



THE TOY LIBRARY

**SAFEGUARDING ADULTS  
POLICY & PROCEDURES**

**MAY 2024**

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

The purpose of this policy is:

- to protect Adults at Risk who receive The Toy Library's services, or Adults at Risk we may encounter in the course of our work.
- to provide community members, staff and volunteers with the overarching principles that guide our approach to safeguarding Adults at Risk.

The scope of this policy covers:

- Adults at Risk, as defined by:
  - A person who is in need of extra support because they are elderly or have a learning disability, physical or sensory impairment or mental health problem and who is or may be unable to take care of themselves or unable to protect themselves against harm.
  - An adult at risk is any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and or support. Note: Where someone is over 18 but still receiving children's services and a safeguarding issue is raised, the matter should be dealt with as a matter of course by the adult safeguarding team.

This policy applies to anyone working on behalf of The Toy Library, 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 Adults at Risk in England.

This includes The Care Act 2014, The Nottingham and Nottinghamshire Multi-Agency Adult Safeguarding Procedure for Raising a Concern and Referring 05/11/19, and the Nottingham and Nottinghamshire Multi-Agency Safeguarding Adults at Risk Guidance 05/11/18

## **Related policies and procedures**

This policy should be read alongside our organisational policies and procedures, including:

- Role of the Organisation Lead, the Practice Lead and the Designated Safeguarding Leads.
- Safeguarding & Child Protection Guidelines
- Managing allegations against staff and volunteers - (within Safeguarding & Child Protection Guidelines and the NCSCB Procedures)
- Adverse Incident/Serious Untoward Incident Policy
- Confidentiality Policy
- Social Media Policy

- Code of Conduct for Staff and Volunteers
- Safer Recruitment Policy
- Anti-bullying Policy
- Complaints Policy
- Whistleblowing Policy
- Health and safety procedures
- Supervision and Appraisal Policy
- Induction and training procedures

**We believe that:**

- Everyone has the right to live their life free from violence, fear and abuse.
- All adults have the right to be protected from harm or exploitation.

**We recognise that:**

- We have a responsibility to work together with other organisations to prevent and stop both the risks and experience of abuse or neglect.
- Adults have the right to independence, which may involve a degree of risk. Sometimes people are not able to enjoy these rights.
- If a person is seen as vulnerable or isolated within the community, there are some people who may take advantage of them or cause suffering and harm to them.

**What Abuse Is**

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person's quality of life, to causing actual physical suffering.

Abuse can happen anywhere - in a residential or nursing home, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Forms of abuse include (as defined in the Care Act 2014):

- Physical abuse including hitting, slapping, and pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- Domestic Violence including psychological, physical, sexual, financial, emotional abuse and honour based violence.
- Sexual abuse including rape and sexual assault or sexual acts to which the adult at risk has not consented or is incapable of giving informed consent or was pressured into consenting. This may involve contact or non-contact abuse (e.g. touch, masturbation, being photographed, teasing, and inappropriate touching)

- Psychological abuse includes 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.
- 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.
- 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.
- Discriminatory abuse including racist, sexist, based on a person's disability, culture and other forms of harassment, slurs or similar treatment.
- Organisational abuse (previously known as institutional abuse) Neglect and poor professional practice in care settings also need to be taken into account. It may take the form of isolated incidents of poor practice at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other. It can occur when the routines, systems, communications, and norms of an institution compel individuals to sacrifice their preferred lifestyle and cultural diversity to the needs of that institution. Repeated instances of poor care may be an indication of more serious problems.
- Neglect and acts of omission including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- 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.

Any of these forms of abuse can be either deliberate or be the result of ignorance, or lack of training, knowledge or understanding. Often if a person is being abused in one way they are also being abused in other ways.

ref: Adapted from NCC: [Are you worried about an adult - Nottingham City Council](#)

**We will seek to keep Adults at Risk safe by:**

- Valuing, listening to and respecting them.
- Being fully committed to a zero tolerance of abuse and neglect within our organisation
- Appointing a Designated Safeguarding Lead (DSL) for each work area, a Practice Lead, an Organisation Lead and a Lead Board member for safeguarding
- Having a Nominated Referrer and a named deputy to be responsible for making a safeguarding referral to the local authority.
- Adopting safeguarding best practice through our policies, procedures, and code of conduct for staff and volunteers
- Providing effective management for staff and volunteers through supervision, support, training, and quality assurance measures

- Providing current training that is relevant to job roles and that contributes to CPD, as identified through supervision, user feedback, team discussion and management.
- Recruiting staff and volunteers safely, ensuring all necessary checks are made.
- Recording and storing information professionally and securely
- Sharing information about safeguarding and good practice via leaflets, posters, group work and one-to-one discussions
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know and involving those concerned 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 service users, staff, and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.
- ensuring we keep up to date with relevant safeguarding and other related information, locally and nationally, that will inform and improve our practice.
- Ensure current 'hot topics' are addressed within our practice, policies, procedures and training, including FGM, CSE, CCE, IT, PREVENT
- Recognising our role in Prevent when our work brings us into contact with Adults at Risk. Prevent focuses on working with vulnerable individuals who may be at risk of being exploited by radicalisers and subsequently drawn into terrorist related activity – we will raise any concerns of this nature through our safeguarding procedures.

**When a safeguarding concern about an Adult at Risk is raised:**

The discussion, decision making process and any agreed actions must be done by following the Nottingham and Nottinghamshire Multi-Agency Safeguarding Adults Policy, Procedures and Guidance:

Refer to full Multi-Agency procedures online:

**[Procedures and guidance \(nottinghamshire.gov.uk\)](https://www.nottinghamshire.gov.uk)**

**In brief:**

First make sure that they're safe if it's possible to do so.

Assess the situation i.e. are emergency services required?

Establish if possible, what the persons views and wishes are, it is important that the adult at risk (or their representative) is asked what outcomes they would like to see as a result of the referral being made.

Maintain any evidence if applicable

If possible, obtain consent from the individual regarding the actions you wish to take \* *refer to full Nottinghamshire procedures and guidance for further information and guidance regarding consent.*

Remain calm and try not to show any shock or disbelief.

Listen carefully and demonstrate understanding by acknowledging concern that this has happened.

Inform the person that you are required to share the information, explaining what information will be shared and why.

Make a written record of what the person has told you, using their words, what you have seen and your actions. Remember to use objective language and be clear.

The written record needs to cover as far as possible the information requested in the NSAB Adult Safeguarding referral prompt Sheet:

<https://www.nottinghamshire.gov.uk/media/119876/adult-safeguarding-referral-prompt-sheet.pdf>

Any concern regarding an Adult at Risk needs to be raised with the Nominated Referrer

The Nominated Referrer is:

- Celina Adams – Service Director

In the absence of the nominated referrer:

- Helen Barnett - Quality & Performance Manager

In the absence of both of the above, contact any Designated Safeguarding Lead – contacts at end of this document.

### **Making a Referral**

Follow the NSAB– Adults Safeguarding Referral Prompt Sheet. (link above)

If a referral is required use contacts detailed below:

#### **For City Residents:**

- Call Adult Social Care on 0115 8763330. Lines are open 9am to 5pm
- Safeguarding referrals can be made via the new online portal - [Adult Social Care Safeguarding Referral Form - Nottingham City Council](#)

#### **For County Residents:**

- Call Nottinghamshire County Council on 0300 500 8090 ( line for professionals)  
Monday, Tuesday, Thursday: 8:30am to p.m., Wednesday 10:30am to p.m. Friday: 8:30am to 4:30pm
- Complete the online form (professionals only) (Anytime) at:  
<https://www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse-professionals>

**If any form of abuse is putting your own or someone else's immediate safety at risk, please call 999 straight away**

Out of hours – City & County:

**Safeguarding referrals outside the hours stated above should only be made when immediate action is required by the local authority to make an adult at risk safe.**

Contact the Emergency Duty Teams on:

Nottinghamshire County Council on 0300 456 4546

Nottingham City Council on 0115 8761000

**Remember, if it's an emergency, dial 999**

### **Following a referral**

We will work with the Local Authority referred to, in accordance with the Nottingham City and County Procedures.

Wherever possible, we will work with the adult at risk and the local authority to consider the views of the adult at risk or their representative, and how they can work towards their desired outcomes.

When required, we will contribute to the strategy meeting/discussion and agree to undertake further actions as part of the local authority's response.

If anyone working on behalf of The Toy Library is alleged to have caused the abuse or neglect, we will undertake the disciplinary investigation in line with our own disciplinary procedures. This will be in agreement on how this links with other actions as part of the local authority's response to prevent duplication of work and repeat interviews.

When required, we will contribute to and take actions from any meetings that are convened to discuss findings, agree further actions, and consider whether the desired outcomes for the adult at risk have been met.

If it is determined that a member of staff has perpetrated abuse against an adult at risk, we will take action in accordance with the appropriate policies and procedures and legislation, which may include a referral to the Disclosure and Barring Service.

If required, we will participate in the review of a safeguarding plan where this is appropriate.

### **Making a decision NOT to make a referral.**

If, after assessing all the information available and you decide there is no allegation of abuse, you do not need to make a referral to the relevant local authority.

This decision must be documented in full, and discuss with a DSL and/or Line Manager.

Any decision not to refer does not mean that the incident should be left or that other actions do not need to take place. Consideration still needs to be given to the needs of the adult at risk and to any other actions such as the complaints process, training needs, disciplinary or regulatory action if appropriate, informing other people/agencies of the actions taken.

## Records

### Record Keeping

Good record keeping is a fundamental part of good practice. It is particularly important to make clear, factual, and detailed written and / or electronic records when you are told about or witness abuse or neglect against an adult at risk.

All records must be kept safe as it may be necessary to make records available as part of subsequent safeguarding work by the relevant local authority, or to disclose them to a court as evidence.

As Referrer you must keep records of the following where appropriate:

- Any actions undertaken to ensure the immediate safety of the adult at risk and/or anyone else at risk.
- Any actions undertaken against the person posing a risk.
- Crime number if the concern has been reported to the police.
- Any relevant information gathered as part of your role as referrer.
- Details of the concern (ensure that you have access to any notes from the person raising the concern)
- Your decision about whether a referral is required or not.
- The desired outcomes the adult at risk would like to happen as a result of any subsequent safeguarding work.

### General advice on records

The following may be useful when keeping records or taking notes regarding safeguarding adults concerns:

- Where possible you should make notes at the time you are being told about a concern
- Explain to the person raising the concern that you are taking notes so that you can be accurate in your recording.
- Use the person's own words where possible.
- In some circumstances it would not be appropriate to be taking notes at the time the allegation is being made
- Make a written report as soon as possible afterwards. Try to remember what the adult said, using their own words and phrases Use a pen or biro with black ink if you possibly can.
- In your written report factual information should be clearly separated from expression of opinion
- Sign, date and time your report.
- Be aware that your report may be required later as part of a legal action or disciplinary procedure or litigation claim.
- In all recording, proper consideration must be given to the requirements of current data protection legislation.



- Detailed records of abuse should not be kept on an open file unless to do so would impede the Freedom of Information Act 2000. Keep all records confidential in password protected documents and in a locked filing cabinet if paper copy.

**Ref:**

**Adapted from:** Nottingham and Nottinghamshire Multi-Agency Adult Safeguarding Procedure for Raising a Concern and Referring & Nottingham and Nottinghamshire Multi-Agency Safeguarding Adults at Risk Guidance

For full information on Nottingham City and Nottingham County procedures see:

**Procedures and guidance ([nottinghamshire.gov.uk](http://nottinghamshire.gov.uk))**

**Contact details**


**Designated Safeguarding Leads: (DSL)**

Contact No: 0115 9753898

Senior Organisation Lead & Nominated Referrer:	Celina Adams
Board member-Safeguarding Lead:	Melkorka Stiller-Magnúsdóttir Via Organisation Lead
Safeguarding Practice Lead & Deputy Nominated Referrer:	Helen Barnett
Family Mentor Service:	Lorraine Stevenson
Under 5's:	Sara Taylor
Over 5's:	Yan Gough


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

This policy was last reviewed on: .....10/05/24.....

Signed:  ..... Date 10/5/24.....

Name: MELKORKA STILLER-MAGNUSDOTTIR

Role: CHAIR OF TRUSTEE

Signed:  ..... Date 10/5/24.....

Name: CELINA ADAMS

Role: SERVICE DIRECTOR

Document produced	20/01/20		
Updated V2	Aug 2020		
Updated V3	May 2021		
Updated V4	July 2023	Change in Organisational Lead	Pg 6 & 9
		Change in Board Lead	Pg 9
Updated V5	May 2024	Updated link on definitions of abuse	Pg 4
		Updated link to procedures and guidance	Pg 5
		Information on referral contacts updated	Pg 6
		Updated link to procedures and guidance	Pg 9