

stage. The named organisation should not conduct its own safeguarding enquiry unless instructed to do so by the local authority.

Staff and volunteers should ensure that the adult with care and support needs is involved at all stages of their safeguarding enquiry ensuring a person-centred approach is adopted.

Complaints procedure

Pony Partnerships CIC promotes transparency and honesty when things go wrong. All staff and volunteers should apologise and be honest with service users and other relevant people when things go wrong.

If a staff or volunteer or any other member of the organisation is unhappy with Pony Partnerships CIC decision about the safeguarding concern, refer them to our complaints policy.

Pony Partnerships CIC is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation.

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>

You will need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

Why is it important to take action?

It may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

Confidentiality and information sharing

Pony Partnerships CIC expects all staff, volunteers, trustees to maintain confidentiality at all times. In line with Data Protection law, Pony Partnerships CIC does not share information if not required.

It should however be noted that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information, at the right time, with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Recruitment and selection

Pony Partnerships CIC is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with care and support needs to people unsuitable to work with them. Pony Partnerships CIC are trained in Safer Recruitment and adhere to Safer Recruitment guidelines. Pony Partnerships CIC keep a Single Central Record of all staff and volunteers.

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Training, awareness raising and supervision?

Pony Partnerships CIC ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of Pony Partnerships CIC and commitment to safeguarding adults.

It is also useful to discuss training with staff who have attended training sessions to ensure they are embedding this in practice.

Voluntary organisations (including volunteers) who support adults with care and support needs can access the basic awareness safeguarding adults training provided by Derbyshire Safeguarding Adults Board. Free on-line training is also available. See: <https://www.derbysab.org.uk/elearning/>

Similarly, staff and volunteers may encounter concerns about the safety and wellbeing of children. For more information about children's safeguarding, refer to Pony Partnerships CIC Children's safeguarding policy.

Prevent

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see: <https://www.gov.uk/government/publications/prevent-duty-guidance>

Useful contacts

- Danielle Mills, Director, info@ponypartnerships.com, 07505951793
- If your concern relates to an adult at risk of harm or abuse, please contact Call Derbyshire (first point of contact for adult social services) on 01629 533190 or email derbyshireab@derbyshire.gov.uk

Useful links

Care act- <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Derbyshire Safeguarding adults policy and procedures-
<https://www.derbyshiresab.org.uk/professionals/policies-and-procedures.aspx>

Safer recruitment- <https://learning.nspcc.org.uk/training/schools/safer-recruitment-in-education-training/>

Carer and support statutory guidance

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https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf

Prevent <https://www.gov.uk/government/publications/prevent-duty-guidance>

Information sharing

<https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

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Appendix 1

What are the types of safeguarding adults abuse?

The Care and Support statutory guidance sets out the 10 main types of abuse:

- Physical abuse
- Neglect
- Sexual abuse
- Psychological
- Financial abuse
- Discriminatory
- Organisational
- Domestic violence
- Modern Slavery
- Self-neglect

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

For more information, read section 14.17 of the Care and Support Statutory Guidance.

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, 'non-accidental' injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened, or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;

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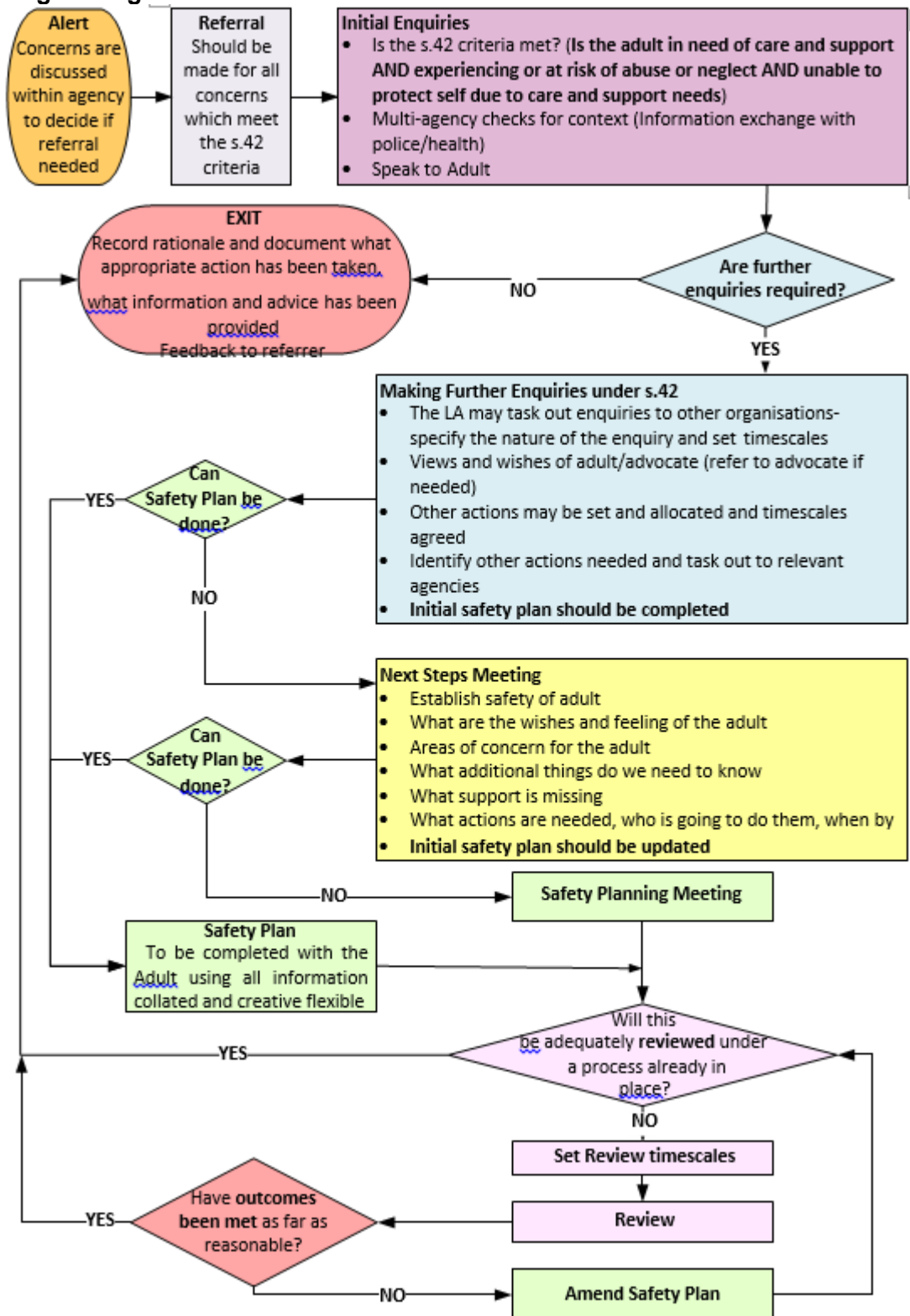
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers

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Appendix 2

Safeguarding Flow Chart



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Appendix 3

Sources of Information, Advice and Services for Support and Redress - This list is for guidance only, and is not exhaustive

AGENCY NAME	TELEPHONE	WEBSITE	EMAIL
Action on Elder Abuse	080 8808 8141	www.elderabuse.org.uk	enquiries@elderabuse.org.uk
Age UK Derby and Derbyshire	01773 768240	www.ageuk.org.uk/derbyandderbyshire	administration@ageukderbyandderbyshire.org.uk
Alzheimer's Association (Derby and South Derbyshire)	01332 208845	www.alzheimers.org.uk	
Alzheimer's Association (Derbyshire)	01246 223 366	www.alzheimers.org.uk	derbyshire@alzheimers.org.uk
Broken Rainbow	0800 999 5428	www.brokenrainbow.org.uk	
Chesterfield Royal Hospital NHS Foundation Trust	01246 512468	www.chesterfieldroyal.nhs.uk	
Crimestoppers	0800 555 111	www.crimestoppers-uk.org	
Derby City Adult Care	01332 640777	www.derby.gov.uk	
Derby City Adult Care Out of Hours	01332 786968	www.derby.gov.uk	
Derby City Council	01332 293111	www.derby.gov.uk	
Derby Homes	01332 888777	www.derbyhomes.org	DHCustomerServiceTeam@derbyhomes.org
Derby Teaching Hospitals NHS Foundation Trust	01332 787547	www.derbyhospitals.nhs.uk	dhft.safeguarding@nhs.net
Derbyshire Adult Care	01629 532600	www.derbyshire.gov.uk	
Derbyshire Adult Care Out of Hours	01629 532600	www.derbyshire.gov.uk	
Derbyshire Care Providers Association	0800 020 9554	www.derbyshirecare.org.uk	secretary@derbyshirecare.org.uk
Derbyshire Carers Association	01773 743355	www.derbyshirecarers.co.uk	info@derbyshirecarers.co.uk
Derbyshire Clinical Commissioning Groups	01332 868809	www.southernderbyshireccg.nhs.uk www.northderbyshireccg.nhs.uk www.hardwickccg.nhs.uk	
Derbyshire Community Health Service	01773 599410	www.dchs.nhs.uk	DCHST.safeguardingservice@nhs.net
Derbyshire County Council	01629 533190	www.derbyshire.gov.uk	
Derbyshire Fire & Rescue Service	01332 291134	www.derbys-fire.gov.uk	
Derbyshire Friend	01332 207704	www.gayderbyshire.org.uk/	info@gayderbyshire.org.uk

DHU Healthcare Community Interest Company	0300 1000 404	www.derbyshirehealthunited.com	enquiries@derbyshirehealthunited.nhs.uk
Derby Homes	01332 888777	www.derbyhomes.org	DHCustomerServiceTeam@derbyhomes.org
Derby Teaching Hospitals NHS Foundation Trust	01332 787547	www.derbyhospitals.nhs.uk	dhft.safeguarding@nhs.net
Derbyshire Adult Care	01629 532600	www.derbyshire.gov.uk	
Derbyshire Adult Care Out of Hours	01629 532600	www.derbyshire.gov.uk	
Derbyshire Care Providers Association	0800 020 9554	www.derbyshirecare.org.uk	secretary@derbyshirecare.org.uk
Derbyshire Carers Association	01773 743355	www.derbyshirecarers.co.uk	info@derbyshirecarers.co.uk
Derbyshire Clinical Commissioning Groups	01332 868809	www.southernderbyshireccg.nhs.uk www.northderbyshireccg.nhs.uk www.hardwickccg.nhs.uk	
Derbyshire Community Health Service	01773 599410	www.dchs.nhs.uk	DCHST.safeguardingservice@nhs.net
Derbyshire County Council	01629 533190	www.derbyshire.gov.uk	
Derbyshire Fire & Rescue Service	01332 291134	www.derbys-fire.gov.uk	
Derbyshire Friend	01332 207704	www.gayderbyshire.org.uk/	info@gayderbyshire.org.uk
DHU Healthcare Community Interest Company	0300 1000 404	www.derbyshirehealthunited.com	enquiries@derbyshirehealthunited.nhs.uk
Derby Homes	01332 888777	www.derbyhomes.org	DHCustomerServiceTeam@derbyhomes.org
Derby Teaching Hospitals NHS Foundation Trust	01332 787547	www.derbyhospitals.nhs.uk	dhft.safeguarding@nhs.net
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Derbyshire Adult Care Out of Hours	01629 532600	www.derbyshire.gov.uk	
Derbyshire Care Providers Association	0800 020 9554	www.derbyshirecare.org.uk	secretary@derbyshirecare.org.uk
Derbyshire Carers Association	01773 743355	www.derbyshirecarers.co.uk	info@derbyshirecarers.co.uk
Derbyshire Clinical Commissioning Groups	01332 868809	www.southernderbyshireccg.nhs.uk www.northderbyshireccg.nhs.uk www.hardwickccg.nhs.uk	

Derbyshire Community Health Service	01773 599410	www.dchs.nhs.uk	DCHST.safeguardingservice@nhs.net
Derbyshire County Council	01629 533190	www.derbyshire.gov.uk	
Derbyshire Fire & Rescue Service	01332 291134	www.derbys-fire.gov.uk	
Derbyshire Friend	01332 207704	www.gayderbyshire.org.uk/	info@gayderbyshire.org.uk
DHU Healthcare Community Interest Company	0300 1000 404	www.derbyshirehealthunited.com	enquiries@derbyshirehealthunited.nhs.uk
Derbyshire Healthcare Foundation Trust	01332 623700 ext:31537	www.derbyshirehealthcareft.nhs.uk	
Derbyshire Mind		www.derbyshiremind.org.uk	enquiries@derbyshiremind.org.uk
Derbyshire Police	101	www.derbyshire.police.uk	
Derbyshire, Leicestershire, Nottinghamshire and Rutland Community Rehabilitation Company	01332 868100	www.dlnrcrc.co.uk	
DHA (formerly Derbyshire Housing Aid)	01332 297611	www.dhadvice.org	
Disability Derbyshire Coalition for Inclusive Living	01773 740246	www.dcil.org.uk	info@dcil.org.uk
Disability Direct	01332 299449	www.disabilitydirect.com/derby	info@disabilitydirect.com
East Midlands Ambulance Service	0115 8845144	www.emas.nhs.uk	communication@emas.nhs.uk
Emergency services	999	-	
National Domestic Violence Helpline (Refuge and Women's Aid)	0808 2000 247	www.refuge.org.uk www.womensaid.org.uk	
National Probation Service	01332 868100	-	midlandsdivisionaloffice.generalenquiries@probation.gsi.gov.uk
One Advocacy Derby	01332 228748	www.oneadvocacyderby.org	
Rape Crisis	0808 802 9999	www.rapecrisis.org.uk	
Salvation Army Human Trafficking Helpline	0300 303 8151	www.salvationarmy.org.uk/human-trafficking	
Samaritans	0845 7909 090	www.samaritans.org.uk	
Shelter:	0808 800 4444	www.shelter.org.uk	
Stockport NHS Foundation Trust	0161 4194890	www.stockport.nhs.uk	adultsafeguarding@stockport.nhs.uk
Stop Hate	0800 138 1625	www.stophateuk.org	info@stophateuk.org

SV2	01773 746115	www.sv2.org.uk	help@sv2.org.uk
Tameside & Glossop Clinical Commissioning Groups	0161 304 5300	www.tamesideandglossopccg.org	
Victim Support	0845 3030 900	www.victimsupport.org.uk	
Sane Line	0845 767 8000	www.sane.org.uk	
Rethink	0300 5000 927	www.rethink.org	