

Bolton College

**Adults at Risk Policy
2023-24**

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we take a decision. Our arrangements support the use of professional judgement and the management of risk;

- e. Partnership: we have effective local information-sharing and multi-agency partnership arrangements in place and staff understand these. We foster a 'one team' approach that places the welfare of individuals above organisational boundaries;
- f. Accountability: the roles of all agencies are clear, together with the lines of accountability. Staff understand what is expected of them and others. Agencies recognise their responsibilities to each other, act upon them and accept collective responsibility for safeguarding arrangements.

Contact Points – Bolton College Safeguarding Team.

Designated Safeguarding Lead (DSL) :

Jane Marsh, Executive Director of HR & Estates.

Telephone: 01204 482100. Email: Jane.Marsh@boltoncc.ac.uk

Deputy Designated Safeguarding Lead (Deputy DSL)

Stephen Mellor, Safeguarding Manager. Telephone: 01204 482199.

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- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

An adult may, therefore, be a person who:

- Is elderly and frail due to ill health, physical disability or cognitive impairment
- Has a learning disability
- Has a physical disability and/or a sensory impairment
- Has mental health needs including dementia or a personality disorder
- Has a long-term illness/condition
- Misuses substances or alcohol
- Is a carer such as a family member/friend who provides personal assistance and care to adults and is subject to abuse
- Is unable to demonstrate the capacity to make a decision and is in need of care and support.

This list is not exhaustive.

What is Abuse?

Violation of an individual's human or civil rights. Any or all types of abuse may be perpetrated as the result of deliberate intent, negligence or ignorance. Different types of abuse include: Physical Abuse, Neglect/acts of omission, Financial/material abuse, Psychological Abuse, Sexual Abuse, Institutional Abuse, Discriminatory Abuse, Modern Slavery or any combination of these. See Appendix 2 for further categories of abuse. Abuse can be perpetrated by one or more people (either known or not known to the victim) or can take the form of Institutional Abuse within an organisation. It can be a single or repeated act.

3. Safeguarding Adults at Risk in College

Bolton College is concerned that all its students remain safe and free from harm and is committed to playing a full and active part in the multi-agency response to safeguarding adults at risk concerns. This document sets out Bolton College's position in relation to all aspects of the safeguarding adults at risk process.

The Designated Persons responsible for Safeguarding Adults at Risk are Jane Marsh (Executive Director of HR & Estates / DSL) or Stephen Mellor (Safeguarding Manager), Rosie Croarkin, Janine Perry and Shahida Khan (Safeguarding Support Officers / Deputy DSLs). In the event of any concern by any member of staff, or if any member of staff is approached by an adult at risk, regarding any matter concerning abuse, they must tell the student that they are bound to pass on the information to a member of the safeguarding team. Please refer to page 4 for contact details.

The person receiving the information should pass it on to as a matter of urgency to a member of the safeguarding team to ensure the matter can be dealt with as soon as possible. If a member of the safeguarding team is not available, the staff member should contact the Adult Social Care Team (see below contact details) and inform the safeguarding team at the earliest opportunity.

No student must be promised that anything they say will be kept confidential if the matter is related to safeguarding vulnerable adult issue or abuse. It is helpful for a member of staff to tell the student they will jot down anything the student actually says to ensure an exact a record as possible is kept for future reference.

Bolton Council – contact points

- Telephone – 01204 337000 and ask for Adult Social Care Safeguarding Team
- Email - safeguardingadults@bolton.gov.uk
- Hospital Social Work Team - Phone this team if you are concerned about someone in hospital in Bolton.
Tel: 01204 390390.

Any urgent/emergency concern outside of the above hours contact Out of Hours Duty Team on Tel: 01204 337777.

Alternatively the police can be contacted if a crime is suspected on via 101 (non-emergency) or 999 in the case of emergency. The staff member must inform one of the Designated Persons, Principal or other senior member of staff as soon as possible.

4. Informing Principles

All members of staff involved with adults at risk (teaching and non-teaching) have a responsibility to be mindful of issues related to adult at risk safety and welfare and a duty to report and refer any concerns however “minor” they appear to be. (N.B. it is NOT the job of College staff to investigate those concerns .)

Individuals will be assumed to have the capacity to make informed decisions about their own care and treatment, unless there is clear evidence to the contrary. Under the Mental Capacity Act 2005, a person is unable to make a decision if s/he is unable:

- To understand the information relevant to the decision;
- To retain that information;
- To use or weigh that information as part of the process of making the decision; or
- To communicate his/her decision.

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Adults at risk are best protected when professionals work effectively together and share responsibility for protective action.

Where there are possible concerns about an adult at risk's safety, unconditional confidentiality cannot be guaranteed and should not be offered.

Bolton College will be proactive and take positive steps to inform students of their rights to safety and protection and the options available to express their fears or concerns. Students away from College premises, e.g. on work experience, will be given advice on who to contact and how to contact them should they have concerns or suffer abuse.

Bolton College has in place systems that deter possible abusers and will manage effectively any allegations or concerns about abuse when they arise.

When students make allegations about abuse or neglect, they will always be listened to, have any

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Appendix 1 - Summary of Bolton College Adults at Risk Policy For Staff

This procedure must

Appendix 2 - Categories Of Abuse (Adults at Risk)

1. Physical Abuse
2. Emotional / Psychological Abuse
3. Sexual Abuse
4. Neglect / Acts of Omission
5. Financial Abuse
6. Institutional / organisational abuse
7. Domestic Abuse
8. Modern Slavery
9. Discriminatory Abuse
10. Self-neglect, inc Hoarding
11. Honour-based Violence
12. Female Genital Mutilation (FGM)
13. Forced Marriage
14. Human Trafficking
15. Exploitation by Radicalisers who Promote Violence
16. ICT Abuse

1. Physical

Physical Abuse includes assault, hitting, slapping, pushing, kicking, misuse of medication or restraint or inappropriate physical sanctions, force-feeding, and unlawfully depriving a person of their liberty.

Possible indicators include:

- Unexplained or inappropriately explained injuries;
- Person exhibiting untypical self-harm;
- Unexplained cuts or scratches to mouth, lips, gums, eyes or external genitalia;
- Unexplained bruising to the face, torso, arms, back, buttocks, thighs, in various stages of healing. Collections of bruises that form regular patterns which correspond to the shape of an object or which appear on several areas of the body;
- Unexplained burns on unlikely areas of the body (e.g. soles of the feet, palms of the hands, back), immersion burns (from scalding in hot water/liquid), rope burns, burns from an electrical appliance;
- Unexplained or inappropriately explained fractures at various stages of healing to any part of the body;
- Medical problems that go unattended;
- Sudden and unexplained urinary and/or faecal incontinence;
- Evidence of over/under medication;
- Person flinches at physical contact;
- Person appears frightened or subdued in the presence of particular people;
- Person asks not to be hurt;
- Person may repeat what the alleged abuser has said (e.g. 'Shut up or I'll hit you');
- Reluctance to undress or uncover parts of the body;
- Person wears clothes that cover all parts of their body or specific parts of their body;

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- A person without Capacity not being allowed to go out of a care home when they ask to;
- A person without Capacity not being allowed to be discharged at the request of an unpaid carer/family member.

2. Emotional / Psychological Abuse

Psychological Abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation or blaming, controlling, intimidation, coercion, indifference, harassment, verbal abuse (including shouting or swearing), cyber bullying, isolation or unreasonable and unjustified withdrawal from services or support networks.

Psychological Abuse is the denial of a person's human and civil rights including choice and opinion, privacy and dignity and being able to follow one's own spiritual and cultural beliefs or sexual orientation.

Possible indicators include:

- Untypical ambivalence, deference, passivity, resignation;
- Person appears anxious or withdrawn, especially in the presence of the alleged abuser;
- Person exhibits low self-esteem;
- Untypical changes in behaviour (e.g. continence problems, sleep disturbance);

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- Recent changes of deeds/title of house, will or other financial documents;
- Recent acquaintances expressing sudden or disproportionate interest in the person and their money;
- Service user not in control of their direct payment or individualised budget;
- Mis-selling/selling by door-to-door traders/cold calling;
- Illegal money-lending.

Undue Influence

The concept of 'undue influence' applies where a person has capacity to conduct a financial or property transaction (usually related to gifts or wills), but they have been not just influenced, but unduly influenced by someone else.

If there is evidence of coercion or undue pressure, this is known as 'express undue influence'. Usually there is no such evidence, but there may have been 'presumed' undue influence. 'There are three initial points in relation to undue influence.

- a. The unduly influenced person has mental capacity to take the decision in question;
- b. The person is influenced to enter into a transaction concerning a gift or will, in such a way that it is not of his or her own free will;
- c. There are two legal types of undue influence. One is called 'express' undue influence that applies to both gifts and wills; the other is called 'presumed' undue influence and applies to gifts only' Consent should not therefore always be accepted at face value, since some adults may need protection from emotional manipulation and exploitation.

In addition to undue influence, the courts can simply set aside gifts or wills on the grounds that the person lacked Capacity at the relevant time.

6. Institutional / Organisational Abuse

This may take the form of isolated incidents of neglect, and poor or unsatisfactory professional practice at one end of the spectrum, through to pervasive ill- treatment or gross misconduct at the other.

Repeated instances of poor care may be an indication of more serious problems, and this is sometimes referred to as institutional abuse.

It may be a result of regimes, routines, practices and behaviours that occur in services that adults or young people live in or use and which violate their human rights. This may be part of the culture of a service to which staff are accustomed and may pass by unremarked upon.

They may be subtle, small and apparently insignificant, yet together may amount to a service culture that denies, restricts or curtails the dignity, privacy, choice, independence or fulfilment of these groups of people. It can occur in any setting providing health or social care.

7. Domestic Violence

Domestic violence includes psychological, physical, sexual, financial, emotional abuse: so called 'honour' based violence. In 2013, the Home Office announced changes to the definition of domestic abuse:

- Incident or pattern 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;
- Includes: psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence; Female Genital Mutilation; forced marriage;

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15. Exploitation by Radicalisers who Promote Violence

Radicalisation is defined as the process by which people come to support terrorism and violent extremism and, in some cases, to then participate in terrorist groups. If there are concerns related to an adult or young person being targeted for radicalisation, an alert should be raised and the police should become involved.

16. ICT Abuse

E-safety can be described as safeguarding all users of fixed and mobile devices that allow access to content and communications that could pose risks to personal safety and wellbeing. Examples are PCs, laptops, mobile phones and gaming consoles such as Xbox, Playstation and Wii. Examples of risks associated with information and communication technology are:

Content (vulnerable person as recipient)

- Commercial (advertises, spam, sponsorship, personal information);
- Aggressive (violent/hateful content)
- Sexual (pornographic or unwelcome sexual content);
- Values (bias, racism, misleading info or advice).

Contact (vulnerable person as participant)

- Commercial (tracking, harvesting personal information);
- Aggressive (being bullied, harassed or stalked);
- Sexual (meeting strangers, being groomed);
- Values (self-harm, unwelcome persuasions).

Conduct (vulnerable person as actor)

- Commercial (illegal downloading, hacking, gambling, financial scams, terrorism);
- Aggressive (bullying or harassing another);
- Sexual (creating and uploading inappropriate material);
- Values (providing misleading info or advice).

Signs and symptoms of ICT Abuse include:

- Spending extended amounts of time online;
- Secrecy over mobile phone and computer;
- Withdrawal from social contact;
- Depression;
- Mood Swings;
- Unexplained gifts;
- Sleep disturbances;
- Self-harming

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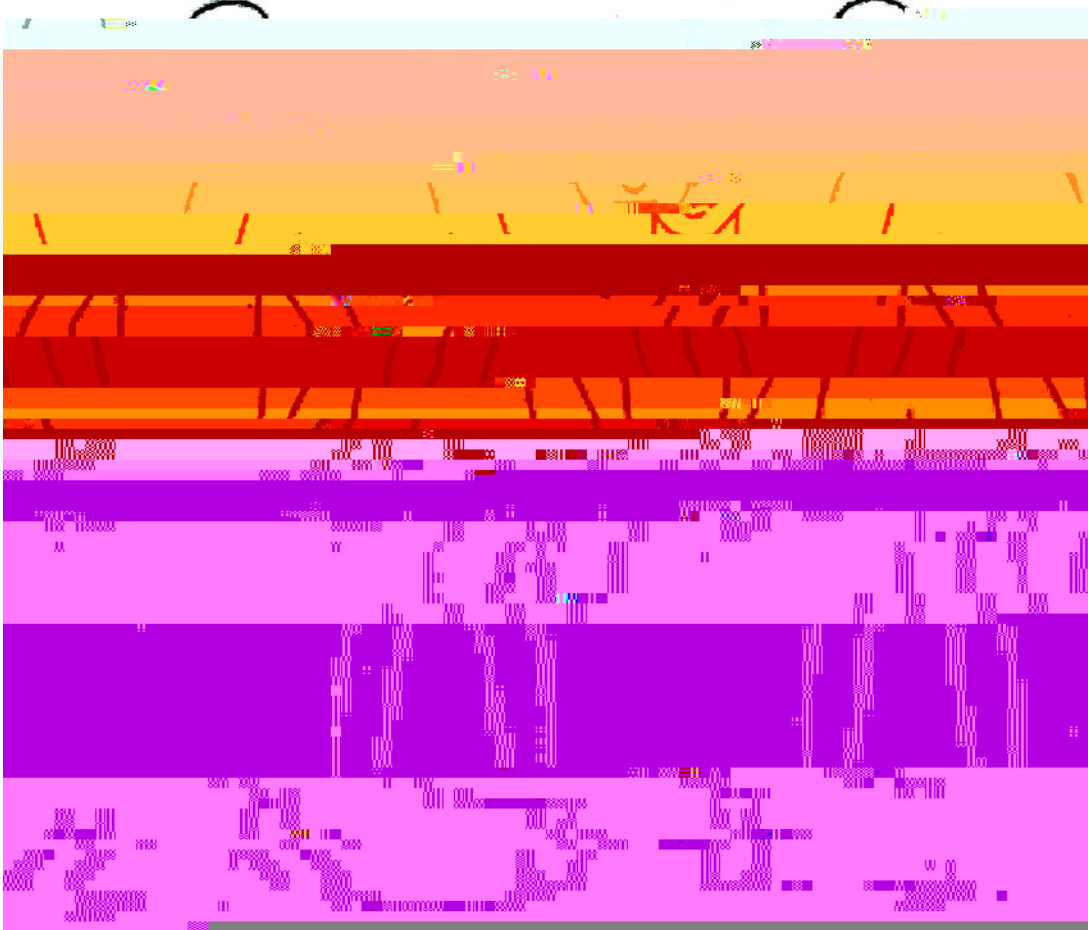
Appendix 3 – Body Map

Name of Adult at Risk : _____

Person completing this form: _____

Use the diagram below to shade and label clearly any visible injuries, e.g. cuts, bruises, burns, soft tissue injury, including neck, under-arms, stomach, genitals and inner thighs.

Use separate diagram if recording new injuries.



Date and time: _____

Signature: _____

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Appendix 4 – Procedure for Reporting and Dealing with Concerns or Disclosure of Abuse related to Adults at Risk

1. A
Concern or Suspicion

3. B
Incident or Disclosure

2. C
Third Party Allegation

- ◆ Record signs/symptoms (pro monitor)
- ◆ Keep information confidential
- ◆ You may discuss concerns with Line Manager
- ◆ Line Manager or You will

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Appendix 5 – Procedure for Reporting and Dealing with Allegations of abuse against adults at Risk by a Member of Staff

Adult at Risk

YES

NO

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Appendix 6 – Safeguarding Adults Multi -Agency Alert Form

Use this link to make a referral to Bolton Adult at Risk Safeguarding Team:-

<https://www.bolton.gov.uk/safeguarding-protecting-adults/adult-safeguarding-referral/1>

or Contact:-

Email: Safeguardingadults@bolton.gov.uk

Telephone: [01204 337000](tel:01204337000)

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Appendix 7 – Bolton College's Adult at Risk Policy for Parents and Carers

Introduction

Bolton College is concerned that all students remain safe, free from harm and is committed to playing a full and active part in the multi-agency response to safeguarding adults at risk.

Through their day-to-day contact with students, and direct work with families, education staff have a crucial role to play in noticing indicators of possible abuse or neglect. Parents should be aware therefore that where it appears to a member of staff that a student may have been abused, the College is required, as part of the Adults at Risk Policy and Procedures, to report their concern to Bolton Council Adult Social Care teams immediately. To avoid any misunderstandings therefore, parents of vulnerable adults who sustain accidental injuries, which result in cuts/bruises/ fractures, should inform the College without delay.

Principles

Everyone has the right to live in peace with no fear of abuse. A

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Appendix 10 – Roles and Responsibilities of Key Staff involved in Safeguarding Adults at Risk

Responsibilities of Designated Lead - with lead responsibility for Safeguarding Adults issues is the Executive Director of HR and Estates.

The Designated Lead is responsible for taking lead responsibility for raising awareness within the staff of issues relating to the welfare of adults at risk, and the promotion of a safe environment for them within the College

Leading on the referral of cases of suspected abuse or allegations to the appropriate adult agencies.

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The Principal will ensure sufficient resources and time are allocated to enable the Designated Persons and other staff to discharge their responsibilities

The Principal will ensure that all staff and volunteers feel able to raise concerns about