The Catholic Safeguarding Standards Agency are updating their Safeguarding related policies. This policy will be updated and amended accordingly once we have received this information.

Safeguarding Adults at Risk Policy and Procedures

Person(s) Responsible for the Policy:	Director of Safeguarding and Wellbeing
Version number:	10.0
Next review date:	November 2026
Ratified by:	Ampleforth Abbey Trust Ampleforth Abbey Trading
Date approved:	November 2025

Policy at a glance:

- Ampleforth Abbey Trust aspires to ensure that all adults who we work with are safe. This policy is about safeguarding adults at risk. It explains how to work together to ensure this is done well and gives guidance on what to do if anyone has a concern.
- The policy applies to all adults at risk on the Ampleforth Abbey site and those offsite who are involved in an activity for which Ampleforth Abbey has responsibility. This policy also applies to non-recent incidents, unless the period applies to a time when the person was a child, in which case the AAT Safeguarding and Protection of Children policy applies.
- Safeguarding is everyone's responsibility. All staff (including independent contractors), monks, volunteers and trustees should follow the policy.
- AAT has a zero-tolerance approach to abuse. The policy explains that AAT staff must share any concerns at the earliest opportunity with the Director of Safeguarding & Wellbeing.
- If an adult is at immediate risk of harm anyone to whom the policy applies should contact the Police, Health and / or Adult Services.
- The policy includes our procedures for responding to low-level concerns as low-level concerns may escalate into more serious incidents if not addressed.

SAFEGUARDING ADULTS AT RISK POLICY

1 Introduction/Purpose

The Benedictine order has a long tradition of both an educational and hospitality apostolate and we believe that every person coming into contact with Ampleforth must be safe and protected from any form of harm or abuse, and the fear or risk of harm or abuse. AAT takes a zero-tolerance approach to abuse and seeks to address any issues of concern.

Ampleforth Abbey Trust ("AAT"), and Ampleforth Abbey Trading Limited ("AATL") (together "us", "our", "we" or "the organisations") are committed to keeping adults at risk safe and we require everyone who comes into contact in our name with adults at risk to share this commitment.

Safeguarding is everyone's responsibility. The Ampleforth Abbey Commitment to Safeguarding explains the safeguarding standards we are committed to upholding. Our commitment to safeguarding is fully in keeping with the Gospel and Ampleforth's Benedictine values.

We aspire to ensure that all adults who we work with are safe. This policy recognises that a number of our beneficiaries and those who come onto or live on the Ampleforth site are adults at risk. This policy also applies to those members of the monastic community who live outside Ampleforth. This policy therefore sets out our commitments to safeguarding and promoting the welfare of adults at risk who are our beneficiaries or come into contact with us or someone affiliated to us.

2 Scope

Who needs to know and apply it?

This policy applies to and must be implemented by all within the AAT Organisation including:

- All employees, officers, trustees/directors and agents of the organisations;
- All independent contractors who carry out work on the Ampleforth site;
- All members of the Monastic Community, whether residing on the Ampleforth site or offsite;
- All undertaking ministry supported by the Monastic Community, AAT or AATL;
- All individuals who volunteer in activities or events organised or otherwise endorsed by AAT or AATL or a member of the Monastic Community, whether the volunteering takes place on the Ampleforth site or offsite in the UK or in overseas territories.

In particular, the policy must be read and understood by all who come into contact with adults at risk, for example through their involvement with the monastery infirmary, through engaging with visiting groups that include adults at risk, or by working with adults at risk off the Ampleforth site on activities for which Ampleforth is legally responsible.

This policy is designed to address AAT's charity law duty to:

- Provide a safe and trusted environment which safeguards anyone who comes into contact with us, including beneficiaries, staff, contractors and volunteers;
- Set an organisational culture that prioritises safeguarding, so that it is safe for those affected to report incidents and concerns with the assurance they will be handled in a timely sensitive and professional manner;

- Have adequate safeguarding policies, procedures and measures to protect people; and
- Provide clarity as to how incidents and allegations will be handled should they arise, including reporting to the relevant authorities (including the Charity Commission).

This policy relates to both current and historical safeguarding incidents and practices.

2.1 Where does it apply?

On the Ampleforth Abbey site and in relation to AAT and AATL activities in the wider community (save where a local safeguarding policy, such as a Diocesan safeguarding policy applies a higher standard).

3 Definitions

3.1 Who is an 'Adult at risk'?

For the purposes of this policy, an adult at risk is an adult who:

- is aged 18 years or more;
- is receiving or may need care and support for learning, physical or mental disability, sensory impairment, age or illness;
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those needs is unable to take care of him or herself or protect himself or herself against the abuse or neglect or the risk of it.

Such a definition includes adults with physical, sensory and mental impairments and learning disabilities, howsoever those impairments have arisen e.g. whether present from birth or due to advancing age, chronic illness or injury.

Also included are people with a mental illness, dementia or other memory impairments, people who misuse substances or alcohol.

3.2 What is abuse?

Abuse can take many forms and the circumstances of the individual must always be considered. It may consist of a single act or repeated acts. It can include physical abuse, psychological abuse, sexual abuse, financial abuse, emotional abuse or abuse linked to faith. It can include domestic abuse, modern day slavery and so called 'honour' based violence or any other form of abuse. Abuse may be carried out deliberately or unknowingly.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives or friends of the person experiencing abuse, as well as visitors to the Ampleforth site or people within the monastic community.

Issues which appear to be low-level concerns have the potential to escalate into more serious incidents if not addressed.

Appendix 2 sets out some examples of issues that would be considered as a safeguarding concern.

4 Policy Statement

4.1 Our Commitment to Safeguarding

Our commitment to safeguarding is not only required by law but is rooted in our God-given belief in the value and dignity of each person.

Protecting and safeguarding the welfare of children, young people and all adults, including adults at risk, is of paramount importance to us.

We offer a heartfelt and honest apology, reparation and, as they wish, support to survivors and victims who have experienced abuse by monks, staff or volunteers of Ampleforth Abbey. Where appropriate, we will signpost or refer survivors to specialist support.

We offer pastoral support to any survivor or victim of past abuse, wherever this occurred.

Our culture places the safeguarding of all children, young people, and adults at risk above all other considerations through committed leadership, vigilance, curiosity, care and kindness.

We do our utmost through clear policy and regular training to ensure that all staff, volunteers, and monks know how to recognise and respond to safeguarding concerns.

We say to everyone that if you're concerned about safeguarding, do something, and if you're not sure what to do then 'take advice'. Our experienced safeguarding team is here to give advice and support.

When safeguarding concerns are identified, we follow robust procedures including those of the Catholic Safeguarding Standards Agency. In doing so we also report those concerns to the statutory authorities as if mandatory reporting were in place, and when necessary, remove people (monastic and lay) from the Abbey site as a precautionary measure.

We seek to make sure that we only employ people who are suitable to work with children, young people and adults at risk.

We are committed to working in partnership with statutory authorities, Ampleforth College, visiting schools and our commercial clients in order to keep everyone who engages with Ampleforth Abbey Trust safe and free from harm.

To avoid becoming complacent we regularly examine our own practices and performance and always strive for improvement. Our complaints procedure is made available to anyone making an allegation which includes making clear their right to escalate their complaint to the Catholic Safeguarding Standards Agency.

The aim of this policy and procedures set out below is to explain how we apply these standards when safeguarding adults at risk in our care or towards whom we otherwise have a responsibility.

4.2 Our aims are:

To promote good practice and work in a way that can prevent harm, abuse and coercion occurring.

To ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing the abuse is supported.

To support adults at risk who are experiencing or have experienced abuse or are otherwise at risk.

To work with adults at risk and other agencies to end any abuse that is taking place.

In achieving these aims the organisations will:

Ensure that all managers, employees, volunteers, trustees and the monastic community across the Ampleforth Abbey Trust community understand that safeguarding is everyone's responsibility, have access to and are familiar with this policy and procedure and their responsibilities within it;

Ensure concerns or allegations of abuse are always taken seriously and dealt with according to this policy and procedure;

Ensure all staff receive training in relation to safeguarding adults at a level commensurate with their role;

Ensure that adults at risk on the Ampleforth Abbey site or on Ampleforth activities in the wider community, their relatives or informal carers have access to information about how to report concerns or allegations of abuse;

Ensure there is a Designated Named Person for Safeguarding Adults (the Director of Safeguarding and Wellbeing) across the organisations as the primary contact point for persons who have a concern about a safeguarding issue, to manage such concerns according to this policy and procedure and to promote safeguarding awareness and practice across the organisations.

This policy and procedure has been developed to be consistent with the North Yorkshire Safeguarding Adults Board Multi-Agency Policy and procedures for Safeguarding Adults https://safeguardingadults.co.uk/working-with-adults/nysab-procedures

5 Responsibilities

Every member of the monastic community, every member of staff and every volunteer has a responsibility to act on concerns of possible abuse and must inform the Director of Safeguarding and Wellbeing.

The trustees (or, in the case of AATL, directors) have ultimate legal responsibility and accountability for the safety and wellbeing of all of their respective beneficiaries, including adults at risk.

The Safeguarding Adults Policy and Procedure will be reviewed biennially (sooner if necessary) by the AAT Safeguarding Committee, who will ensure its ongoing effectiveness and compliance on behalf of the organisations. The Director of Safeguarding and Wellbeing will be involved in this process and can recommend any changes.

Designated Person for Safeguarding Adults

The Designated Person for Safeguarding Adults for the organisations and Deputy are:

Tom Kelly, Director of Safeguarding and Wellbeing and Designated Person for Safeguarding Adults, whose contact details are set out at Appendix 1 below.

Amanda Garbutt, Head of Property Services, Deputy Designated Person for Safeguarding Adults, whose contact details are set out at Appendix 1 below.

Day-to-day executive responsibility is delegated by the trustees (and directors) to the Director of Safeguarding and Wellbeing who is the primary contact point for persons who have a concern about a safeguarding issue in relation to an adult, to manage such concerns according to this policy and procedure and to promote safeguarding awareness and practice across the organisations.

The Director of Safeguarding and Wellbeing has the responsibility to decide whether it is appropriate to raise a safeguarding concern with the local authority on behalf of organisations or to respond to the concerns in an alternative manner.

The role also includes:

Ensuring that immediate safety issues are addressed, other parties notified (such as statutory agencies) and that staff are supported;

Ensuring that they are kept informed when a member of staff (or volunteer) has raised a concern;

Establishing the desired outcomes of the adult at risk;

Clearly communicating this Safeguarding Adults Policy and Procedure to staff, Trustees, volunteers, the monastic community, including all changes made from time to time;

The Director of Safeguarding and Wellbeing will be contacted for support and advice on implementing this policy and procedures.

6 Low-Level Concerns

A low-level concern is one that does not meet the harm threshold as stated in the AAT Policy and Procedures for the Protection and Safeguarding of Adults at Risk.

The term 'low-level' concern does not mean that it is insignificant. A low-level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' (i.e. they believe it could be a concern) – that an adult working in or on behalf of AAT may have acted in a way that:

- is inconsistent with the staff code of conduct or monastery customary, including inappropriate conduct outside of work or the community; and
- does not meet the allegations threshold or is otherwise not considered serious enough to consider a referral to Adult Social Care, the police or other external partners.

Examples of such behaviour could include, but are not limited to:

- being over friendly with adults at risk;
- having favourites;
- taking photographs of adults at risk on their mobile phone;
- engaging with an adult at risk on a one-to-one basis in a secluded area or behind a closed door; or,
- using inappropriate sexualised, intimidating or offensive language.

Such behaviour can exist on a wide spectrum, from the inadvertent or thoughtless, or behaviour that may look to be inappropriate, but might not be in specific circumstances, through to that which is ultimately intended to enable abuse.

Issues which appear to be low-level concerns have the potential to escalate into more serious incidents if not addressed. Therefore, low level concerns will be responded to by AAT (see reporting of low-level concerns below).

7 Relationships to Other Policies/Procedures

This Policy is supported by the following further policies in force across the organisations:

- AAT Employee Handbook
- AAT IT Acceptable Use Policies
- AAT Whistleblowing Policy
- AAT Complaints Policy
- AAT Escalation Process
- AAT Safer Recruitment, Selection and Disclosures Policy and Procedures
- AAT Health and Safety Policy
- AAT Data Protection Policy and relevant privacy notices
- Catholic Safeguarding Standards Agency policies and procedures for managing and responding to allegations
- AAT – SLET Safeguarding Information Sharing Protocol
- Policy and Procedures for the Protection and Safeguarding of Children (AAT and AATL)
- AAT Lourdes Safeguarding Policy and Procedures
- Monastery Customary (for members of the monastic community)
- Integrity in Ministry (for members of the monastic community)
- Caring Safely for Others (for members of the monastic community)
- Protocol for Reporting Serious Incidents to the Charity Commission

In the event of any inconsistency between this policy and any policy set out above, this policy must take precedence and the individual responsible for this policy as set out on the cover page must be informed promptly to enable the inconsistency to be resolved.

This policy is intended to cover safeguarding adults at risk. For safeguarding children, please refer to the AAT Policy and Procedures for the Protection and Safeguarding of Children.

Failure to follow the requirements and procedures set out in this policy by employees or members of the monastic community may be treated as misconduct and be dealt with under the relevant disciplinary procedures.

Safeguarding Adults at Risk Procedures

1 Responding to an Allegation/Concern

Ampleforth Abbey Trust recognises that it has a duty to act on reports, or suspicions of abuse or neglect. Anyone who has contact with adults at risk and hears disclosures or allegations or has concerns about potential abuse or neglect has a duty to pass them on appropriately as set out in this policy and procedure. This includes low level concerns which may escalate into more serious incidents if not addressed. These procedures also apply to non-recent (historical) allegations or disclosures of abuse or neglect. Non-recent allegations or disclosures that relate to a time when the person was a child are covered in the Ampleforth Abbey Trust Protection and Safeguarding of Children Policy.

1.1 Responsibilities of Everyone

If you have reason to believe that abuse is or may be taking place you have a responsibility to act on this information. It does not matter what your role is, doing nothing is not an option.

If a person discloses abuse to you directly, use the following principles to respond to them:

- Assure them that you are taking the concerns seriously;
- Do not be judgmental or jump to conclusions;
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can;
- Use open-ended questions;
- Establish basic facts but do not start to investigate or ask detailed or probing questions;
- Don't promise confidentiality. Explain that you have a duty to tell your manager or the Designated Person for Safeguarding Adults;
- Reassure the person that they will be involved in decisions about them;
- Record afterwards what you have been told/witnessed using their own words where possible

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required;
- To call the police if a crime has been committed;
- To preserve evidence;
- To keep yourself, staff, volunteers and others safe;
- To inform the Designated Person for Safeguarding Adults (or in their absence, the Deputy Designated Person for Safeguarding Adults);
- To record what happened with detail and clarity.

We would always expect you to inform the Director of Safeguarding and Wellbeing or their Deputy where you are concerned that some form of abuse is or could be being perpetrated in relation to an adult at risk, or there is a risk that this could take place.

In cases of exceptional urgency (for example if a crime is in the process of being committed and/or urgent medical attention), you should first contact the emergency services by dialling 999.

1.2 Reporting to statutory and other agencies

A concern should be reported to the local authority, or other appropriate external partner under the safeguarding adults procedure by the Director of Safeguarding and Wellbeing or their Deputy, having regard to the additional guidance set out at Appendix 3 below. This applies to both current concerns and non-recent concerns.

If a matter falls within the Charity Commission's definition of a serious incident, the Director of Safeguarding and Wellbeing must notify the Clerk to AAT who will, having consulted the Safeguarding Trustee, report the incident and oversee the incident's reporting in accordance with the Charity Commission's guidance in place from time to time: https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity.

Our complaints procedure is made available to anyone making an allegation and it is made clear to anyone who makes an allegation that we follow our managing allegations procedures which incorporate those of the Catholic Safeguarding Standards Agency. However, they have the right to make a complaint at any time using our complaints procedure and to escalate their complaint to the Catholic Safeguarding Standards Agency.

2 Preventing Abuse

2.1 Safe Practice

Good practice in general involves valuing and respecting adults at risk and securing a safe environment for them.

In particular:

- The organisations are committed to achieving best practice with respect to the safe recruitment of employees and volunteers;
- The organisations are committed to working within best practice as established by the Disclosure and Barring Service (DBS) and will carry out appropriate checks on those to whom this policy applies in accordance with the recruitment policy and the relevant law and guidance;
- The organisations have procedures in place to deal with allegations of abuse made against members of staff, volunteers, trustees, members of the monastic community and anyone for whom the organisations have responsibility;
- The organisations will ensure that any allegations made against members or any member of staff, volunteer, or trustee, visitor or member of the monastic community will be dealt with without undue delay;
- Where any person is thought to have possibly committed a criminal offence the police will be informed immediately. If a crime has been witnessed the police will be contacted immediately;
- Where the allegation involves alleged abuse of an adult at risk, a concern should be raised following the process in this policy and procedure;
- The safety of the adult(s) at risk is paramount; level of risk should be considered and it should be ensured that the person is safe and away from the person(s) alleged to have caused harm.

In the event of an allegation against a member of staff, volunteer, trustee, visitor or member of the monastic community, the Director of Safeguarding and Wellbeing will liaise with the duty manager in the Adult Social Care Team North Yorkshire County Council to discuss the best course of action and to ensure that the organisations' disciplinary procedures are coordinated with any other enquiries taking place as part of the on-going management of the allegation.

2.2 Training and Supervision

2.2.1 Induction

All staff, including temporary staff, contractors and volunteers, will be provided with induction training that includes:

- this policy;
- the Employee Handbook including the whistleblowing procedure; and
- the role, identity and contact details of the Director of Safeguarding and Wellbeing and the Deputy Designated Person for Safeguarding Adults.

2.2.2 Training

All staff members, members of the monastic community, volunteers and trustees will receive a copy of this policy, and be signposted to other related safeguarding policies in their Induction training.

Members of the monastic community, all staff members, volunteers and trustees will undertake training in safeguarding adults at risk commensurate with their role.

Training for staff will include guidance on their duties in relation to adults at risk of harm. Staff development training will also include training on online safety. Additionally, we will make an assessment of the appropriate level and focus for staff training and responsiveness to specific safeguarding concerns. The Chair and Nominated Safeguarding Trustee for Ampleforth Abbey Trust will receive appropriate training to enable them to fulfil their safeguarding responsibilities.

The Director of Safeguarding and Wellbeing and the Deputy Designated Person for Safeguarding Adults will undertake training in safeguarding adults at risk and training in inter-agency working and will attend refresher training at two-yearly intervals. All training will be carried out in accordance with North Yorkshire Safeguarding Adults Board procedures.

We are committed to ensuring that all staff, volunteers and members of the monastic community undertake training to gain a basic awareness of signs and symptoms of abuse and will ensure that the named person and other members of staff and volunteers have access to training around safeguarding adults. We will therefore ensure that:

a) Awareness of this safeguarding policy/procedure is covered within the induction programme of all new employees or volunteers and their understanding checked within supervision meetings; and

b) All individuals to whom this policy applies will receive training on safeguarding adults at a level commensurate with their roles.

2.3 Recording and Managing Confidential Information

We are committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know.

All allegations/concerns should be recorded in AAT's records management system, in which safeguarding adult concerns are logged. The information should be factual and not based on opinions, a record of what the person tells you, what you have seen and witnesses if appropriate.

The information that is recorded will be kept secure and will comply with data protection requirements.

3 Responding to a Low-Level Concern

The Director of Safeguarding and Wellbeing will in the first instance consider whether it is a low-level concern and should not be reclassified as a higher-level concern or allegation.

The circumstances in which a low-level concern might be reclassified are where:

(a) the threshold is met for a higher-level concern/allegation

(b) there is a pattern of low-level concerns which collectively amount to a higher-level concern/allegation or

(c) there is other information which when taken into account leads to a higher-level concern/allegation.

Where the Director of Safeguarding and Wellbeing is in any doubt whatsoever, advice will be sought from Adult Social Care, or other external partner if necessary.

Having established that the concern is low-level, the Director of Safeguarding and Wellbeing will discuss it with the individual who has raised it and will take any other steps to investigate it as necessary. If the concern has been raised via a third party, the Director of Safeguarding and Wellbeing or nominee should collect as much evidence as possible by speaking:

- directly to the person who raised the concern, unless it has been raised anonymously.
- to the individual involved and any witnesses.

The information collected will help to categorise the type of behaviour and determine what further action may need to be taken. This will be recorded on the incident log along with details of the concern and the rationale for their decisions and action taken.

In the spirit of openness, transparency and learning any conversation with a member of staff, volunteer or member of the monastic community will include being clear with the individual as to why their behaviour is considered a low-level concern. It will include guidance, consideration of training needs and identification of support that they might need. It will be clear about the consequences of repeated behaviours. Some concerns may trigger disciplinary procedures.

Low-level concerns are shared with the Safeguarding Committee with names disclosed if it has resulted in a consultation with Adult Social Care or other external partner. Low-level concerns are only closed down after review and authorisation from the Chief Executive Officer, following which a record is retained within safeguarding files. However, no record will be made of the concern on the individual's personnel file (and no mention made in job references) unless either:

(a) the concern (or group of concerns) has been reclassified as a higher-level concern, or

(b) the concern (or group of concerns) is sufficiently serious to result in formal action under the AAT grievance, capability or disciplinary procedure.

4 Responding to concerns or allegations when they arise outside of the United Kingdom

AAT carries out a number of activities where staff, volunteers and members of the monastic community work with beneficiaries outside of the United Kingdom. On all occasions where there are concerns or allegations relating to Adults at Risk, then the person identifying the concern will contact the Director of Safeguarding and Wellbeing within 24 hours of noting the concern.

The Lourdes Pilgrimage has its own Safeguarding Policies and the Safeguarding Lead for the Pilgrimage will ensure where any conflict arises this policy and procedure takes precedence.

The monastic community and any volunteers at the Monastery of Christ the Word in Macheke Zimbabwe will follow these procedures.

The Director of Safeguarding and Wellbeing will identify which statutory agencies will be notified and consulted with on a case by case basis. They will also be responsible for the management and supervision of the actions taken in relation to safeguarding matters outside of the jurisdiction of UK Law. This will include recording, tracking and monitoring the outcome of any concerns.

To raise a safeguarding concern	
Designated Person for Safeguarding Adults Deputy Designated Person for Safeguarding Adults North Yorkshire County Council Adult Social Care Customer Services: (8am – 5:30pm Mon-Fri) This number will be answered by the Emergency Duty Team outside these hours.	**Tom Kelly** tk@ampleforthabbey.org.uk 01439 766066 **Amanda Garbutt** ag@ampleforthabbey.org.uk 01439 766079 Tel: 01609 780780
Contacting the police	
If the person is in imminent danger If you need to report a crime, but the person is not in imminent danger	Tel: 999 (Emergency Service) Tel: 101 (Non-Emergency Service)
To notifying regulators	
Charity Commission	Tel: 0300 066 9197
Employment-related advice lines	
Disclosure and Barring Service (DBS)	Tel: 0300 020 0190
Whistleblowing advice services	
Mencap What to do if you think someone is being abused - Mencap	Helpline**:** 0808 808 1111
Protect (formerly Public Concern at Work) https://protect-advice.org.uk	Tel: 020 3117 2520

Appendix 2 – Examples of abuse

Physical abuse - includes hitting, slapping, pushing, kicking, misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions.

Domestic abuse – is "an 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" (Home Office, 2013). Domestic violence and abuse may include psychological, physical, sexual, financial, emotional abuse; as well as so called 'honour' based violence, forced marriage and female genital mutilation.

Sexual abuse - includes rape and sexual assault or sexual acts such as indecent exposure to which the adult at risk has not consented or could not consent or was pressured into consenting.

Psychological abuse - includes 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 from services or supportive networks.

Financial and material abuse – includes 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 - includes human trafficking, forced labour and domestic servitude. Traffickers and slave masters use the means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment.

Neglect and acts of omission - includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Discriminatory abuse - includes abuse based on a person's race, gender, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident.

Organisational abuse – includes neglect and poor practice within an institution or specific care setting such as a hospital or care home or infirmary, for example, or in relation to care provided in one's own home or place where someone ordinarily lives. This may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Self-neglect - covers a wide range of behaviours, such as neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

A safeguarding response in relation to self-neglect may be appropriate where:

- a person is declining assistance in relation to their care and support needs; and
- the impact of their decision has or is likely to have a substantial impact on their overall individual wellbeing.

Hate Crime - Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived religion; sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.

Appendix 3 – Additional Guidance for Designated Person for Safeguarding Adults

A. Considering whether to Raise a Safeguarding Concern

When deciding whether a safeguarding concern should be raised, consider the following key questions:

1. Is the person an 'adult at risk' as defined within this policy/procedure?

2. Is the person experiencing, or at risk of, abuse and neglect?

3. What is the nature and seriousness of the risks?

   Consider:

   - The person's individual circumstances;
   - The nature and extent of the concerns;
   - The length of time it has been occurring;
   - The impact of any incident;
   - The risk of repeated incidents for the person; and
   - The risk of repeated incidents for others.

4. What does the adult at risk want to happen now?

   Wherever possible, consider what the adult at risk wants to happen next, what do they want to change about their situation, and what support do they want to achieve that.

   On some occasions, it may be necessary to raise a safeguarding concern even if this is contrary to the wishes of the adult at risk. Any such decision should be proportional to the risk, for example:

   - It is in the public interest e.g. there is also a risk to others, a member of staff or volunteer is involved, or the abuse has occurred on property owned or managed by an organisation with a responsibility to provide care;
   - The person lacks mental capacity to consent and it is in the person's best interests;
   - The person is subject to coercion or undue influence, to the extent that they are unable to give consent; and
   - It is in the person's vital interests (to prevent serious harm or distress or life-threatening situations).

If you remain unsure whether to raise a safeguarding concern, you must:

- Seek advice from a Safeguarding Officer by contacting North Yorkshire County Council Customer Service Centre and asking to talk to a Safeguarding Officer by phone on 01609 780780
- Refer to the North Yorkshire Safeguarding Adult Policy and Procedures at https://safeguardingadults.co.uk/working-with-adults/nysab-procedures/ for further information and guidance

B. Considering whether to report a concern to the police

If you suspect a crime has been or may have been committed, you must discuss this with the Designated Person for Safeguarding Adults or Deputy.

In most circumstances the Designated Person for Safeguarding Adults or Deputy will undertake the following actions if they have been involved. He or she may require your assistance.

Seek the person's consent to report the matter immediately to the police. This will be in addition to raising a safeguarding concern with the local authority.

If the person has mental capacity in relation to the decision and does not want a report made, this should be respected unless there are justifiable reasons to act contrary to their wishes, such as:

- the person is subject to coercion or undue influence, to the extent that they are unable to give consent; or
- there is an overriding public interest, such as where there is a risk to other people; or
- it is in the person's vital interests (to prevent serious harm or distress or in life- threatening situations).

There should be clear reasons for overriding the wishes of a person with the mental capacity to decide for themselves. A judgement will be needed that takes into account the particular circumstances.

If the person does not have mental capacity in relation to this decision, a 'best interests' decision will need to be made in line with the Mental Capacity Act 2005.

The Police may also be contacted later, if more information becomes available and it becomes apparent that a crime has been committed.

<u>Preserving evidence</u>

If the matter is to be reported to the Police, discuss with the Police any risk management issues and any potential forensic considerations. If a crime has occurred, try to preserve evidence in case there is a criminal investigation:

- try not to disturb the scene, clothing or victim if at all possible;
- secure the scene, for example, lock the door, if possible;
- preserve all containers, documents, locations, etc.;
- evidence may be present even if you cannot actually see anything;
- if in doubt, contact the police and ask for advice.

The police should be contacted for advice wherever required.

C. Who else to inform

- relatives of the adult at risk according to their wishes, or in their 'best interests' where they lack the mental capacity to make this decision for themselves;
- child protection services and the LADO, if children are also at risk from harm;
- the Charity Commission, as a Serious Incident Report (if it falls within the parameters of a Serious Incident for these purposes);
- your line manager (and designated safeguarding adults lead if different) of your decisions and actions in line with this procedure;
- AAT Chief Executive Officer if allegations/concerns relate to an employee or volunteer;
- staff delivering a service on a need-to-know basis so that they do not take actions that may prejudice an enquiry.

D. Document the concern and any actions or decisions taken

Ensure all actions and decisions are fully recorded. It is possible that your records may be required as part of an enquiry, so be as clear and accurate as you can. Record the reasons for your decisions and any advice given to you in making these decisions.

Ensure that appropriate records are maintained, including details of:

- the nature of the safeguarding concern/allegation;
- the wishes and desired outcomes of the adult at risk;
- the support and information provided to enable the adult at risk to make an informed decision;
- assessments of Mental Capacity where indicated; and
- the decision of the organisation to raise a concern or not.

E. How to Raise a Safeguarding Concern:

To raise a safeguarding concern under the safeguarding adults procedures:

Contact:

North Yorkshire County Council Customer Services: **01609 780780** (8am – 5:30pm Mon-Fri). This number will be answered by the Emergency Duty Team outside these hours.

The person you speak to will ask you for details about the allegation/concern. If you have reported the incident to the police, tell the person this as well.

Then complete the North Yorkshire Safeguarding Adults Board raising a concern Safeguarding Concern Form. This can be found on https://www.northyorks.gov.uk/safeguarding-vulnerable-adults You should **s**end the completed form as a confidential document to: North Yorkshire County Council, Customer Services Centre, County Hall, Racecourse Lane, Northallerton, North Yorkshire DL7 8AD.

The form can also be e-mailed to social.care@northyorks.gov.uk

REMEMBER: If you suspect that someone is being abused and they are in **immediate** danger you should ring the Police on **999**.

The safeguarding concern will be allocated to an appropriate team, who will then contact you to discuss the concerns further.

Information should be provided to the individual in relation to whom there is a concern. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

Flowchart for Reporting Concerns

Concern related to a child/Adult at risk

Any concern that a child/adult is suffering or likely to suffer harm or abuse, or concern related to specific safeguarding issues.

Staff follow the AAT Policy and Procedures for Protection and Safeguarding of Children/Adults at risk. If there is a risk of immediate serious harm to a child/adult, a referral should be made to children's or adults social care and / or police immediately.

Notify the Director of Safeguarding and Wellbeing who will provide feedback.

Low-level concern related to a member of staff, volunteer or member of monastic community

Any concern that an adult may have acted in a manner which:

Is not consistent with the Staff Code of Conduct or Monastery Customary

Relates to their conduct in or off the site which has caused a sense of unease about that person's suitability to work with children.

Notify the Director of Safeguarding and Wellbeing who will provide feedback.

Allegation related to a member of staff, volunteer or member of monastic community

Behaviour which indicates an adult has:

Behaved in a way that has harmed a child or may have harmed a child/adult.

Possibly committed a criminal offence against, or related to, a child/adult.

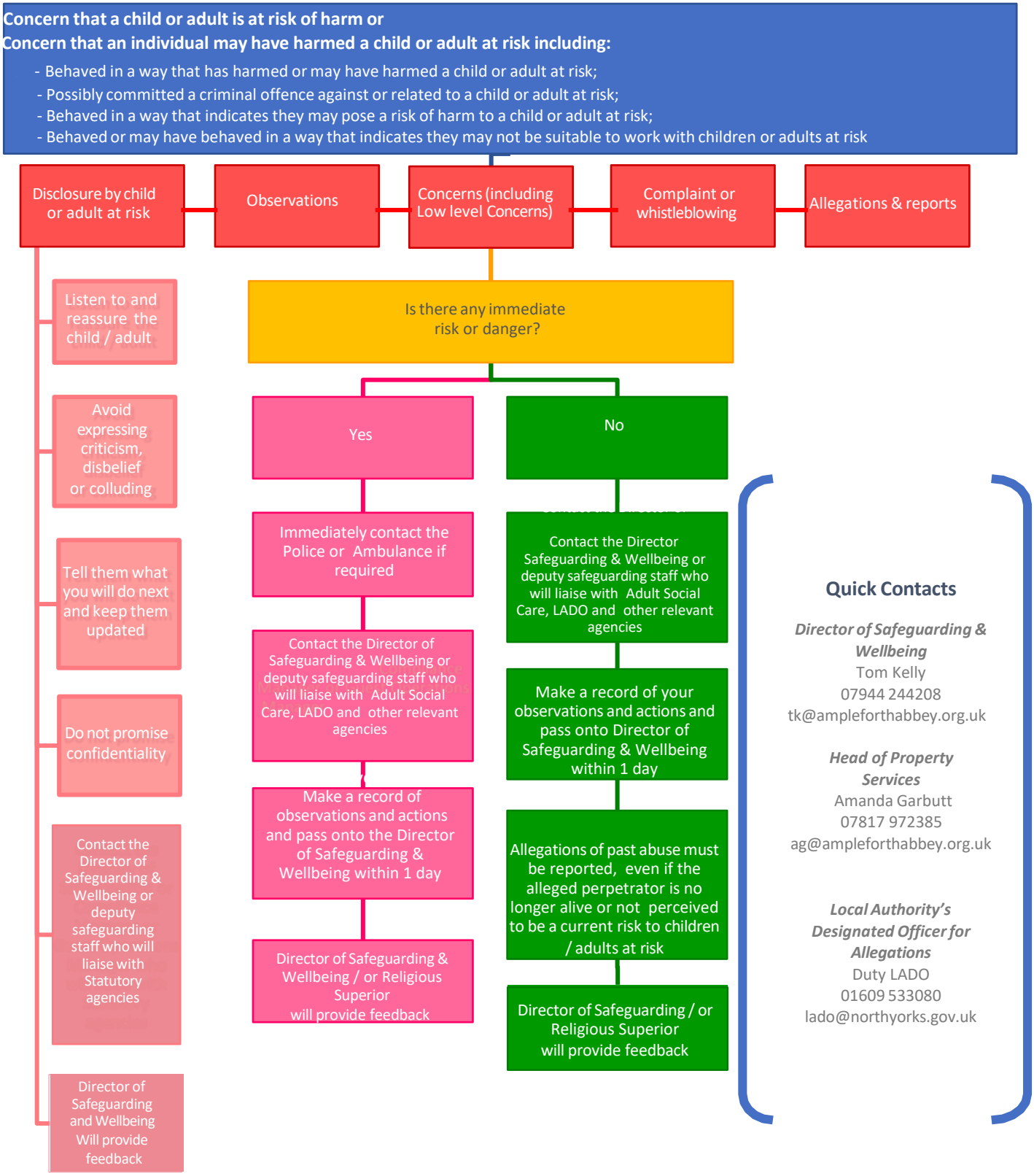
Behaved in a way towards a child or children that would indicate they a pose a risk of harm to children/adults

Behaved or may have behaved in a way that indicated they may not be suitable to work with children/adults.

Notify the Director of Safeguarding and Wellbeing who will provide feedback.

Responding to allegations of abuse or concerns about children and adults at risk

Safeguarding children and adults at risk is everyone's responsibility. All concerns must be brought to the Director of Safeguarding and Wellbeing. Never delay in taking action. If you are unable to contact the Director of Safeguarding and Wellbeing contact the deputy safeguarding staff. The Safeguarding Team operate an out of hours on call rota for provision of support and advice. If there is a risk of immediate harm contact the Police on 999



Quick Contacts

Director of Safeguarding & Wellbeing
Tom Kelly
07944 244208
tk@ampleforthabbey.org.uk

Head of Property Services
Amanda Garbutt
07817 972385
ag@ampleforthabbey.org.uk

Local Authority's Designated Officer for Allegations
Duty LADO
01609 533080
lado@northyorks.gov.uk