999)
- Does a crime need to be reported? (Dial 101 unless there is an immediate risk, in which case dial 999)
- Decide whether to raise a safeguarding concern, and if so, take action

Do this:

- Immediately where the concern is urgent and serious
- Within the same working day for any other concerns
- Refer to Flowchart B: Key Questions when deciding whether to raise a safeguarding concern, for further guidance
- Document the incident and any actions or decisions taken
- Ensure key people are informed
- Provide support for the person identifying the safeguarding concern

HCS encourages a culture where concerns can be raised openly and will ensure that individuals raising safeguarding concerns are supported and protected from victimisation.

Safe Employment

HCS is committed to

- achieving best practice in respect to the safe recruitment of employees and volunteers;
- to working within best practice as established by the Disclosure and Barring Scheme (DBS)

HCS will ensure that roles involving regulated activity are identified and that appropriate DBS checks are undertaken and renewed in line with statutory guidance.

HCS has procedures in place to deal with allegations of abuse made against members of staff, volunteers or trustees.

HCS will ensure that any allegations made against members or member of staff, volunteer or trustee will be dealt with swiftly.

Where a member of staff/volunteer/trustee is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

Where the allegation involves alleged abuse of an adult at risk, a concern should be raised following the process outlined in the Joint Multi-Agency Safeguarding Adults Policy and Procedures (West Yorkshire, North Yorkshire and City of York), Section 2.1.2.

The safety of the adult(s) at risk is paramount and it should be ensured that they are safe and away from the person(s) who is alleged to have caused harm.

The named person will liaise with the Safeguarding Concerns Manager to discuss the best course of action and to ensure that the HCS Disciplinary Procedures are coordinated with any other enquiries taking place as part of the on-going management of the allegation.

Where concerns regarding a trustee/member/management/member of staff/volunteer have been made a referral must be made to the Disclosure and Barring Service (<https://www.gov.uk/government/organisations/disclosure-and-barring-service>) where subsequent enquiries result in either:

- The withdrawal of permission for the person to engage in regulated activity with vulnerable adults or they are moved to another area of work that isn't regulated activity (including situations where they would have been, but the person was re-deployed, resigned, retired or left), or
- You think the person has either:
 - o Engaged in relevant conduct in relation to adults. An action or inaction has harmed a vulnerable adult or put them at risk or harm or;
 - o Satisfied the harm test in relation to vulnerable adults. E.g. there has been no relevant conduct but a risk of harm to a vulnerable adult still exists; or
 - o Been cautioned or convicted of a relevant offence (automatic barring either with or without the right to make representations)

Induction, Training and Supervision

HCS is committed to ensuring that all staff and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse and will ensure that the named person, trustees/ staff and volunteers have access to training around Safeguarding Adults

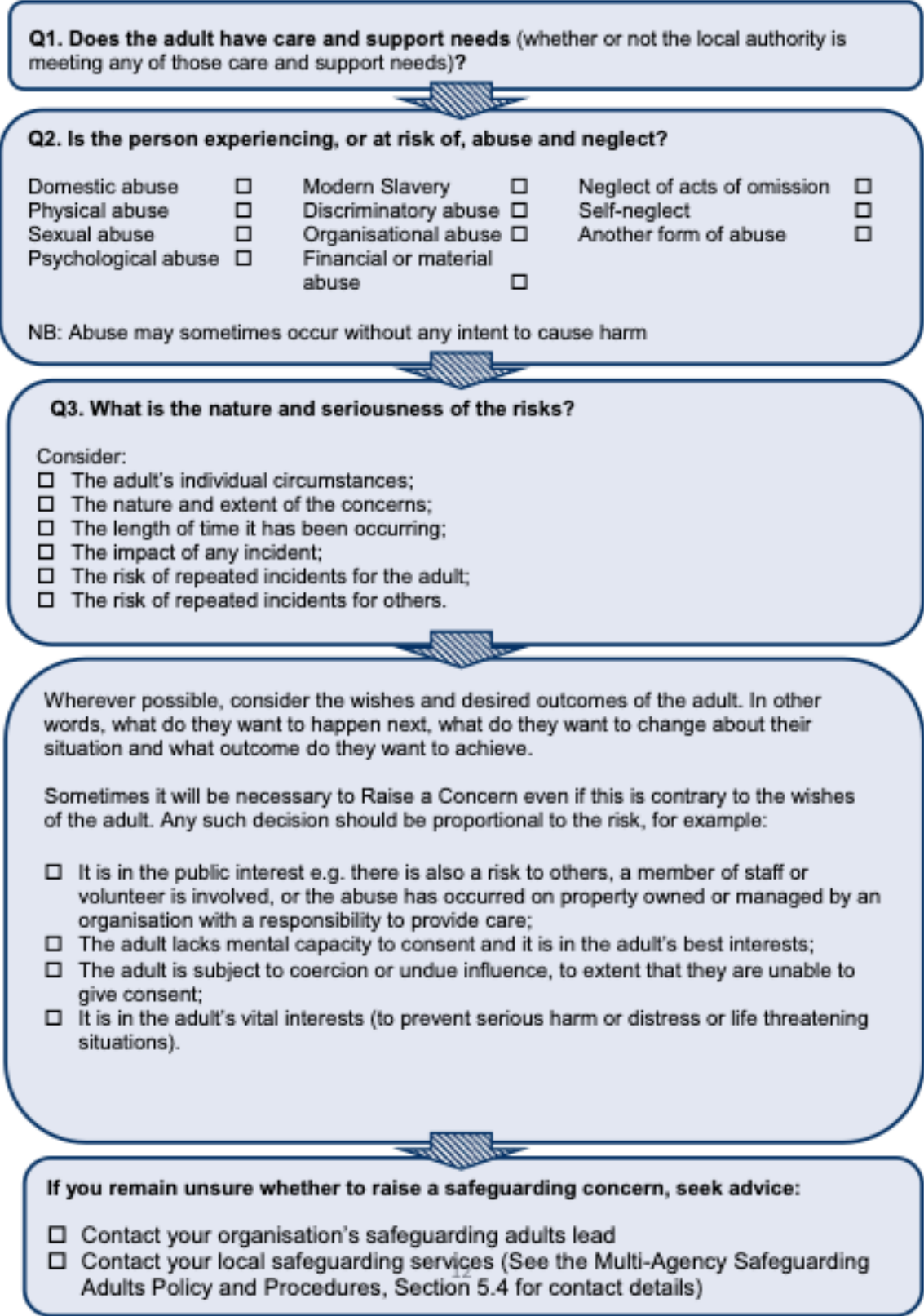
For example:

- Awareness of this safeguarding policy/procedure is covered within the induction programme of all new employees or volunteers and their understanding checked within supervision meetings.
- All staff will receive training on safeguarding adults at a level commensurate with their roles.
- All staff will receive training on the requirements and provisions of the Mental Capacity Act (and Deprivation of Liberty Safeguards (DoLS) in care homes and hospitals)

Safeguarding responsibilities will be included in all role descriptions for Trustees, Officials and volunteers.

Appendices and Change History - see next pages

Appendix A – Consider whether to report a Safeguarding Concern



Appendix B - Considering whether to report a concern to the police

If you believe a crime has been committed:

- seek the person's consent to report the matter immediately to the police

Seeking the person's consent to report a crime will be in addition to raising a safeguarding concern with the local authority

If the person has mental capacity in relation to the decision and does not want a report made, this should be respected unless there are justifiable reasons to act contrary to their wishes, such as:

- the person is subject to coercion or undue influence, to the extent that they are unable to give consent, or
- there is an overriding public interest, such as where there is a risk to other people
- it is in the person's vital interests (to prevent serious harm or distress or in life-threatening situations)

There should be clear reasons for overriding the wishes of a person with the mental capacity to decide for themselves. A judgement will be needed that takes into account the particular circumstances.

If the person does not have mental capacity in relation to this decision, a Mental Capacity Assessment must be undertaken and a decision taken in their best interests.

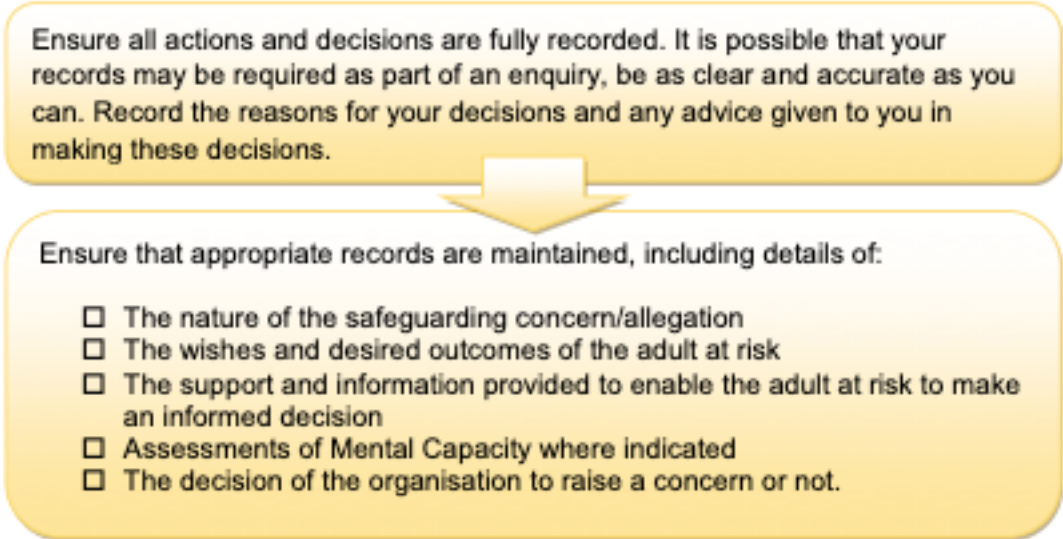
Preserving evidence

If a crime has occurred, try to preserve evidence in case there is a criminal investigation.

- ✓ Try not to disturb the scene, clothing or victim if at all possible
- ✓ Secure the scene, for example, lock the door, if possible,
- ✓ Preserve all containers, documents, locations, etc.
- ✓ Evidence may be present even if you cannot actually see anything
- ✓ If in doubt, contact the police and ask for advice

The police should be contacted for advice wherever required.

Appendix C - Document the concern and any actions or decisions taken



Appendix D - How to Raise a Safeguarding Concern:

If you or the person you are concerned about is in danger and immediate action is required, you should ring the emergency services on **999**.

If you or the person you are concerned about is not in immediate danger, you should ring the North Yorkshire County Council (NYCC) customer services centre on 0300 131 2 131. This includes outside of office hours.

Appendix E: Useful Contacts

<p>Harrogate Choral Society Safeguarding</p> <p>Lead Trustee for Safeguarding</p> <p>HCS Named Person for Child Safeguarding:</p> <p>HCS Named Person for Adult Safeguarding:</p>	<p>Amy Moseley 07825 134918, E-mail amy@harrogatechoral.org.uk</p> <p>Amy Moseley 07825 134918, E-mail amy@harrogatechoral.org.uk</p> <p>Kate Rogata 07711 302818, E-mail kate@harrogatechoral.org.uk</p>
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<p>To raise a safeguarding concern about an adult in North Yorkshire</p> <p>Customer Resolution Centre: (8am – 5:30pm Mon-Fri) This number will be answered by the Emergency Duty Team outside these hours.</p>	<p>Tel: 0300 131 2 131</p> <p>Please note this is a new telephone number which replaces 01609 780780</p>
<p>Contacting the police</p> <p>If the person is in imminent danger</p> <p>If you need to report a crime, but the person is not in imminent danger</p>	<p>Tel: 999 (Emergency Service) Tel: 101 (Non-Emergency Service)</p>
<p>Employment related advice lines</p> <p>Disclosure and Barring Service (DBS)</p>	<p>Tel: 01325 953795</p>
<p>Whistleblowing advice services</p>	
<p>Mencap: www.mencap.org.uk/organisations/whistleblowing-helpline</p>	<p>Helpline: 08000 724 725</p>
<p>Advocacy services</p> <p>Total Advocacy North Yorkshire</p>	<p>E Mail totaladvocacy@cloverleaf-advocacy.co.uk Tel: 01609 765355</p> <p>Post: Elizabeth House, Barker Business Park, Melmerby, Ripon HG4 5NB</p>
<p>Charity Commission Safeguarding Guidance:</p>	<p>www.gov.uk/guidance/safeguarding-duties-for-charity-trustees</p>

Change Control History

Date of Change	Summary of Revisions Made
15 January 2018	Reference to lead trustee for legal matters removed as the post was never filled
11 January 2019	No changes needed

3 February 2020	No changes needed
January 2021	No changes needed
May 2022	No changes needed
January 2023	Updated to reflect changes to multi-agency safeguarding adults policy and practice guidance. Some changes aligned to changing roles and responsibilities within HCS Management Committee
January 2024	Updated telephone contact numbers to make a referral to North Yorkshire Local Authority Remaining references to Halcyon and the Polyphonic choir removed. Further amendments aligned to updated guidance at https://safeguardingadults.co.uk/working-with-adults/nysab-procedures/
January 2025	Clarified titles of safeguarding role holders, and inserted new contact details for HCS Named Person for Child Safeguarding following the resignation of previous role holder
January 2026	Updated policy to reflect Charity Commission safeguarding expectations, including trustee accountability, DBS requirements and secure record-keeping. Added Care Act clarifications, Mental Capacity Act (MCA) principles and updated abuse definitions. Updated training requirements in line with NYSAB 2024 guidance. Added statements on whistleblowing, online activity and safeguarding culture. Updated contact details and ensured consistency across the document. Minor wording corrections and alignment with current best practice. References to CQC removed. References to children removed - instead refer to HCS Policy Child Safeguarding http://www.harrogatechoral.org.uk/members.html