



@ ST. PIERRE PARK HOTEL SPA & GOLF RESORT

SAFEGUARDING ADULTS POLICY

Introduction

The Golf Club @ St Pierre Park is committed to creating and maintaining a safe and positive environment and we accept our responsibility to safeguard the welfare of all adults involved, in accordance with legislation.

The Golf Club @ St Pierre Park safeguarding adults policy and procedures apply to all individuals involved in the The Golf Club @ St Pierre Park.

The Guernsey Sports Commission will also encourage and support partner organisations, including clubs, associations and sponsors to adopt and demonstrate their commitment to the principles and practice of equality as set out in this safeguarding adults policy and procedures.

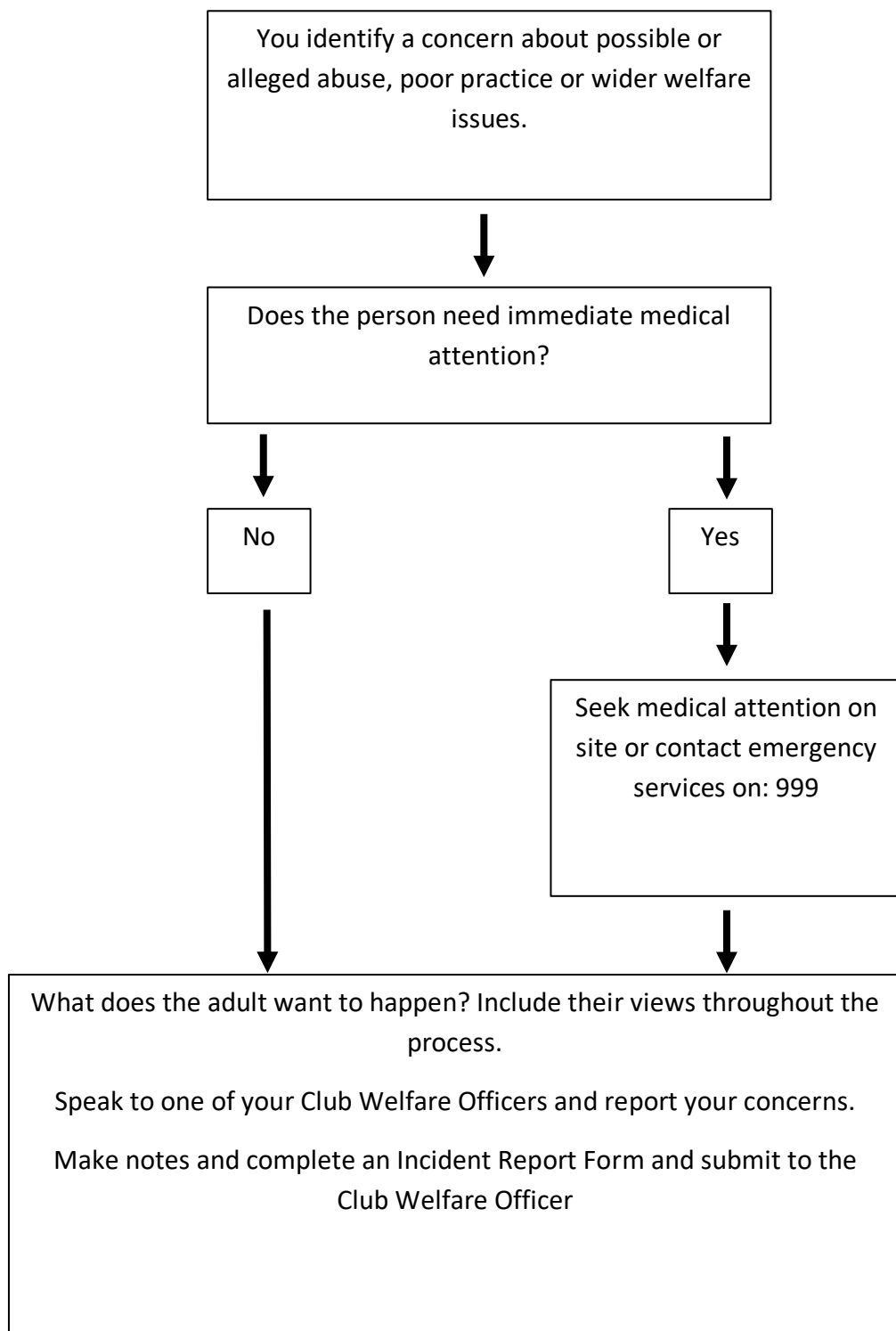
Do you have concerns about an adult?

Safeguarding is everyone's responsibility.

If you have concerns about an adult's safety and or wellbeing you must act on these.

It is not your responsibility to decide whether or not an adult has been abused. It is however your responsibility to act on any concerns.

A full Safeguarding Adults Flow chart can be found on page 9.



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Principles

The guidance given in the policy and procedures is based on the following principles:

All adults, regardless of age, ability or disability, gender, race, religion, ethnic origin, sexual orientation, marital or gender status have the right to be protected from abuse and poor practice and to participate in an enjoyable and safe environment.

The Golf Club @ St Pierre Park will seek to ensure that our organisation is inclusive and make reasonable adjustments for any ability, disability or impairment, we will also commit to continuous development, monitoring and review.

The rights, dignity and worth of all adults will always be respected.

We recognise that ability and disability can change over time, such that some adults may be additionally vulnerable to abuse, in particular those adults with care and support needs.

Safeguarding adults is everyone's responsibility. We all have a shared responsibility to ensure the safety and well-being of all adults and will act appropriately and report concerns whether these concerns arise within the Golf Club @ St Pierre Park or in the wider community.

All allegations will be taken seriously and responded to quickly in line with the Golf Club @ St Pierre Park Safeguarding Adults Policy and Procedures.

The Golf Club @ St Pierre Park recognises the role and responsibilities of the statutory agencies in safeguarding adults and is committed to complying with local safeguarding procedures.

The Golf Club @ St Pierre Park recognises that it is the circumstances that adults find themselves in that makes them more vulnerable to abuse, expects adults to be central to the decision-making process and makes the adult's welfare and wellbeing the primary consideration in any decision making.

Making Safeguarding Personal

'Making safeguarding personal' means that adult safeguarding should be person led and outcome focussed. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control, as well as improving quality of life, well-being and safety.

Wherever possible safeguarding concerns should be discussed with the adult to get their view of what they would like to happen, and they should be involved in the safeguarding process, giving their consent to share information outside of the organisation where necessary. See Appendix 1 for more information.

Capacity and decision making

Capacity refers to the ability to make a decision at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to make a decision unless it can be established that they lack capacity. People should be given information in formats that they understand, to be able to make decisions.

Adult at risk of abuse or neglect definition

Safeguarding legislation has moved away from the term 'vulnerable adult', instead using the term 'adult at risk'. This term illustrates that it is the circumstances that people with care and support needs are in that causes them to be at risk of abuse or neglect.

Types of Abuse and Neglect

Abuse is a violation of an individual's human and civil rights by another person or persons. For definitions see Appendix 9.

There are different types and patterns of abuse and neglect and different circumstances in which they may take place.

Categories of Abuse / Harm

- Physical
- Sexual
- Psychological/Emotional/Mental
- Financial and material
- Neglect and act of omission
- Discriminatory
- Organisational
- Modern Day Slavery
- Domestic Violence
- Self Neglect – including hoarding

There are additional definitions which, whilst not included in legislation, are also relevant these are;

- Cyber Bullying
- Forced Marriage
- Female Genital Mutilation
- Mate Crime
- Radicalisation

For definitions see Appendix 4

Signs and indicators of abuse and neglect

Abuse can take place in any context and by all manner of perpetrator. Abuse may be inflicted by anyone in the organisation who a participant comes into contact with or other participants, workers or volunteers may suspect that an adult is being abused or neglected outside of the organisation's setting. There are many signs and indicators that may suggest someone is being abused or neglected, these include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- Person is not attending / no longer enjoying their sessions. You may notice that a participant in a team has been missing from practice sessions and is not responding to reminders from team members or coaches.
- Someone losing or gaining weight / an unkempt appearance. This could be a player whose appearance becomes unkempt, does not wear suitable sports kit and there is a deterioration in hygiene.
- A change in the behaviour or confidence of a person. For example, a participant may be looking quiet and withdrawn when their brother comes to collect them from sessions in contrast to their personal assistant whom they greet with a smile.
- They may self-harm.
- They may have a fear of a particular group of people or individual.
- They may tell you / another person they are being abused – i.e. a disclosure.
- Harassment of a participant because they are or are perceived to have protected characteristics.
- Not meeting the needs of the participant. E.g. training without a necessary break.
- A coach intentionally striking an athlete.
- A participant who sends unwanted sexually explicit text messages to an adult with learning disabilities they are training alongside.
- A participant threatening another participant with physical harm and persistently blaming them for poor performance.

What to do if you have a concern or someone raises concerns with you

It is not your responsibility to decide whether an adult has been abused. It is however everyone's responsibility to respond to and report concerns.

If you are concerned someone is in immediate danger, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.

If you have concerns and or you are told about possible or alleged abuse, poor practice or wider welfare issues you must report this to the Golf Club @ St Pierre Park Welfare Officer, or, if the Welfare Officer is implicated then report to the Golf Club @ St Pierre Park Managing Director.

When raising your concern with the Welfare Officer or Lead Safeguarding Officer, remember to 'make safeguarding personal'. It is good practice to seek the adult's views on what they would like to happen next and to inform the adult of what actions you intend to take.

It is important when considering your concern that you also ensure that you keep the person informed about any decisions and action taken about them and always consider their needs and wishes.

How to respond to a concern

Make a note of your concerns.

Make a note of what the person has said using his or her own words as soon as practicable. Complete an Incident Form and submit to The Golf Club @ St Pierre Park Welfare Officer.

Remember to make safeguarding personal. Discuss your safeguarding concerns with the adult, obtain their view of what they would like to happen, but inform them it's your duty to pass on your concerns to your lead safeguarding or welfare officer.

Describe the circumstances in which the disclosure came about.

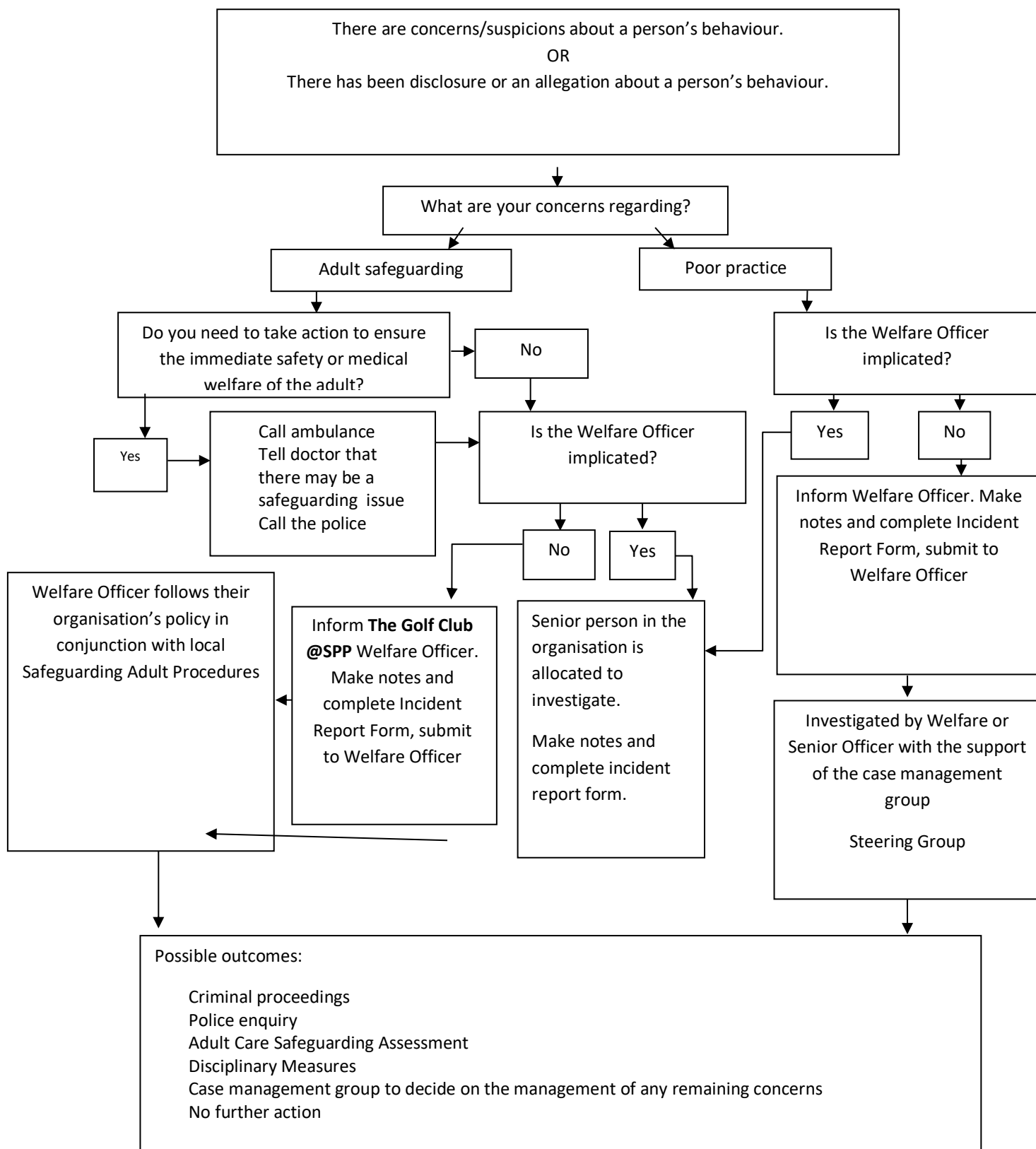
Take care to distinguish between fact, observation, allegation and opinion. It is important that the information you have is accurate.

Be mindful of the need to be confidential at all times, this information must only be shared with your Welfare Officer and others on a need to know basis.

If the matter is urgent and relates to the immediate safety of an adult at risk then contact the emergency services immediately.

Safeguarding Adults Flowchart

Dealing with Concerns, Suspicions or Disclosure



Remember to involve the adult at risk throughout the process wherever possible and gain consent for any referrals to social care if the person has capacity

Roles and responsibilities of those within The Golf Club @ St Pierre Park

The Golf Club @ St Pierre Park is committed to having the following in place:

A Welfare Officer to produce and disseminate guidance and resources to support the policy and procedures.

A clear line of accountability within the organisation for work on promoting the welfare of all adults.

Procedures for dealing with allegations of abuse or poor practice against members of staff and volunteers.

A Case Management Group can be formed to effectively deal with issues, manage concerns and refer to a disciplinary panel where necessary i.e. where concerns arise about the behaviour of someone within The Golf Club @ St Pierre Park.

A Disciplinary Panel that is formed as required for a given incident if appropriate and should a threshold be met.

Arrangements to work effectively with other organisations to safeguard and promote the welfare of adults, including arrangements for sharing information.

Appropriate whistle blowing procedures and an open and inclusive culture that enables safeguarding and equality and diversity issues to be addressed.

Clear codes of conduct for coaches, participants, officials, spectators and other relevant individuals.

Good practice, poor practice and abuse

It can be difficult to distinguish poor practice from abuse, whether intentional or accidental.

It is not the responsibility of any individual involved in The Golf Club @ St Pierre Park to make judgements regarding whether or not abuse is taking place, however, The Golf Club @ St Pierre Park personnel have the responsibility to recognise and identify poor practice and potential abuse, and act on this if they have concerns.

Good practice

The Golf Club @ St Pierre Park expects that our coaches of adult participants:

- Adopt and endorse The Golf Club @ St Pierre Park Code of Conduct.
- Have completed a course in basic awareness in working with and safeguarding Adults.

Everyone should:

- Aim to make the experience of The Golf Club @ St Pierre Park fun and enjoyable.
- Promote fairness and playing by the rules.
- Not tolerate the use of prohibited or illegal substances.
- Treat all adults equally and preserve their dignity; this includes giving more and less talented members of a group similar attention, time and respect.

Relevant Guernsey Law

There is no adult safeguarding law in Guernsey, however Guernsey follows best practice principles from the Care Act 2014

The Care Act 2014 – statutory guidance

<http://www.legislation.gov.uk/ukpga/2014/23/introduction/enacted>

The Care Act introduces new responsibilities for local authorities. It also has major implications for adult care and support providers, people who use services, carers and advocates. It replaces No Secrets and puts adult safeguarding on a statutory footing.

Data Protection (Bailiwick of Guernsey) Law 2017

The Guernsey Laws relating to data protection are contained in the Data Protection (Bailiwick of Guernsey) Law, 2017. It mirrors much of the UK Data Protection Act 2018 and sets out the parameters for sharing information appropriately and safely

The basic principles:

Any personal information should be shared on the basis that it is:

- Necessary for the purpose for which it is being shared
- Shared only with those who have a need for it
- Accurate and up to date
- Shared securely and in a timely fashion
- Not kept longer than necessary for the original purpose

Relevant Guernsey Sports Commission Policies

This policy should be read in conjunction with the following policies

- GSC Online Safety and Social Media Policy
- GSC Complaints Procedure
- GSC Code of Conduct - Staff
- GSC Equity Policy
- GSC Data Protection Policy

Further Information

Policies, procedures and supporting information are available on the Guernsey Sports Commission website:
www.guernseysports.com

Welfare Officer:

Andy Myers, Head PGA Professional

andy@golf.gg 07781173869/01481 700090

The Golf Club @ St Pierre Park Managing Director

matt@golf.gg 07781100110/01481 700090

Appendix 1

Making Safeguarding Personal

There has been a cultural shift towards Making Safeguarding Personal within the safeguarding process. This is a move from prioritising outcomes demanded by bureaucratic systems. The safeguarding process used to involve gathering a detailed account of what happened and determining who did what to whom. Now the outcomes are defined by the person at the centre of the safeguarding process.

The safeguarding process places a stronger emphasis on achieving satisfactory outcomes that take into account the individual choices and requirements of everyone involved.

“What good is it making someone safer if it merely makes them miserable?” – Lord Justice Mundy, “What Price Dignity?” (2010)

What this means in practice is that adults should be more involved in the safeguarding process. Their views, wishes, feelings and beliefs must be taken into account when decisions are made.

We all have different preferences, histories, circumstances and lifestyles so it is unhelpful to prescribe a process that must be followed whenever a concern is raised.

However, there are key issues that should be considered when abuse or neglect are suspected, and there should be clear guidelines regarding this.

Appendix 2

Consent and Information Sharing

Although we want to make safeguarding personal there are some circumstances when we need to take action without an adult's consent.

Sometimes an adult at risk may not want you to act on your concerns or their disclosure.

This may be because they are scared or fearful of the repercussions from you taking action.

It may also be because they are not aware abuse is taking place or have the mental capacity to make an informed decision and understand to remain in their current situation is unsafe.

Sharing information with the right people, is central to good practice in safeguarding adults.

You should not keep safeguarding concerns about adults at risk to yourself. Explain to the adult that you must pass the concern on to your Safeguarding Lead, as you have a duty of care.

You should reassure the adult that they will be fully included on what happens.

It is appropriate to report concerns without an adult's consent when:

- You have reason to believe the adult's health and or wellbeing will be adversely affected by ongoing harm.
- Other people are, or may be, at risk from the person causing harm, including children.
- It is necessary to prevent a crime, or a serious crime has been committed.
- Sharing the information could prevent a crime and help to stop abuse
- The adult may be under duress or being coerced
- The alleged abuser has care and support needs and may also be at risk.

Workers and volunteers within sports and physical activity organisations should always share safeguarding concerns in line with their organisation's policy, usually with their safeguarding lead or welfare officer in the first instance, except in emergency situations. If it does not increase the risk to the individual, the worker or volunteer should explain to them that it is their duty to share their concern with their safeguarding lead or welfare officer.

The safeguarding lead or welfare officer will then consider the situation and plan the actions that need to be taken, in conjunction with the adult at risk and in line with the organisation's policy and procedures and local safeguarding adults board policy and procedures.

To make an adult safeguarding referral you need to call the local safeguarding adults' team. A conversation can be had with the safeguarding adult's team without disclosing the identity of the person in the first instance. If it is thought that a referral needs to be made to the safeguarding adult's team, consent should be sought where possible from the adult at risk.

Individuals may not give their consent to the sharing of safeguarding information with the safeguarding adult's team for a number of reasons. Reassurance, appropriate support and revisiting the issues at another time may help to change their view on whether it is best to share information.

If someone does not want you to share information outside of the organisation or you do not have consent to share the information, ask yourself the following questions:

Is the adult placing themselves at further risk of harm?

Is someone else likely to get hurt?

Has a criminal offence occurred? This includes: theft or burglary of items, physical abuse, sexual abuse, forced to give extra money for lessons (financial abuse) or harassment.

Is there suspicion that a crime has occurred?

If the answer to any of the questions above is 'yes' - then you can share without consent and need to share the information.

When sharing information there are seven Golden Rules that should always be followed.

Seek advice if in any doubt

Be transparent - GDPR is not a barrier to sharing information but to ensure that personal information is shared appropriately; except in circumstances where by doing so places the person at significant risk of harm.

Consider the public interest - Base all decisions to share information on the safety and well-being of that person or others who may be affected by their actions.

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.

Keep a record - Record your decision and reasons to share or not share information.

Accurate, necessary, proportionate, relevant and secure - Ensure all information shared is accurate, up-to-date, necessary and share with only those who need to have it.

Appendix 3

Useful contacts

Adult Safeguarding Manager – Adult Safeguarding Unit

Telephone: Perruque House 01481 256923

Opening hours are: Monday till Thursday 8:45am till 5pm, Friday 8:45am till 4.45pm

Ann Craft Trust - Safeguarding Adults in Sport and Activity:

Website: www.anncrafttrust.org

Email: Ann-Craft-Trust@nottingham.ac.uk

Telephone: 0115 951 5400

Appendix 4

Categories of abuse/harm

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.

Modern Slavery / Human Trafficking

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment

Domestic Abuse and coercive control

Includes psychological, physical, sexual, financial and emotional abuse. It also includes so called 'honour' based violence. It can occur between any family members.

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.

Organisational / Institutional

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.

Physical

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 has not consented or was pressured into consenting.

Financial or 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 or misappropriation of property, possessions or benefits.

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.

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 networks.

Exploitation

Is the deliberate maltreatment, manipulation or abuse of power and control over another person; to take advantage of another person or situation usually, but not always, for personal gain from using them as a commodity. It may manifest itself in many forms including slavery, servitude, forced or compulsory labour, domestic violence and abuse, sexual violence and abuse, or human trafficking.

Hate crime

Is any incident which constitutes a criminal offence perceived by the victim or any other person as being motivated by prejudice, discrimination or hate towards a person's actual or perceived race, religious belief, sexual orientation, disability, political opinion or gender identity.

There are additional definitions which, whilst not included in legislation, interface with adult safeguarding:

Cyber Bullying

Cyber bullying occurs when someone repeatedly makes fun of another person online or repeatedly picks on 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.

Forced Marriage

Forced marriage 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. The forced marriage of adults with learning disabilities occurs when the adult does not have the capacity to consent to the marriage.

Mate Crime

A 'mate crime' as defined by the Safety Net Project 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 Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.

Radicalisation

The aim of radicalisation is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. This may be direct through a relationship or through social media.

Incident Report Form

| | |
|------------------|---------------|
| 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: [include: date; time; location; and nature of the incident.] |
| Additional information: [include: witnesses; corroborative statements; etc.] |

Have you discussed your concerns with the adult? What are their views?

England Golf Safeguarding department notified (01526 351824)

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 a number of organisations and individuals including relevant clubs and County bodies, individuals that are the subject of an investigation and/or Statutory agencies such as the Police and Adult Social Care.