Bluebird Golf Centre

Safeguarding Adults Policy and Procedures

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Safeguarding Adults Policy Statement

Introduction

Bluebird Golf Centre is committed to creating and maintaining a safe and positive environment for all individuals involved in golf.

Safeguarding duties apply to an adult who:

- Has care and support needs (whether or not the local authority is meeting any of those needs) AND;

- Is experiencing, or is at risk of experiencing, abuse or neglect 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.

Principles in relation to adults at risk

The Care and Support Statutory Guidance Section 14.13 sets out the following six principles, which underpin all adult safeguarding work:

- Prevention – it is better to take action before harm occurs
- Protection – support and representation for those in greatest need
- Partnership – local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- Accountability – accountability and transparency in delivering safeguarding
- Empowerment – people being supported and encouraged to make their own decisions, with informed consent
- Proportionality – the least intrusive response appropriate to the risk presented

In addition to the six principles, 'making safeguarding personal' is the concept that adult safeguarding should be person-led and outcome focussed. It engages the person in conversation about how best to respond to their safeguarding situation that enhances involvement, choice and control, with the aim of improving quality of life, wellbeing and safety.

Guidance and legislation

The practices and procedures within this policy are based on the principles contained within UK legislation and Government Guidance and have been developed to complement the approach taken by Safeguarding Adults Boards. The following legislation has been considered in the development of this document:

- The Sexual Offences Act 2003
- The Mental Capacity Act 2005
- The Care Act 2014
- The Data Protection Act 2018

Responsibilities and implementation

Bluebird Golf Centre will seek to promote safeguarding by:

- Following procedures to report welfare concerns and allegations about the behaviour of adults and ensure that all staff, volunteers and participants are aware of these procedures

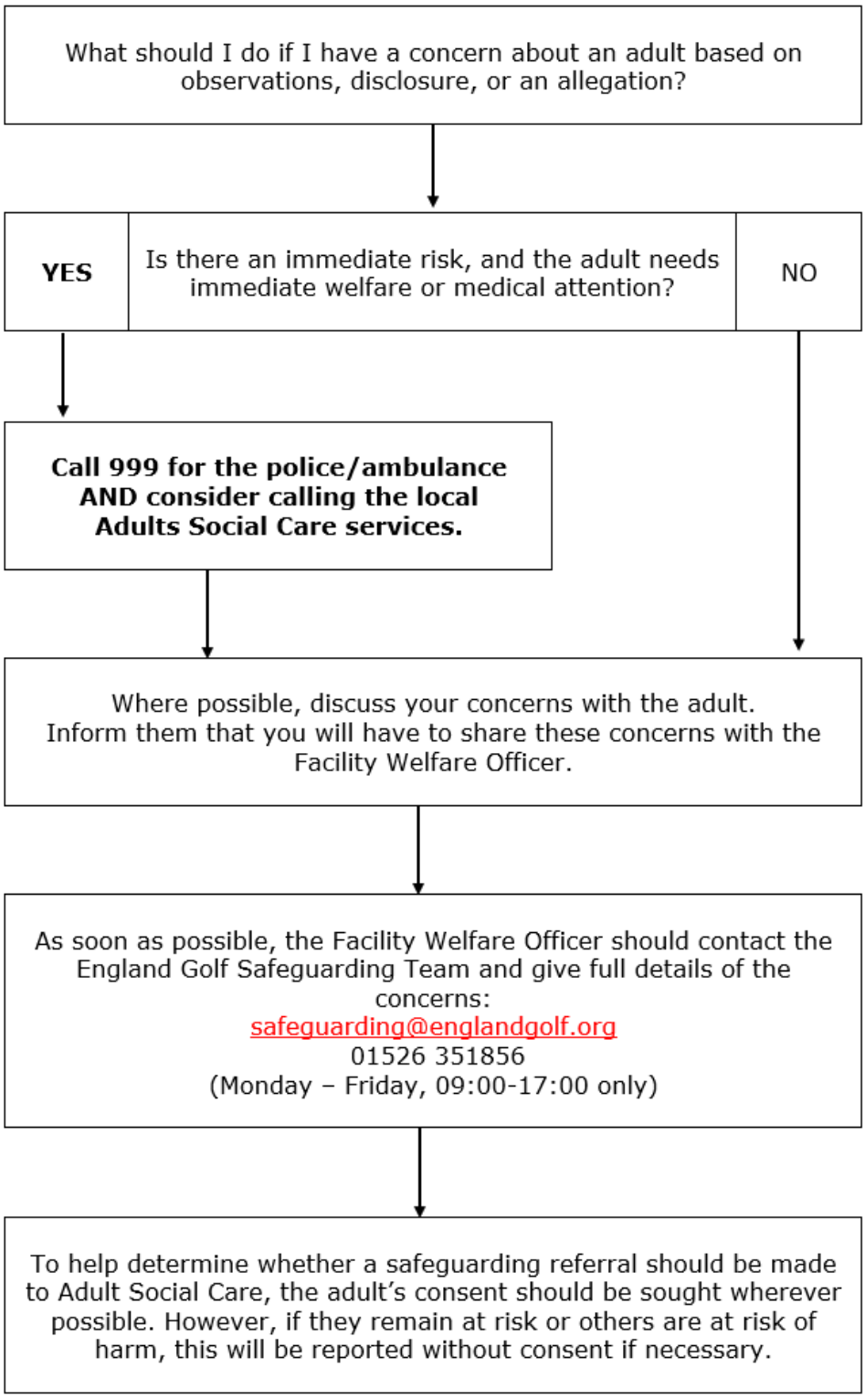
- Reviewing company policy and procedures every three years or whenever there is a major change in legislation

- Consistently applying safer recruitment practices

- Directing staff, volunteers and coaches to appropriate safeguarding training according to their role

1. Complaints, concerns and allegations

Flowchart: How to Report a Concern



1.1 As a player, parent, carer, member of staff or volunteer you may be concerned about the welfare of an adult, become aware that abuse or poor practice is taking place, suspect abuse or poor practice may be occurring, or be told about something that may be abuse or poor practice. These concerns must be reported without delay and in accordance with the reporting process flowchart on Page 5.

1.2 The person reporting the concern is not required to decide whether abuse has occurred, but simply has a duty to pass on their concerns and any relevant information.

1.3 To share concerns with the England Golf Safeguarding Team, concerns should be reported on 01526 351856 and recorded on an Incident Report Form. The completed Incident Report Form should be sent to England Golf Safeguarding Team for review, assessment and retention. All concerns will be treated in confidence. Details should only be shared on a 'need to know' basis with those who can help with the management of the concern.

1.4 England Golf will work with other agencies to take appropriate action where concerns relate to potential abuse or serious poor practice. Disciplinary procedures will be applied and followed where applicable.

1.5 It is important when considering your concern that you also consider the needs and wishes of the person at risk.

1.6 Safeguarding adults at risk requires everyone to be committed to the highest possible standards of openness, integrity and accountability. Bluebird Golf Centre supports an environment where staff, volunteers, parents/carers and the public are encouraged to raise safeguarding concerns. Anyone who reports a legitimate concern to the organisation (even if their concerns subsequently appear to be unfounded) will be supported. All concerns will be taken seriously.

2. Responding to a disclosure of abuse

1. If an adult indicates that they are being abused, the person receiving the information should:

- Stay calm
- Listen carefully to what is being said, allowing the adult to continue at their own pace, and take it seriously
- Explain that it is likely the information will have to be shared with others
- Keep questions to a minimum, asking questions only to identify/ clarify what the person is saying

- Reassure the person that they have done the right thing in sharing the information
- Ask them what they would like to happen next
- Explain what you would like to do next and ask if they are happy for you to share the information in order for you to help them. As long as it does not increase the risk to the individual, you should explain to them that it is your duty to share your concern with your Facility Welfare Officer
- Accurately record in writing what was said, using the adult's own words, as soon as possible

2.The adult responding to the concern SHOULD NOT:

- Dismiss the concern
- Panic or allow emotion to show
- Probe for more information than is offered
- Make promises that cannot be kept
- Conduct an investigation of the case
- Make comments about the alleged perpetrator/s

If the matter is urgent and relates to the immediate safety of an adult at risk then contact the police immediately.
Complete an Incident Report Form and email this to the England Golf Safeguarding Team within 24 hours.

3. Types of abuse and neglect (including signs and indicators)

The Care Act 2014 recognises 10 categories of abuse that may be experienced by adults:

Emotional or psychological
This includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive influences. Potential indicator – individual is no longer attending/enjoying their sessions.

Physical
This includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions. Potential indicator – unexplained bruises or injuries, or lack of medical attention when an injury is present.

Sexual
This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Neglect/Acts of omission
This includes ignoring medical or physical care needs, failing 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
Discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act.

Financial or material
This includes theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. Potential indicator – belongings or money apparently 'going missing'.

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. Potential indicator – a deterioration in an individual's health and/or personal appearance.

Domestic Abuse
This includes psychological, physical, sexual, financial and emotional abuse perpetrated by anyone within a person's family. It also includes so called 'honour' based violence. Potential indicator – an apparent fear of one or more family members.

Modern Slavery
This encompasses slavery, human trafficking, forced labour and domestic servitude.

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

Not included in the Care Act 2014 but also relevant to safeguarding adults in sport and physical activity:

Cyber Bullying
Cyberbullying occurs when someone repeatedly makes fun of another person online or repeatedly abuses another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

Radicalisation
The aim of radicalisation is to attract people to extreme views, inspire new

recruits and persuade vulnerable individuals of the legitimacy of their cause. This may be direct through a relationship, or through social media.

Mate Crime
A 'mate crime' is when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual. Mate Crime is carried out by someone the adult knows and often happens in private. In recent years there have been a number of high-profile incidents relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.

Forced marriage
This is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-social Behaviour, Crime and Policing Act 2014 makes it a criminal offence to force someone to marry.

4. Consent

4.1 The Care Act 2014 statutory guidance advises that the first priority in safeguarding should always be to ensure the safety and wellbeing of the adult. Consent is not required to seek guidance or share information with the National Governing Body, but adults do have a general right to independence, choice and self-determination including control over information about themselves.

4.2 Adults may not give their consent to the sharing of safeguarding information outside of the organisation for a number of reasons. For example, they may be unduly influenced, coerced or intimidated by another person, they may be frightened of reprisals, they may fear losing control, they may not trust social services or other agencies, or they may fear that their relationship with the abuser will be damaged. Reassurance and appropriate support may help to change their view on whether it is best to share information.

4.3 If the adult refuses intervention to support them with a safeguarding concern, or requests that information about them is not shared with other safeguarding partners, in most cases, their wishes should be respected.

4.4 However, there are a number of circumstances where those seeking to support the adult can reasonably override such a decision, including:

- Emergency or life-threatening situations that warrant the sharing of relevant information with the emergency services without consent
- Other people are, or may be, at risk, including children
- A serious crime has been committed/may be prevented
- Individuals in a Position of Trust are implicated

- It appears that the adult may lack the mental capacity to make that decision (this must be properly explored, and further guidance should be sought from the England Golf Safeguarding Team)

In such circumstances, it is important to keep a careful record of the decision-making process and guidance should be sought from the England Golf Safeguarding Team. Legal advice will be sought where appropriate. If the decision is to take action without the adult's consent, then unless it is unsafe to do so, the adult should be informed that this is being done, and the reasons why.

5. Useful contacts

Internal Contacts

Name	Address	Number and email
England Golf Safeguarding Team	England Golf National Golf Centre The Broadway Woodhall Spa Lincolnshire LN10 6PU	01526 351856 safeguarding@englandgolf.org
Adam Britnell: Facility Welfare Officer	Preston New Road, Samlesbury, PR5 0UP	Mob: 01254 813703 Email: info@bluebird-golfcentre.com

Local Contacts

Name	Address	Number and email
Lancashire County Council – Adults Social Care	PO Box 78, County Hall, Fishergate, Preston, Lancashire, PR1 8XJ	DURING OFFICE HOURS 8am – 8pm 0300 123 6720 OUT OF HOURS 8pm – 8am 0300 123 6722
Lancashire County Council Adults Social Care – Emergency Duty Team	As above (integrated services)	0300 123 6720

National Contacts

Name	Website	Number and email
Ann Craft Trust - Safeguarding Adults in Sport and Activity	www.anncrafttrust.org	0115 951 5400 ann-craft-trust@nottingham.ac.uk
Samaritans	www.samaritans.org	116 123

Appendix 1: Incident Report Form

(Please populate this form with as much information as possible)

Recorder's Name:	
Address:	
Post Code:	Telephone No:

Name of Identified Adult:	
Address:	
Post Code:	Telephone No:

Complainant's Name:	
Address:	
Post Code:	Telephone No:

Details of the allegations: [date; time; location; nature of the incident.]
Additional information: [witnesses; supporting statements; etc.]
Have you discussed your concerns with the adult you are worried about? What are their views?

England Golf Safeguarding department notified (01526 351856) Case Number (if allocated): Name of person spoken to: Date: Time:
Action taken: Date: Time:
Signature of Recorder: Signature of Complainant:
Data protection: England Golf Safeguarding Department may use the information in this form (together with other information they obtain as a result of any investigation) to investigate the alleged incident and to take whatever action is deemed appropriate, in accordance with their Safeguarding Adults Policy and Procedures. Strict confidentiality will be maintained and information will only be shared on a "need to know" basis in the interests of safeguarding. This may involve disclosing certain information to specific organisations and individuals, including external bodies/statutory agencies, and individuals that are the subject of an investigation.

Appendix 2: Guidance on consent and information sharing

Wherever possible, discuss safeguarding concerns with the adult you are worried about to a) get their view of what they would like to happen and keep them involved in the safeguarding process, and b) seek their consent to share information outside of the organisation where necessary.

The principles of the Mental Capacity Act 2005 (MCA) state that every individual has the right to make their own decisions and provides the framework for this to happen. The provisions of this legislation are complex, but, broadly speaking, if the adult refuses intervention to support them with a safeguarding concern, or requests that information about them is not shared with other safeguarding partners, their wishes should be respected in most cases. There are, however, significant exceptions where consent to share is not necessary: including instances where criminal offences, people in Positions of Trust, lack of mental capacity, or serious outstanding risks are involved.

When sharing information, there are Seven Golden Rules that should always be followed:

1. Seek advice if in any doubt.
2. Be transparent - The Data Protection Act 2018 (DPA) is not a barrier to sharing information but exists to ensure that personal information is shared appropriately.
3. Consider the public interest - base all decisions to share information on the safety and wellbeing of that person and others that may be affected by the actions of the alleged perpetrator.
4. Share with consent where appropriate - where possible, respond to the wishes of those who do not consent to share confidential information. (You may still share information without consent, if this is in the public interest.)
5. Keep a record – record your decision and reasons to share or not share information.
6. Ensure all information shared and stored is accurate, necessary, proportionate, relevant and secure.
7. Remember the Data Protection Act (DPA) does not prevent information sharing, but instead ensures personal information is shared appropriately.