

1. Introduction

The Cellar Trust is a mental health charity operating in Bradford, Airedale, Wharfedale and Craven. We provide a range of mental health support services to our clients, who include adults and young people. Our services include a series of free online support courses, mild to moderate telephone-based interventions and face to face crisis services for people in mental health distress, delivered at our premises in Shipley, as well as at hospitals across the district. In addition, we run a successful community café, offering work experience to clients. The café is open to the general public as well as clients and staff.

We are aware of our safeguarding responsibilities towards adults at risk who receive our services. An adult at risk is a person aged 18 or over who has needs for care and support (whether or not the local authority is meeting any of those care and support needs), and 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.

We recognise our duty of care to comply with the [Safeguarding Adults Multi-Agency Policy and Procedures for West and North Yorkshire and York](#) – these provide the framework for safeguarding adults with care and support needs from abuse and neglect.

Safeguarding is everybody's responsibility and to ensure this, all agencies - council, police, fire and ambulance services, health organisations, housing providers, the independent sector, charitable, voluntary and community groups should refer to the agreed policy and procedures contained in the above framework.

This policy sets out our commitment to safeguarding adults at risk and details the systems and processes we have implemented in order to allow us to do this to the best of our ability.

Safeguarding and COVID-19 – The Cellar Trust recognises that there are specific safeguarding implications relating to the current COVID-19 pandemic. We have reviewed our safeguarding policies and procedures in light of this impact. **See Appendix 1 for our Safeguarding and COVID-19 addendum.**

For details of our safeguarding policy and procedures relating to children and young people please refer to our separate Safeguarding Policy and Procedure - Children and Young People.

2. Policy statement

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about working together to support adults to make decisions about the risks they face in their own lives, and protecting those who lack the mental capacity to make these decisions. It is a key part of providing high-quality health and social care. Abuse is a violation of an individual's human and civil rights by another person or persons and may consist of a single act or repeated acts. It is acknowledged that significant numbers of vulnerable people are abused and it is important that The Cellar Trust has a safeguarding adults policy in place and a set of procedures to follow, as well as implementing preventative measures to try and reduce that number.

The Cellar Trust is committed to ensuring that all employees, volunteers, trustees and people who use our services are safe while receiving those services. This safeguarding policy statement and accompanying procedures have been developed in order to enable us to:

- Implement processes which allow us to meet the requirements of the Safeguarding Adults Multi-Agency Policy and Procedures for West and North Yorkshire and York.
- Promote good practice and work in a way that can prevent harm, abuse and coercion occurring.
- Ensure that any allegations, disclosures of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported.
- Stop that abuse occurring.

In order to implement the policy, The Cellar Trust will work to:

- Manage services in a way which promotes safety and prevents abuse.

- Promote the freedom and dignity of the person who has or is experiencing abuse.
- Promote the rights of all people to live free from abuse and coercion.
- Ensure the safety and wellbeing of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing.

3. Responsibilities

The Cellar Trust will:

- Ensure all staff, trustees and volunteers within our organisation understand their safeguarding responsibilities and are familiar with this policy and the correct procedures to follow if a safeguarding concern is identified.
- Ensure appropriate safeguarding training, advice and guidance is in place for all staff, trustees and volunteers.
- Apply this policy to all staff, bank staff, volunteers (including all trustees), students and those on work placements and anyone working on behalf of our organisation, including consultants and contractors (however sub-contractors should have their own organisational policies and procedures in place for their staff to follow. These will be checked to ensure they meet our requirements and standards).
- Recognise that everyone has equal rights to protection, regardless of age, ability, culture, language, gender, race, religion or sexual identity.
- Work with other agencies within the framework of the [Safeguarding Adults Multi-Agency Policy and Procedures for West and North Yorkshire and York](#).
- Act appropriately to any allegations, reports or suspicions of abuse. This may involve sharing concerns with agencies who need to know, and involving the adult at risk appropriately.
- Treat all allegations, reports or suspicions of abuse by staff or volunteers fairly, providing appropriate support to the staff member/volunteer involved and following our internal disciplinary procedures where necessary.
- Act within our Confidentiality Policy and where possible gain permission from clients before sharing information about them with another agency, unless there is a reason not to do so (see below).
- Inform clients that where a person is in danger, a child is at risk or a serious crime has been committed then a decision may be taken to pass information to another agency without their consent
- Make a referral to Bradford Council's Multi-Agency Safeguarding Hub (MASH) and / or contact emergency services as appropriate.
- Follow our Whistleblowing Policy and/ or Managing Allegations Procedure if a safeguarding concern relates to an allegation against a member of staff (see Section 4).
- Ensure there is a Designated Safeguarding Lead (DSL) and a Deputy DSL, and that they understand their responsibility to refer incidents of adult abuse to the relevant statutory agencies (e.g. the police and / or MASH)
- Ensure any service provision run in partnership with external organisations follows all necessary safeguarding procedures. Some of our services are run in partnership with Bradford District Care Foundation Trust and Bradford Teaching Hospitals NHS Foundation Trust. Where this is the case (and for any other similar partnership arrangements with external organisations), we work closely with our partners to ensure our staff follow all necessary procedures. For example, our staff who are based in NHS settings are required to follow NHS safeguarding protocols; they are also required to follow our own internal recording process for all safeguarding concerns.
- Follow safer recruitment and vetting of staff procedures, including volunteers and anyone who comes into direct contact with the adults at risk we work with.
- Keep up to date with local and national safeguarding developments.
- Report all safeguarding concerns to the Board of Trustees, who are ultimately accountable for all that happens within the organisation and this includes the implementation of effective safeguarding procedures.

4. Allegations Management Procedure

The Cellar Trust will ensure any allegations made against a member of staff or a volunteer will be dealt with

swiftly and in accordance with these procedures:

- The person who receives the allegation will ensure the person is safe and away from the person against whom the allegation is made. The person who receives the allegation initially should treat the matter seriously and keep an open mind. They should not investigate or ask leading questions if seeking clarification or make assumptions or offer alternative explanations or promise confidentiality. However, they should give assurance that the information will only be shared on a 'need to know' basis.
- The DSL should be informed immediately. In the case of an allegation involving the DSL, alternative arrangements should be sought to ensure the matter is dealt with by an independent person or referred to the named deputy.
- Subject to restrictions on the information that can be shared, the employer should, as soon as possible, inform the person accused about the nature of the allegation; how enquiries will be conducted and the possible outcome (e.g. disciplinary action, and dismissal or referral to the DBS and/or regulatory body where required).
- The Cellar Trust will treat all allegations, reports or suspicions of abuse by staff or volunteers fairly, providing appropriate support to the staff member/volunteer involved and following our internal disciplinary procedures where necessary.
- If the allegation relates to harm or risk of harm to a young person aged 18 or under then the Local Authority Designated Officer (LADO) must be contacted within one day of receiving the allegation - please refer to the Safeguarding Policy and Procedure – Children and Young people for full details.

Reporting allegations against a member of staff or volunteer

Internal Investigation

The individual who first received/witnessed the concern should make a full written record of what was seen, heard and/or told as soon as possible after observing the incident/receiving the report. It is important the report is an accurate description and is signed and dated. **See Appendix 2 for The Cellar Trust Safeguarding Concern form.**

The Designated Safeguarding Lead, if appropriate, can support the worker during this process, but must not complete the report on their behalf. This report must be made available on request from either the police and/or MASH

Regardless of whether a police and/or MASH investigation follows, The Cellar Trust will ensure an internal investigation takes place and consideration is given to the operation of disciplinary procedures, which will include a fair and impartial investigation of the matter involved.. This may involve an immediate suspension and/or ultimate dismissal, dependent on the nature of the incident.

Disclosure and Barring Service

The Cellar Trust has a legal duty under the Safeguarding Vulnerable Groups Act (SVGA) 2006 (England and Wales) to make a referral to the DBS in cases when we have dismissed or removed a person from working with children or adults at risk (or may have done so if the person had not left or resigned) because of concerns over their behaviour towards children or adults at risk. This should be done using the DBS Referral Form. If a referral is to be made to the DBS it should be submitted within one month of the allegation being substantiated.

The Charity Commission and Funding Bodies

The Charity Commission requires charities to report serious incidents. Any allegations against a member of staff or volunteer will be reported to the Charity Commission in line with the relevant reporting requirements. The Cellar Trust may also need to inform our commissioners or funders. This will depend on individual contracts.

5. Designated Safeguarding Lead

The Cellar Trust has a Designated Safeguarding Lead (DSL) and Deputy DSL who are responsible for

dealing with all safeguarding concerns (adults and children). The nominated DSL should be immediately informed of any safeguarding concern. In their absence or if they are unavailable the Deputy DSL should be contacted.

Designated Safeguarding Lead

Linda Haynes (Director of Client Services): linda.haynes@thecellartrust.org Tel: 01274 586474

Deputy Designated Safeguarding Lead

Heather Tattersall (Director of Client Services): heather.tattersall@thecellartrust.org T: 01274 586474

The DSL has a number of key duties including the development and review of The Cellar Trust's safeguarding and child protection policies and procedures and overall responsibility for their implementation. The DSL is tasked with ensuring that all safeguarding issues concerning adults or young people who take part in The Cellar Trust's activities are responded to appropriately and are recorded and reported correctly. **See Appendix 3 for the full DSL Role Description.**

6. Procedure

- Anybody with a safeguarding concern relevant to The Cellar Trust must initially ensure the safety of the vulnerable adult or child and in cases of emergency where someone is in immediate danger then consider alerting emergency services (police or medical services)
- They must inform their line manager immediately (or another manager if they are unavailable), who will then inform the DSL or Deputy DSL.
- If deemed necessary an external safeguarding concern must then be raised.
- To raise a safeguarding concern, contact the Bradford Council's Multi-Agency Safeguarding Hub (MASH) on 01274 431077, or complete the online form available from: www.bradford.gov.uk/makeanalert. To contact the Out of Hours Emergency Duty Team Telephone: 01274 431010 (outside office hours) or email safeguarding.adults@bradford.gov.uk
- This policy and procedure should be read in conjunction with the West Yorkshire Safeguarding Adults Multi-Agency Policy and Procedures which clearly set out the correct protocols to follow. This document is available on the staff server.
- For all safeguarding concerns the DSL or Deputy DSL should be contacted as soon as possible for support and advice on implementing this policy and procedure.
- For all safeguarding concerns an internal safeguarding report form should be completed and sent to the DSL or Deputy DSL for review and secure storage.

Internal Recording

All safeguarding concerns, whether referred to an external agency or not, must be recorded using our internal Safeguarding Concern Form (**see Appendix 2**) which is available on the staff server. This will be stored in accordance with The Cellar Trust confidentiality and data protection policies and procedures.

See Appendix 4 for The Cellar Trust How to Raise a Safeguarding Concern Flowchart.

8. Distributing and Reviewing Policies and Procedures

The Cellar Trust provides all staff and volunteers with access our safeguarding policy and procedures during their induction which includes general and organisation specific safeguarding training. These policies are also available internally on our staff server and externally on our website. Copies are available to anyone including clients, parents, carers and young people, on request. All our policies are reviewed regularly and approved by the Board of Trustees.

9. Date of policy and review date

Date of policy: December 2020

Review date: December 2021

Signed (Board of Trustees):

A handwritten signature in black ink, appearing to be "M. Jones", written over a faint circular stamp.

Related Policies

- Allegations Management Procedure
- Code of Conduct
- Confidentiality Policy
- Data Protection Policy
- Disciplinary & Grievance Policy
- Online Safety Policy Statement
- Recruitment & Selection Policy
- Safeguarding Policy and Procedure – Children & Young People
- Serious Incident Policy
- Whistleblowing Policy

APPENDIX 1 – Safeguarding Adults COVID-19 Addendum

The Cellar Trust recognises that there are specific safeguarding issues raised by COVID-19. The effects of lockdown, self-isolating, social distancing and spending more time at home mean that some people are at a greater risk of abuse and exploitation and there are less opportunities for professionals and other individuals to identify this.

In addition to the above, some of The Cellar Trust's day-to-day working practices have changed, for example we have more staff working from home and we have digitised most of our services and training.

Therefore, we have reviewed our safeguarding policy and procedures to consider the impact of the pandemic so we can continue to do all we can to protect the safety and welfare of our clients. In particular we have considered the impact in three main areas as follows:

Impact on individuals

- Lockdown measures and having to socially isolate will make it harder for some people to escape from unsafe environments.
- A reduction in social contact may lead to an increase in isolation, which can lead to an increased risk of harm.
- Adults at risk may be exposed to new risks or heightened exposure to harm (domestic abuse, online abuse and exploitation, receiving informal help or support) and/or trauma or distress caused by the effects of the pandemic on mental health. This can in turn lead to an increase in social, emotional and mental health concerns.
- For some vulnerable adults, they may have reduced risks and/or harm that may recur as lockdown eases.
- Face coverings may be triggering for some people and may make recognition of abuse more difficult.

Impact on services / activities:

- The need to adapt services quickly may mean the necessary changes to policies and procedures are not fully considered.
- We are delivering more services online and/or over the phone meaning the need to consider different risks.
- Adults at risk may experience less and later contact with key services that regularly identify safeguarding concerns.
- Adults at risk may disclose to us what they would normally disclose to other services.
- There may be an increase in demand for services.

Impact on the workforce:

- The way we manage, support and train staff and volunteers has changed including less chances for informal contact.
- There has been and could continue to be an impact on availability of staff and volunteers.

Additional Measures Taken

Identifying and reporting abuse

It may be harder to spot signs of abuse in adults at risk due to less face to face contact with clients. Fundamentally the same principles of our safeguarding policy and procedure apply and all staff are aware that they must follow this to report any concerns.

- We have ensured that client facing staff are aware of the specific impacts of the pandemic and we have provided additional training and support to cover this.

The Cellar Trust Safeguarding Policy and Procedure – Adults at Risk

Online safety

Due to the pandemic adults at risk may be spending much more time online, including using new online platforms and / or accessing more support services online. This can be beneficial to their welfare but can increase their risk of harm.

Due to the pandemic we are providing more of our services digitally. This means we have to consider different risks both to our staff and clients such as how online services can be delivered safely including things such as a code of conduct for staff working online and our revised online safety statement.

- We have provided our client facing staff with training on how to identify and protect vulnerable adults from online abuse.
- We have provided our client facing staff with training on how to deliver online services safely.

Domestic abuse

There has been an increase in the incidence of domestic abuse during the pandemic. The current rules on staying at home and household isolation do not apply to people who need to escape domestic abuse.

- We have provided our client facing staff with updated training on how to support people they believe may be at risk of or are experiencing domestic abuse.

Mental health

The pandemic will impact adversely on some people's mental health which means we are likely to see an increase in referrals.

- We have revisited our safeguarding policies and procedures in light of COVID-19 and ensured our staff are refreshed on what procedures to follow to report a safeguarding concern.
- We have provided staff briefings and support for our client facing staff in regards to the impact of the pandemic on our services and an increase in demand.

Staff support

The way we manage, train and support staff has changed with less face to face contact and changes to working practices.

- We have ensured staff are trained to deliver appropriate support remotely.
- We have ensured that all our staff are supported by their managers and other colleagues where appropriate; we have ensured staff supervision and other support networks are maintained as usual. This has included additional staff support activities such as the opportunity to work in the office on a rota basis.
- We have contingency plans in place for staff absence due to COVID 19
- We have planned for an increase in demand for services.

Despite these changes the key principles of The Cellar Trust's safeguarding adults' policy and procedures remain the same:

- Our client's welfare and safety come first.
- If anyone has a safeguarding concern about someone related to The Cellar Trust's activities they should act immediately following our normal safeguarding procedures.
- A Designated Safeguarding Lead is always available to deal with concerns; we have other staff trained to deputise in their absence.
- Safe recruitment practices continue to be followed.

APPENDIX 2: Safeguarding Concern Form (Adults at Risk)

STRICTLY CONFIDENTIAL

Full name of adult at risk	
Gender	
Date of Birth	
Address	
Date concern identified / disclosed	
Basic details of concern including any names disclosed	
Brief chronology of events	
Any additional needs of the adult at risk	
Actions required (incl any immediate actions to mitigate risk)	
Consent given by adult at risk If consent not given, please state clearly reason for overruling the need for consent	YES <input type="checkbox"/> NO <input type="checkbox"/>
Reporter's Name	
Reporter's Job Role	
Reporter's email	
Reporter's Signature	

Date of Report	
Date Reported to Designated Safeguarding Lead (DSL)	
To be completed by the Designated Safeguarding Lead (DSL):	
Does this require reporting to Bradford Council's Multi-Agency Safeguarding Hub (MASH)	YES <input type="checkbox"/> NO <input type="checkbox"/>
Internal investigation required	YES <input type="checkbox"/> NO <input type="checkbox"/>
Signature of DSL	
Date	

APPENDIX 3 – Designated Safeguarding Lead (DSL) Role Description

Purpose of the role

To take the lead in ensuring that appropriate arrangements for keeping adults with care and support needs and children and young people safe are in place at The Cellar Trust.

To promote the safety and welfare of adults with care and support needs and children and young people involved in The Cellar Trust's activities at all times.

Duties and responsibilities

1. Take a lead role in developing and reviewing The Cellar Trust's safeguarding policies and procedures.
2. Take a lead role in implementing The Cellar Trust's safeguarding policies and procedures. This includes ensuring all safeguarding issues concerning adults with care and support needs and children and young people who take part in The Cellar Trust's activities are responded to appropriately.
3. Ensure that everyone working or volunteering with or for adults at risk and/or children and young people at The Cellar Trust, including the Board of Trustees, understands the safeguarding policies and procedures and knows what to do if they have concerns about someone's welfare.
4. To provide advice and support to staff and volunteers who have concerns an adult or child is at risk of, or is suffering from abuse or neglect.
5. Make sure everyone who is involved in activities at The Cellar Trust know who they can talk to if they have a welfare concern and understand what action the organisation will take in response.
6. Ensure safeguarding policies are reviewed annually, in consultation with the Board of Trustees and ensure policies are available publicly.
7. Take the lead on responding to information that may constitute a safeguarding concern, including a concern that an adult involved with The Cellar Trust may present a risk to vulnerable adults and/or children or young people, in line with the organisation's safeguarding policy and procedures.

This includes:

- Assessing and clarifying the information.
- Making formal referrals to and/or liaising with statutory agencies (such as the police and local authority), where necessary. This includes deciding whether to make a referral to Bradford Council's Multi-Agency Safeguarding Hub (MASH) or Bradford Children's Social Care Initial Contact point.
- Correctly recording the concern and ensuring all necessary reports / forms are completed, both external and internal. This includes the completion of a MASH online referral form, Multi-Agency Referral Form (MARF) and / or Continuum of Need assessment where necessary as well as completing an internal safeguarding concern report.
- Referring all child protection concerns relating to an adult working in a position of trust with children or young people to the Local Authority Designated Officer (LADO).
- Referring concerns about radicalisation to the local Prevent programme in Bradford District – Bradford Channel: <https://www.saferbradford.co.uk/media/vq5fn2wr/bradford-prevent-referral-guidance-for-partners.pdf>
- Referring cases where a crime may have been committed to the police as required.
- Informing the Disclosure and Barring Service about any persons dismissed/left due to risk or harm to a vulnerable adult or child.
- Consult Bradford MASH when support is needed by calling 01274 431 077 or emailing safeguarding.adults@bradford.gov.uk

The Cellar Trust Safeguarding Policy and Procedure – Adults at Risk

- Consult the NSPCC Helpline when support is needed, by calling 0808 800 5000 or emailing help@nspcc.org.uk.

8. Storing and retaining safeguarding and child protection records according to legal requirements and the organisation's safeguarding and child protection policies and procedures.

9. Consulting with and informing the Senior Leadership Team and the Board of Trustees to ensure they are kept up to date with safeguarding issues and are fully informed of any concerns about organisational safeguarding and child protection practice.

10. Reporting regularly to the Board of Trustees on issues relating to safeguarding, to ensure that safeguarding is seen as an ongoing priority issue and that safeguarding and child protection requirements are being followed at all levels of the organisation.

11. Being familiar with and working within inter-agency safeguarding procedures developed by the local agencies, namely the Safeguarding Adults Multi-Agency Policy and Procedures for West and North Yorkshire and York and Working Together to Safeguard Children – The Bradford Partnership.

12. If required, contributing to the assessment of children by working with all appropriate agencies and the local authority, including attendance at strategy discussions and multi-agency meetings.

14. Being informed about and attending regular training in issues relevant to safeguarding adults at risk and children and young people and share knowledge from that training with relevant staff and volunteers at The Cellar Trust. This includes keeping up to date on any new developments or policy and procedural areas.

15. Attending team meetings, supervision sessions and management meetings as arranged.

Appendix 4: How to raise a safeguarding concern

