



SOUTH STAFFORDSHIRE GOLF CLUB

POLICY AND PROCEDURES FOR SAFEGUARDING ADULTS AT RISK

The **SSGC** is familiar with, and accepts the policies of England Golf. In particular, members of the **SSGC** intend to follow their Safeguarding Adults Guidelines in order to ensure the safety and protection of any vulnerable persons over the age of 18 who become involved with the Club.

This Policy lists the safeguarding procedures and standards the **SSGC** hopes to maintain when providing activities for such adults

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POLICY AND PROCEDURES FOR SAFEGUARDING ADULTS AT RISK

(An adult is defined by law in England and Wales as a person over the age of 18 years.)

South Staffs Golf Club recognises the authority of the statutory agencies and are committed to complying with Local Safeguarding Adults Board Guidelines. In producing this policy South Staffs Golf Club has taken into consideration the principles, and guidance from England Golf, UK and international legislation and government guidance, which includes the following:

- The Care Act 2014
- Domestic Violence, Crime and Victims (Amendment) Act 2012
- The Protection of Freedoms Act 2012
- The Equality Act 2010
- The Safeguarding Vulnerable Groups Act 2006
- The Mental Capacity Act 2005
- The Sexual Offences Act 2003
- The Hyman Rights Act 1998
- The Data Protection Act 1994 and 1998

Wherever possible safeguarding concerns will be discussed with the adult to get their view of what they would like to happen, and keep them involved in the safeguarding process, seeking their consent to share information outside of the organisation whenever necessary. The principles of the Mental Capacity Act 2005 state that every individual has the right to make their own decisions and provide the framework for this to happen.

Confidentiality will be maintained appropriately at all times and the vulnerable adult's safety and welfare will be the overriding consideration when making decisions on whether or not to share information about them. Allegations of abuse or concerns about the welfare of any adult will be treated seriously and will be responded to swiftly and appropriately.

SOUTH STAFFS GOLF CLUB acknowledges that it has a duty of care towards any vulnerable adults that join the club to participate in golf. This Policy lists the safeguarding procedures we intend to follow and the standards we hope to maintain when providing activities for such people.

These safeguarding duties apply to adults who:

- have need of care and support (even if the local authority is also meeting these needs).
- are experiencing, or are at risk of, abuse or neglect.
- as a result of those care and support needs, are unable to protect themselves from either the risk of, or the experience of, abuse and neglect.

OUR MAIN AIMS AND OBJECTIVES, with regard to the above, are set out as follows:

As a club we will all work together to:

- Provide vulnerable adults with positive golfing experiences within a safe environment so that they can enjoy the sport and achieve a measure of success.
- Provide the appropriate level of training, support and resources for staff, volunteers and coaches to enable them to make informed and confident responses to specific safeguarding issues and to fulfil their role effectively through an understanding of best practice.
- Ensure that staff, volunteers, PGA Professionals, coaches, members and visitors, understand their roles and responsibilities with regard to the care and protection of these persons.

- Ensure that the adults at risk, (and their carers), are well informed and regularly consulted, and fully involved in decisions that affect them.
- Ensure that strong systems are in place to manage any concerns and deal with any problems that might arise.
- Ensure that everyone involved in a role with these adults have been through appropriate pre-recruitment checks.

THE SIX KEY PRINCIPLES UNDERPINNING THIS POLICY ARE AS FOLLOWS:

Empowerment: This involves encouraging and enabling those being supported to make their own decisions / give informed consent. The Mental Capacity Act 2005 states that every individual has the right to make their own decisions and provides the framework for this to happen.

Prevention This involves ensuring action is taken before harm occurs.

Protection: This involves supporting / representing those in need.

Proportionality: This involves taking the least intrusive response appropriate to the risk presented.

Partnership: This involves working in partnership with local services / communities in preventing, detecting, and reporting neglect or abuse.

Accountability: This means being accountable and transparent in delivering safeguarding.

At South Staffs Golf Club, the following principles will also underpin our work with all groups and individuals who may have need of support and protection.

The additional vulnerability of disabled adults, (including those with invisible disabilities, learning and communication differences) should be recognised. All vulnerable adults have the right to be treated with dignity and respect so those involved in club activities will be:

- spoken to politely, with understanding, and their ideas and wishes will be taken into due consideration whilst in training.
- protected from abuse - regardless of age, background, economic position, marital status, ethnic origin, religious beliefs, disabilities, gender identity, or sexual orientation.

The club will not allow bad practice or any discrimination to go unchallenged. All staff and volunteers will share the responsibility for the protection, safety and welfare of any adults at risk who join the club. **The Club Management** will help all adults (staff, volunteers, coaches etc) to understand their roles and responsibilities with regards to reporting all concerns, in line with England Golf safeguarding adults' policy and procedures.

All concerns and allegations of abuse and poor practice will be taken seriously and responded to as quickly as possible and in an appropriate manner.

1. RESPONSIBILITIES AND IMPLEMENTATION:

South Staffs Golf Club will work with outside organisations to promote the above principles by:

- Reviewing policy and procedures every three years (or whenever there is a major change in legislation) and making appropriate amendments when necessary.
- Adopting appropriate recruitment procedures to assess the suitability of volunteers and staff working with vulnerable groups.
- Directing club staff, volunteers and coaches to appropriate safeguarding training and learning opportunities, where this is appropriate to their role.
- Appointing a **Welfare Officer** to ensure correct procedures are followed when there are concerns to be dealt with.

- Undertaking risk assessment on all club activities.
- Following NGB procedures to report welfare concerns and allegations about any unacceptable behaviour of adults, and ensuring that all staff, volunteers, carers, and participants, are aware of these procedures.

The Management Committee is responsible for:

- ensuring policy and procedures are seen and understood by all members, carers, staff, volunteers, and participants.
- ensuring that the policy and procedures are implemented.
- taking appropriate disciplinary action necessary when policy and procedures are ignored.

The Club Welfare Officer has responsibility for:

- responding to any allegations, concerns, protection or safety issues.
- passing information to the England Golf National Governing Body Lead Protection Officer.
- informing the appropriate club staff.

Carers have a responsibility to work together with the club in implementing procedures for the safety and protection of their charges, and for providing them with the necessary information to safeguard themselves.

All staff and volunteers working at the club have a responsibility to report concerns to the Club Welfare Officer.

If players, club members, or parents have any concerns about the welfare of an adult it is their duty to bring these to the attention of the Club Welfare Officer.

Anyone who becomes aware that abuse or poor practice is taking place, suspects abuse or poor practice may be occurring, is told about something that may be abuse or poor practice, should share these concerns with the **Club Welfare Officer immediately**. The CWO will then bring these concerns to the attention of the EGLSO without delay.

2. COMPLAINTS, CONCERNS AND ALLEGATIONS: THE PROCEDURES

The Welfare Officer or whoever is reporting the concern is not required to decide whether abuse has occurred, but they do have **a duty to pass their concerns, and any other relevant information, on** to the England Golf Lead Safeguarding Officer (EGLSO), telephone number 01526 351851, and / or to inform the appropriate statutory agencies.

Concerns will be recorded on an **Incident Report Form** and a copy sent to the EGLSO. The forms will be retained confidentially within SSGC and England Golf, who will work with the club and other external agencies to take appropriate action where concerns relate to potential abuse or serious poor practice. Then England Golf disciplinary procedures will be applied and followed where possible.

Safeguarding adults at risk requires everyone to be committed to the highest possible standards of openness, integrity and accountability. **South Staffs Golf Club** hopes to create an environment where staff, volunteers, parents / carers and the public are encouraged to raise safeguarding concerns. Anyone who reports a legitimate concern (even if their concerns subsequently appear to be unfounded) will be supported by the club management committee and the English Golf Organisation.

All concerns will be taken seriously. It is important when dealing with a concern that the needs and wishes of the person at risk are also taken into consideration.

All concerns will be treated in confidence and details will only be shared with those people that can help with the management of the concern.

When RESPONDING TO ANY DISCLOSURE OF ABUSE it is important to:

- Stay Calm.
- Listen carefully to what is said, allowing the adult to continue at his / her own pace, and take it seriously.
- Explain that it is likely the information will have to be shared with others – do not promise to keep secrets.
- Keep questions to a minimum - only ask questions if you need to identify / clarify what the person is telling you.
- Take care to distinguish between fact, observation, allegation and opinion when writing things down as it is important to ensure the information you have is accurate.
- Reassure the person that they have done the right thing in revealing 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 this does not increase the risk to the individual, you should explain to him / her that it is your duty to share your concern with your **Lead Safeguarding Officer/Welfare Officer**.
- Record in writing what was said using the adult's own words as soon as possible.

DO NOT:

- Dismiss the concern.
- Panic or allow shock or distaste to show.
- Probe for more information than is offered.
- Make promises that cannot be kept.
- Conduct an investigation into the case.
- Make negative comments about the alleged perpetrator.

If the matter is urgent and relates to the immediate safety of an adult at risk then the **police should be contacted** immediately, an incident form should be completed, and a copy sent to the **England Golf Lead Safety officer** within 24 hours.

The Care Act 2014 statutory guidance advises that the first priority in safeguarding should always be to ensure the safety and well-being of the adult involved.

3. WITH REGARD TO CONSENT WE NEED TO REMEMBER THE FOLLOWING.

Adults have a general right to independence, choice, and self-determination - including control over information about themselves.

Staff, coaches, or volunteers are not expected to support a vulnerable adult through the decision-making process but they are expected to inform the Club Welfare Officer and England Golf without delay so that they can clearly define the various options to help support the adult at risk to make a decision about his / her safety.

As long as it does not increase the risk to the vulnerable individual, it should be explained to him / her that the person to whom they have spoken has a duty to share the information with the Welfare Officer / Safeguarding leader. Consent is not required to seek guidance or share information within the organisation.

Adults may not give their consent to the sharing of safeguarding information outside of the organisation for a number of reasons. They may be afraid of reprisals, fear losing control, not trust social services or other partners, or fear their relationship with the abuser may be damaged. It is easy for them to be unduly influenced, coerced or intimidated by another person.

However, reassurance and appropriate support may help to change their view on whether it is best to share information. So, the listener should:

- Explore reasons for the vulnerable adult's objections – ask what are they worried about.
- Explain why it is important to share the information.
- Disclose the name of the person/organisation the information will be shared with.
- Explain the benefits of sharing information.
- Discuss the consequences of not sharing the information – could someone come to harm?
- Explain that the information will not be shared with anyone who does not need to know.
- Reassure the victim that he / she is not alone and that support is available.

If the adult at risk continues to refuse intervention to support him / her with a safeguarding concern, or requests that information is not shared with other safeguarding personnel their wishes should be respected. However,

- If the vulnerable person lacks the mental capacity to make that decision, or
- If it is an emergency or life-threatening situation, or
- If other people are going to be put at risk, or
- If a serious crime has been committed or may be prevented, or
- If individuals in a position of trust are implicated,

those seeking to support an adult at risk can reasonably override such a decision. In such circumstances a careful record of the decision-making process will be kept and guidance sought from the **England Golf Lead Safeguarding Officer**. Then legal advice will be sought where appropriate. If the decision is to take action without the vulnerable adult's consent, then unless it is unsafe to do so, the adult should be informed that this is being done and of the reasons why.

For example, if there are concerns, suspicions, disclosures, or allegations about a person's behaviour which could threaten the immediate safety or medical welfare of an adult at risk, and an ambulance is called, the doctor will need to be told that there are safeguarding issues. Then the **Welfare / Safeguarding Officer** will need to be told, notes made, an incident report completed, and submitted to the England Golf Lead Safeguarding Officer. If the Welfare Officers are unavailable and the police are approached other Adult Social Care agencies may need to be told. If these concerns / allegations implicate a parent, a coach, a Welfare Officer – for example - then other officers in the hierarchy will need that information so that they can take over the decision making and investigate the concerns.

So, whilst it is important to try and get the adult at risk to agree to the intervention, it is also important to remember that, as the person first trusted with the information, the procedures set out by England Golf, and incorporated into this policy, are there to support those caring adults who find themselves in this difficult position.

It is the responsibility of all the adults in the club to assist the Management Committee in this endeavour.

FURTHER INFORMATION TO HELP AND SUPPORT

ENGLAND GOLF LIST THE FOLLOWING AS SIGNS AND INDICATORS OF ABUSE AND NEGLECT

- Unexplained bruising or injury, or lack of medical attention being given to an obvious injury.
- A person's belongings or money going missing.
- Frequent absences from training.
- A person no longer enjoying training sessions.
- Behavioural changes, displaying anger and aggression.
- Becoming introverted, withdrawn.
- Loss of confidence.
- Unwillingness to communicate.
- Loss of weight.
- Gains in weight.
- unkempt appearance.
- Self-harming.
- Depression.
- Fear of a particular individual, group of individuals.
- An unexpected disclosure about abuse.

The CARE ACT 2014 recognises the following categories of abuse.

SELF NEGLECT – lack of care for personal hygiene, health, or surroundings – includes hoarding.

MODERN SLAVERY – includes -human trafficking, forced labour, domestic servitude.

DOMESTIC ABUSE - includes psychological, physical, sexual, financial and emotional abuse perpetrated by anyone within a person's family. It also includes honour-based violence.

DISCRIMINATION– involves abuse which centre on a difference or perceived difference particularly with respect to race gender or disability or any of the protected characteristics of the Equality Act.

ORGANISATIONAL – includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home. It also relates to care provided in one's own home. It may result from poor professional practice, lack of guidance and accountability, inadequate structure, policies and procedures within an organisation.

PHYSICAL – This includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

SEXUAL – 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 had not consented or was pressured into consenting.

FINANCIAL / MATERIAL – 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 / misappropriation of property, possessions or benefits.

NEGLECT / ACTS OF OMISSION – includes ignoring medical or physical care needs – failing to provide access to appropriate health, social care, or educational services – the withdrawing of the necessities of life such as medication, nutrition and heating.

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 and support.

ALSO RELEVANT ARE THE FOLLOWING:

CYBER BULLYING - includes frequently making fun of another person online, repeatedly picking on another person through emails or text messages, using online forums with the intent of harming, damaging, humiliating, or isolating another person.

FORCED MARRIAGE – This term applies to a marriage where one or both parties has / have not given their consent.

MATE CRIME – This happens when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. This often happens in private to people with learning disabilities.

RADICALISATION – includes attracting and recruiting vulnerable persons into groups with extreme views through social media or friendship.

USEFUL CONTACTS

England Golf

Lead Safeguarding Officer	England Golf National Golf Centre The Broadway Woodhall Spa Lincolnshire LN10 6PU	01526 351824 safeguarding@englandgolf.org

Local Contacts

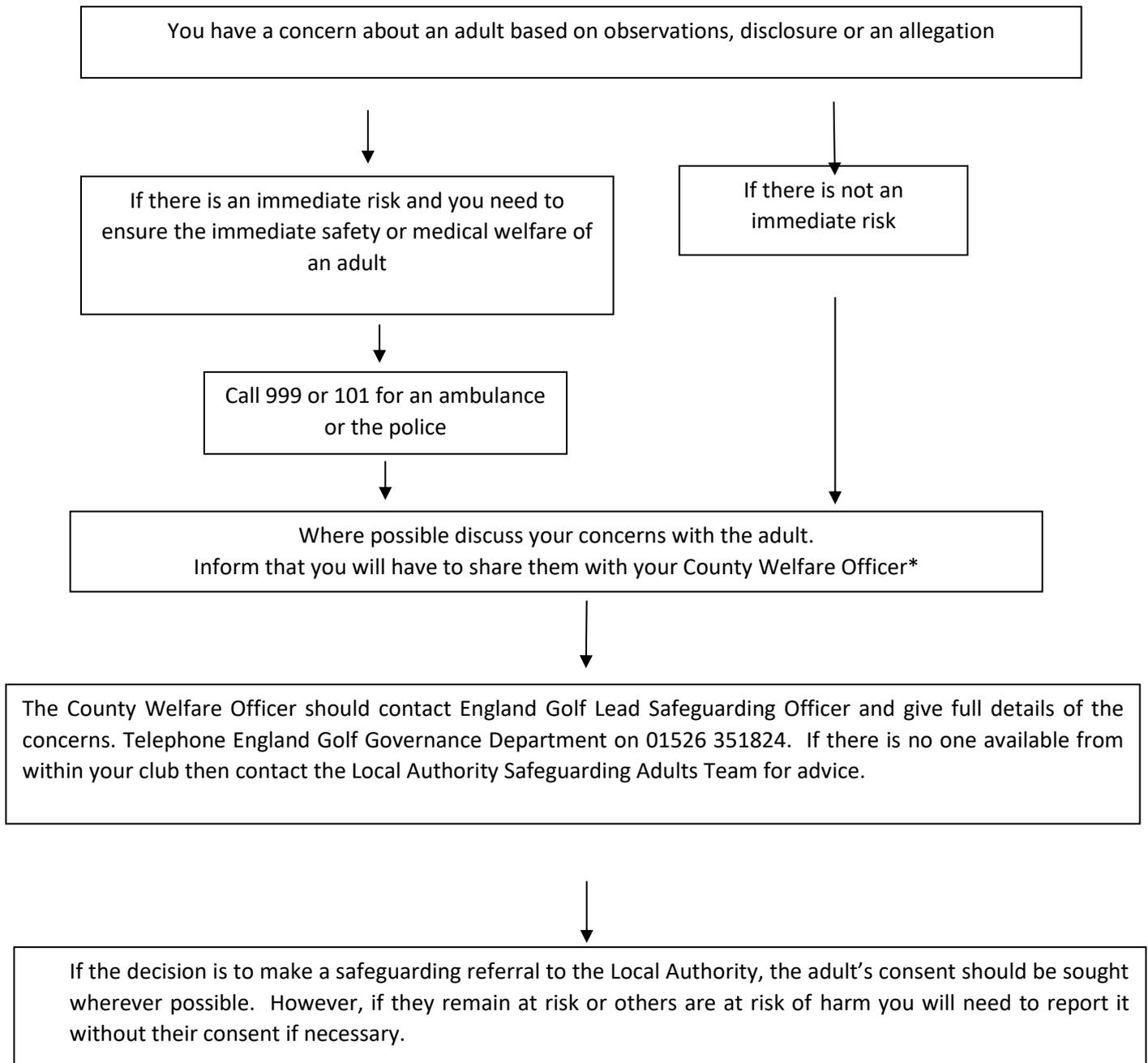
Staffordshire County Council – Safeguarding Vulnerable Adults	0345 604 2719 (week days)	0345 604 2886 (at weekends)
County Council-Social Care-Emergency Duty Team	As above	As above
Staffordshire Police	101 / 999	

National Contacts

Ann Craft Trust - Safeguarding Adults in Sport and Activity	www.anncrafttrust.org	0115 951 5400 Ann-Craft Trust@nottingham.ac.uk
Samaritans		08457 90 90 90

GLENNIS DAWES	1 Farway Gardens	Home: 01902 842609
Safeguarding Adults in Golf	Codsall	Mobile: 07483 246916
Staffordshire Ladies	South Staffs	glennisdawes@btinternet.com
County Welfare Officer	WV8 2QA	

Safeguarding Adults Flowchart (EG1)
What to do if you have a concern about an adult?



Remember

It is not your duty to investigate concerns about an adult but don't ignore them – talk to the adult if possible and get in touch with someone within your organisation or the local authority for advice.

* If for any reason a County Welfare Officer is not in post or is unavailable a principle of least delay is important. Please contact the England Golf Lead Safeguarding Officer