

Safeguarding Policy and Procedure for u3a Dacorum

Policy Statement

This Policy and Procedure is written to enable the Committee to act appropriately whenever possible or where instances, or allegations of, actual abuse or neglect comes to their attention. Key definitions are in Appendix 3 along with a list of useful agencies.

u3a Dacorum recognises that some people are potentially at risk of abuse and neglect. Abuse and neglect can take place in a person's own home, in the home of a carer, family member or friend, and within any form of institution e.g. hospitals, residential care or nursing home.

Where abuse or neglect is suspected u3a Dacorum will aim to respond to the situation in a way which is caring, effective and enabling. U3a Dacorum also recognises that abuse and neglect can be perpetrated by volunteers, other users of services, relatives, friends and neighbours. u3a Dacorum acknowledges that the reasons for abuse and neglect occurring may not be fully understood and vary with each incident, often dependant on risk factors

u3a Dacorum will neither condone nor tolerate any form of abuse or neglect and believes that all people should be able and, where necessary enabled, to live in an environment which is safe.

In all situations, u3a Dacorum believes that everyone is entitled to:

- privacy
- be treated with dignity and respect
- lead an independent life and to be enabled to do so
- choose how they live their lives
- the protection of the law
- have their human and civil rights upheld regardless of ethnic origin, gender, sexuality, impairment or disability, age, religious or cultural background.

It is not appropriate for u3a Dacorum to take the lead role in any Safeguarding Enquiry under Section 42 of the Care Act 2014, but should refer this to Third Age Trust who will contact the appropriate local authority.

u3a Dacorum will monitor the implementation of this policy and procedure annually on the anniversary of implementation.

Approach and Procedure

1. u3a Dacorum recognises that it has a responsibility to ensure that its committee and group leaders are aware of this policy.
2. u3a Dacorum will support the alleged victims and the alleged perpetrators of any abuse as well as any volunteer who becomes aware of the abuse in so far as this

does not compromise any Safeguarding Enquiry or investigation into the allegation or place other adults at risk.

3. While u3a Dacorum will make every effort to respect the confidentiality of any information that is disclosed under this Policy and Procedure, this cannot be guaranteed. Information will be recorded and stored securely in accordance with General Data Protection Regulation (GDPR) 2018 but confidentiality is not absolute and information may have to be shared, on a 'need-to-know' basis only, to prevent:
 - danger to a person's life;
 - danger to a person's health;
 - danger to others;
 - danger to the community; or
 to facilitate the investigation of a serious crime.
4. The designated committee members are Chair, Vice-Chair, Secretary, Treasurer and the designated Safeguarding officer - a named [Committee Member – for u3a Dacorum](#).
5. One of the designated Committee members should attend the on-line training provided by NCVO (National Council for Voluntary Organisations) charities and trustees on safeguarding at <https://ncvo.org.uk/training-events/?filter=safeguarding#/>. The cost (currently cost half day £55, full day £93) would be borne by u3a Dacorum.
6. This Policy, Procedure and Appendices will be reviewed every three years from their date of adoption. Appendix 2 sets out what to do in more detail, while Appendix 3 provides examples of different abuse.

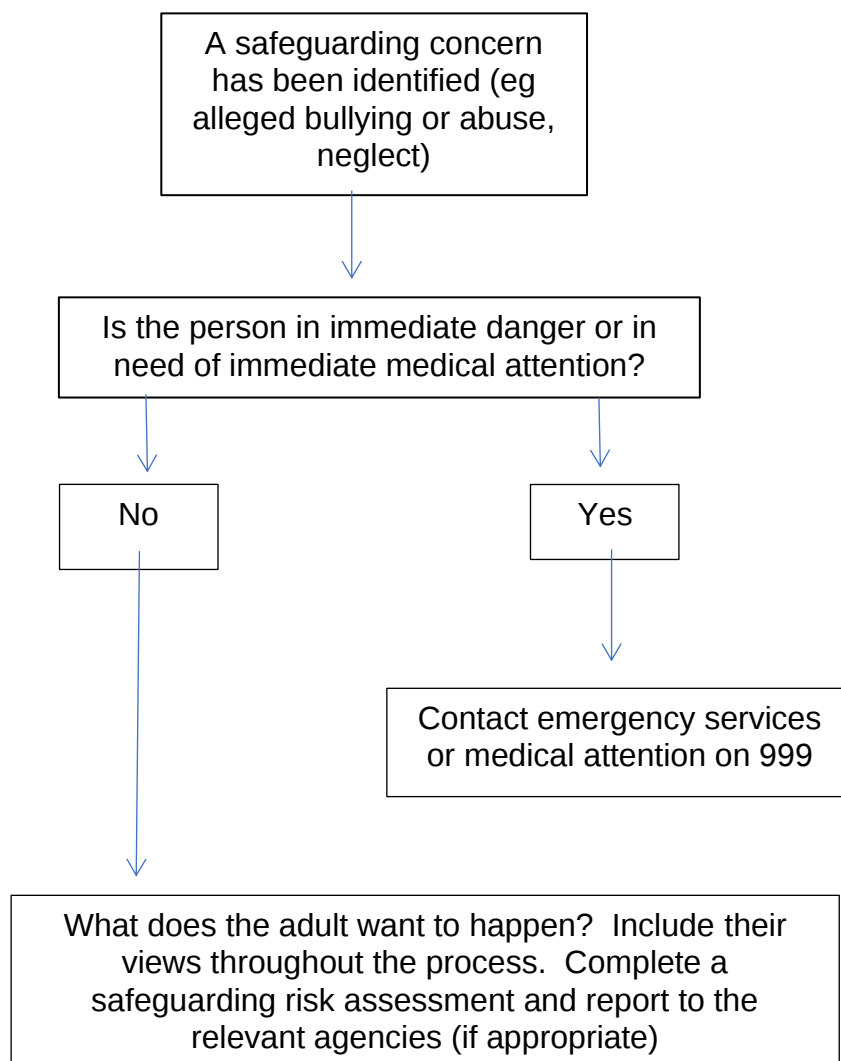
Courses of Action

- If the committee becomes aware from any source (eg group leader, member, or non-member) of possible or actual abuse or neglect, it should ensure that the safety of the adult at risk is a priority. However, individual members can, of course, act as appropriate and refer the matter to appropriate bodies, without referring to the Committee.
- Any committee member or group co-ordinator who becomes aware of possible or actual abuse should, as soon as possible, record the details of the abuse using the suspicion recording proforma (SRP) form, see Appendix 1 and advise the designated Safeguarding Officer. They should advise the rest of the committee and the seek further advice from Third Age Trust.
- The designated committee member, having been advised of the possible or actual abuse, should satisfy themselves that the adult at risk is currently safe, and that the alleged perpetrator, if known, does not pose a threat to any other person. They may contact one of the relevant agencies (See Appendix 3) for advice on how to help and to whom the abuse should be reported.
- The committee, working with the Third Age Trust, and other agencies will decide whether any further reporting, for example to refer to the local authority and/or the Police is needed. When a crime may have been committed, the Police must be

contacted as soon as possible. If the decision is to not refer, the reasons for this must be recorded on form SRP.

- As far as possible, the adult at risk's wishes will be respected as to whether to refer any concerns to the local authority as a Safeguarding Enquiry under Section 42 of the Care Act 2014. However, it may be necessary to override these in the best interests of other adults at risk.
- The committee then completes SRP with the guidance of the Advice and Volunteering Manager.
- A completed SRP will be held in a designated file for a minimum of 2 years from the date of the completed SRP on the adult at risk.
- Confidentiality must be maintained; therefore the contents of the form will not be provided to any third parties unless there is a legal or statutory requirement to do so.

Flow Chart for Immediate Action



u3a Safeguarding Policy		
Version	Description of changes	Date
0.1	Draft safeguarding policy – based on that used by Tunbridge Wells u3a	5 Sep 2024
0.2	Updated safeguarding policy – following discussion on 3 rd September	October 2024
0.3	Updated safeguarding policy – following discussion on 3 rd December	Feb 2025
0.4	Formatted for approval	March 2025
0.4	Committee approved 1 st April 2025	April 2025

Confidential

Safeguarding Adult Disclosure/Suspicion Recording Proforma (SRP)

Adult at Risk		
Surname:		Forename:
Home Address:		
Postcode:		
Disclosure/Suspicion Date & Time		Location of Disclosure/Suspicion:
Who received disclosure/had suspicion:		
Type of Alleged Abuse:		Location of Alleged Abuse:
Description of Alleged Abuse:		
Name:		
Signature:		Post: Date:
Committee member informed:		
Name:		Post: Date:
Decision by designated members		
	Further action:	Referral on;
	Yes/No	Yes/No
Date:		
Action Date		
Action taken:		
Reason for Decision:		
Date Record to be Destroyed:		
Chair Signature		Date: Time

Information contained in this document should only be used for the purposes of implementing and monitoring u3a Dacorum's Safeguarding Adults Policy and Procedures and service monitoring. The information must not be copied, transmitted or in any way divulged without the explicit permission of u3a Dacorum.

Appendix 2

If someone discloses abuse to you:

Do:

- Stay calm and try not to show shock or disbelief
- Listen carefully to what they are saying
- Be sympathetic (I'm sorry that this has happened to you')
- Be aware of the possibility that medical evidence might be needed
- Tell the person that:
They did the right thing to tell you
You are treating the information seriously. It was not their fault
You are going to inform the appropriate person (see recommended agencies in Appendix 3)
You will take steps to protect and support them
- Record and report the information in line with the Procedure

Do Not:

- Press the person for more details; this will be done later
- Stop someone who is freely recalling significant events (Don't say 'hold on, we'll come back to that later' - they may not tell you or anybody else again)
- Do not promise to keep secrets; you cannot keep this kind of information to yourself
- Make promises you cannot keep (Such as 'This will never happen to you again')
- Contact the alleged abuser
- Be judgemental
- Pass on the information other than to those with a legitimate 'need-to-know' under this Policy and Procedure

In your record of the disclosure:

You should aim to:

- Note what people actually said, using their own words and phrases
- Describe the circumstances in which the disclosure came about
- Note the setting and anyone else who was there at the time of the abuse or the disclosure
- Separate facts from your own and others' opinions
- And be aware that your report may be required later as part of a legal action or disciplinary procedure.

Appendix 3

Key Definitions:

1. **Adult at risk:**

is any person, who is over 18 years of age and who has need for care and support, is experiencing, or is at risk of abuse or neglect, and as a result is unable to protect themselves against the abuse or neglect or risk of it.

2. **Abuse:**

is the “violation of a person’s human and civil rights by any other person(s). It may be a single or repeated act(s), physical verbal, psychological, sexual, institutional, discriminatory, or financial, an act of neglect or failure to act”

3. **Types of abuse:**

- a) **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint, or inappropriate physical sanctions.
- b) **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.
- c) **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- d) **Psychological abuse** – including 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 of services or supportive networks.
- e) **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- f) **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.
- g) **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- h) **Organisational abuse** – including neglect and poor care 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 due to the structure, policies, processes and practices within an organisation.

- i) **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
- j) **Self-neglect** – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Recommended agencies:

- a) Their Local Authority Social Services ([Hertfordshire CC adult reporting](#) or 0300 123 4042 (24-hour number)), GP Surgery, Police, etc.
- b) Hourglass (formerly Action on Elder Abuse) is a confidential support and advice for older people who have been abused or people who know an older person who may be suffering abuse. Available weekdays 9am - 5pm on freephone 0808 808 8141. The website is <https://www.wearehourglass.org/>
- c) Voice UK is a national charity supporting people with learning disabilities and other vulnerable people who have experienced crime or abuse. They also support their families, carers and professional workers. Voice runs a helpline 0808 802 8686.
- d) Silver Line run by Age UK can among other things provide support to older people who are suffering abuse and neglect. 24-hour helpline 0800 4 70 80 90 or [website](#)
- e) There is also an Age UK Advice Line on 080 0678 1602
- f) The National Council for Voluntary Organisations has a website on safeguarding at <https://www.ncvo.org.uk/help-and-guidance/safeguarding/>
- g) Third Age Trust u3a.office@u3a.org.uk or info@u3a.org.uk