



**West Kent Federation of Women's
Institutes (WKFWI)
Safeguarding Adults Procedures**

**To be used by the Federation and all
WIs in West Kent**

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Introduction

WKFWI is committed to providing a safe environment for everyone to participate in our wider organisation and its activities. These procedures must be followed in West Kent by the Federation and WIs in any circumstances where an adult is at risk of harm.

The procedure should be implemented with reference to the NFWI Safeguarding Adults Policy and supporting information.

This procedure details the steps to be taken in responding to any concern that an adult involved in Federation or WI activities in West Kent, is at risk of or is experiencing harm.

The procedures have two main sections:

Section 1: Reporting concerns – **For everyone**

Section 2: What happens next – **For FSO and organisational response**

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

WKFWI gratefully acknowledges the template procedure freely provided by Ann Craft Trust on which this WKFWI Adult Safeguarding Procedure document has been based.

Glossary

For more details please see the additional information sections of NFWI Safeguarding Adults Policy.

Adult	A person over the age of 18
Adult at risk	Definition used in legislation (different in each home nation) for adults who the Local Authority has a responsibility to support to prevent them from experiencing (further) harm caused by abuse and neglect.
Abuse	A violation of a person’s physical, emotional or mental integrity by any other person.
Federation Safeguarding Officer (FSO)	WKFWI Trustee who has received training regarding safeguarding issues and is available via safeguardingofficer@wkfwi.org.uk to give advice and pass on safeguarding concerns to relevant organisations
Harm	Damage done to a person’s well-being. Categories include Physical Financial/Material Neglect and Acts of Omission Organisational Abuse Domestic Sexual Emotional/Psychological Self-Neglect Modern Slavery
Mental Capacity	The ability to consider relevant information, make and communicate a decision.
NFWI	National Federation of Women’s Institutes
NFWI Safeguarding Officer (NSO)	Working with the NFWI General Secretary manages safeguarding compliance, queries and reports within the NFWI assisting federations and WIs where necessary. Available at safeguardingofficer@nfwfwi.org.uk .
Safeguarding	Work to prevent and to stop abuse and neglect.
Safeguarding Adults Team	A team set up to manage the safeguarding of adults at risk within an organisation or more commonly across a Local Authority district.
WKFWI	West Kent Federation of Women’s Institutes

Section 1: Reporting Concerns (For everyone)

Reporting Concerns About Yourself

If you are in immediate danger or need immediate medical assistance contact the emergency services 999.

If you are not in immediate danger, you can discuss the harm with a member of your own WI and consider whether to fill in the reporting form at Appendix 1 (either with that WI member or by yourself) and submit to the FSO by email to safeguardingofficer@wkwfi.org.uk.

If the FSO is implicated or you think has a conflict of interest, you can send the report to the WKFwi Chair (chair@wkwfi.org.uk) or to the NSO (safeguardingofficer@nfwfi.org.uk).

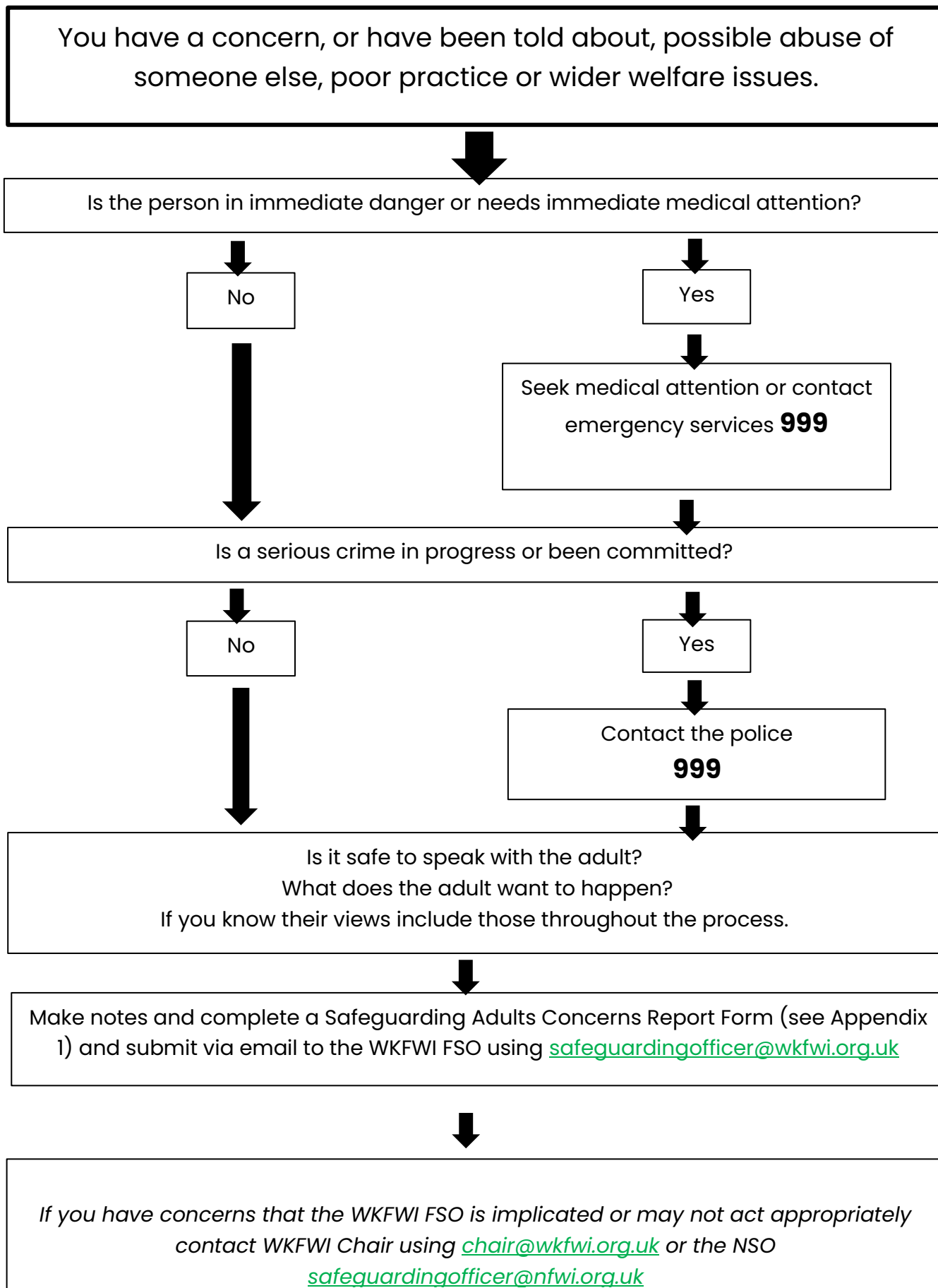
You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 2 - Other Sources of Support).

WKFwi will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact the WKFwi Chair or a member of the WKFwi Board of Trustees.

At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

It is of utmost importance to WKFwi that you can take part in our activities and the activities of the WIs in West Kent safely and we will take every step to support you to do that.

Reporting Concerns About Others (Flowchart 1)



Reporting Concerns About Others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact the WKFWI FSO as soon as you can at Safeguardingofficer@wkwfi.org.uk

If the FSO is implicated or you think has a conflict of interest, then report to the WKFWI Chair chair@wkwfi.org.uk or the NSO safeguardingofficer@nfwi.org.uk.

If you are concerned about harm being caused to **someone else**, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention** call an ambulance on 999.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to the WKFWI FSO. **Do not** contact the adult before talking to the WKFWI FSO if the person allegedly causing the harm is likely to find out.
- **Remember not to confront the person thought to be causing the harm.**

Responding to a Direct Disclosure

If a fellow member indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace.
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/clarify what the person is telling you.
- 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.
- Explain that you will have to share the information with WKFWI FSO.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the FSO can contact them safely.
- If it is safe to do so and does not put you under undue pressure help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support – see Appendix 6).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as soon as possible.

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

Record Keeping

- Complete a Safeguarding Adults Report Form (see Appendix 1) and submit to the WKFWI FSO without delay.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, text message) include a copy with the form.

Be mindful of the need to be confidential at all times.

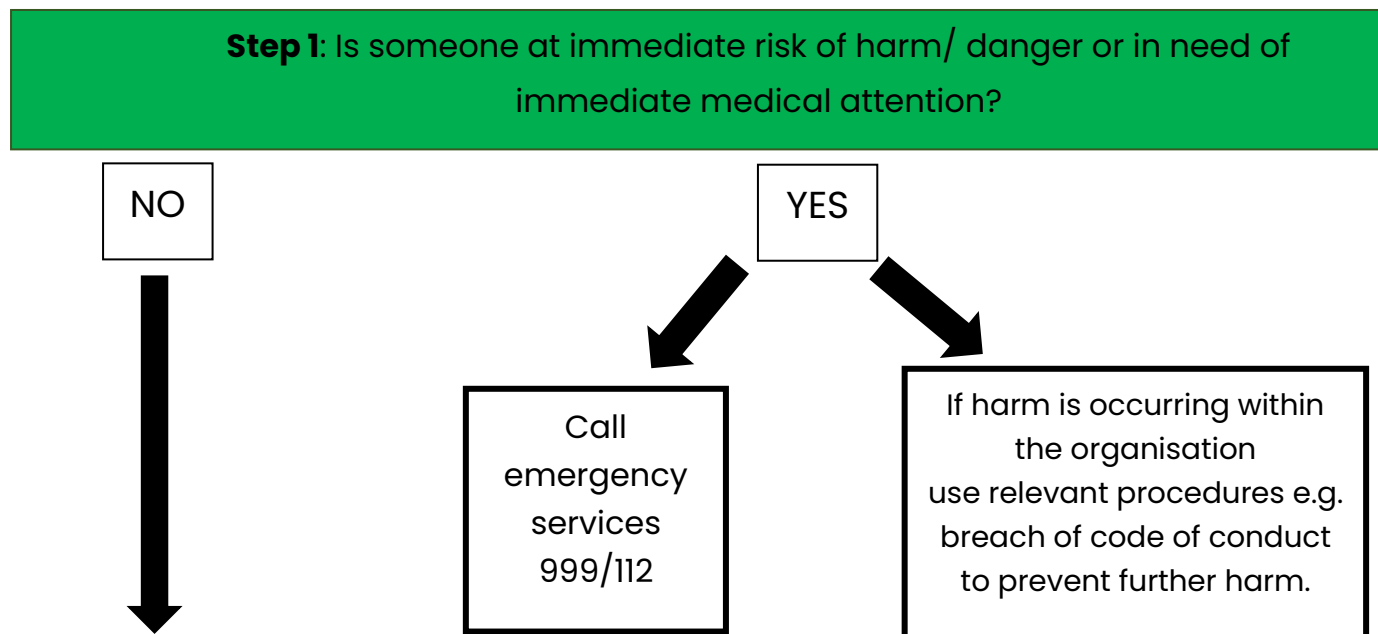
This information must only be shared with the FSO and others that have a need to know to keep the person safe whilst waiting for action to be taken.

Section 2: What happens next? (FSO and organisational response)

Procedure for Safeguarding Officer (Flowchart 2)

Once a concern has been passed to the FSO, they will coordinate the WKFWI Safeguarding Adults Procedure (see Flowchart 2 below).

Steps 1-5 **Initial response** (as soon as the Safeguarding referral is received)



Step 2 – Safeguarding Report Details

If you have been sent a completed Safeguarding Adults Report Form - check that you can understand what is written and that all the necessary parts have been completed. If you are being contacted directly - request a completed Safeguarding Adults Report Form (staff and members) or fill in the form with the person making the report themselves.

Step 3- Person Making the Report

Inform, reassure and advise the person making the report e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

Step 4- Person at Risk

What are the risks? What are the views of the adult? Are they an adult at risk? Do they need support to make decisions about their safety?

Step 5 – Person at Risk

If it is safe to do so - ensure the person at risk has information about what will happen next. Make sure they have been given information about other organisations that can support them (see Appendix 2).

Steps 6-14 Taking Action

Step 6 – Consult and Decide

FSO consult with NSO as to reporting to other bodies and takes appropriate referral action if onward referral indicated

Step 7

If a serious crime is suspected contact the police

Criminal enquiry, investigation, proceedings

Step 8

If you believe there is an 'adult at risk' make a safeguarding adults report to the Local Authority

Safeguarding adults process led by Local Authority

Step 9

If harm is suspected of being caused within WKFWI or a WKWI

e.g. by an employee, contracted worker, volunteer or member report to relevant manager/s

Organisation takes **short term steps** within relevant policy to **prevent harm** e.g. suspend employee, volunteer or member

Step 10

Give further advice to the adult (eg contacts in Appendix 2)

Organisation decides who will maintain regular contact with the adult/s who have been at risk of harm

Step 11

Take advice from **other agencies** as appropriate including whether to have more contact with the Adult. If required **coordinate with appropriate individuals** if the alleged harm relates to Step 9.

Step 12

Feedback may be received from **other agencies or individual** as to **outcome**. Or **internal processes** may result in outcome.

Possible outcomes: e.g.

- Criminal Caution or Conviction
- Police referral back to organisation
- Referral to Independent Barring Board
- Unsubstantiated – no further action

Possible outcomes e.g.

- LA enquiries triggered
- Adult supported to 'make safeguarding personal'
- Other adults at risk identified
- Multi-agency meetings to coordinate actions
- New/changed care and support and protection plan for any adult at risk
- NOT an adult at risk – information and advice provided

Possible outcomes: e.g.

- Informal resolution
- Education and training
- Formal warning
- Dismissal/Membership revoked
- Role conditions applied
- Contract ended
- Unsubstantiated – no further action

Possible Outcomes: e.g.

- Adult receives information re other agencies
- Adult supported to have their views and experience heard
- Adult supported to gain support from other agencies
- Adult continues to participate in organisation

Steps 13 and 14

Recording and reporting

Ensure decisions made, actions taken and any outcomes recorded and that anonymous report made to the Board of Trustees.

Immediate Response

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of an employee or other person involved in WKFWI or one of the WIs use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

2. If you have been sent a **Safeguarding Adults Report Form** check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Adults Report Form if they have not already done so (see Appendix 1) as soon as possible.

If the report is being made by the adult themselves or a member of the public fill in the safeguarding report form yourself gaining the details with the person contacting you.

3. Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.
4. Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion).

Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 2).

ONLY do this if you have a known safe way of contacting them.

Taking Action

6. Consult and Decide

Consult with the NSO and decide if any of the following steps should be taken

7. Contact the police (where the crime took place)

If:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. Make a referral/report to the Local Authority Safeguarding Adults Team (where the adult lives) if you believe they may be an **adult at risk**

AND

- the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
- the risk is from a person employed or volunteering in work with adults with care and support needs.
- there are other 'adults at risk' (e.g. another family member, another WI member or other people using a service).
- the adult at risk lives in England and they have asked you to make a report or have given their informed consent to you making it.

If a child is at risk you must also make a child safeguarding referral to the Local Authority. This includes all situations where there is domestic abuse within the household where the child lives.

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Local Authority Safeguarding Adults Team and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm

9. Use policy and procedures to stop harm within the organisation

If the person who may be causing harm is a person involved in WKFWI or a WI in West Kent in whatever capacity inform the WKFWI Chair.

Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating in the organisation.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

- 10.** If statutory agencies are involved **work together** with them to agree the next steps. E.g. the Police may need to interview an employee before a disciplinary investigation is conducted.

Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Local Authority.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop WKFWI or a WI in West Kent taking internal steps to safeguard the adult. E.g. the Police may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

- 11.** If the external agencies advise to **maintain contact with the adult** decide who should do this.

But this this is only to let them know about the actions taken and the outcomes so far. If appropriate find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

- 12.** Potential outcomes may result in actions needing to be taken such as
- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm.
 - Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service.
 - Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their WI membership.
 - Offering support to staff, volunteers and members affected by the circumstances.
 - Ensuring senior managers are updated as needed.

- 13. Record** decisions so that decision making is transparent, and ensure actions agreed are followed. **Follow up meetings** should be held as necessary until the actions

needed are complete.

- 14. Ensure records are complete and stored securely.** Collate monitoring information, including feedback from the person who was at risk of harm and **report to the Board of Trustees as requested.**

Further Information and Useful Contacts

Policies, procedures and supporting information are available on the WKFWI website:
[Safeguarding | West Kent \(thewi.org.uk\)](https://thewi.org.uk)

Safeguarding Officer:

safeguardingofficer@wkfwi.org.uk

Deputy Safeguarding Officer:

chair@wkfwi.org.uk

Document and version control:

Version	Date	Author	Reason
0.1	20/10/23	Jeannette Smith	First creation – using generic procedure template provided by Ann Craft Trust for use by customer organisations
0.2	15/01/24	Jeannette Smith	Minor typos and removal of erroneous glossary item and completion of contact point queries discussed at WKFWI BoT 03/01/24.
0.3	23/12/24	Jeannette Smith	Final layout adjustments.
0.4	10/01/25	Jeannette Smith	Typos identified at WKFWI BoT 10/01/25.

Section 3: Appendices

Appendix 1 – Safeguarding Adults Report Form Link

https://west-kent.thewi.org.uk/_data/assets/word_doc/0004/646735/NFWI-safeguarding-reporting-template-form.docx

Appendix 2 – Sources of Information and Support

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: [020 8765 7000](tel:02087657000)

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Age UK

Leading charity working with and for older people.

Tel: 0800678 1602 (8am – 7pm every day)

www.ageuk.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. Tel: [0115 951 5400](tel:01159515400)

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

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: [0808 801 0327](tel:08088010327)

National LGBT+ Domestic Abuse Helpline

Tel: [0800 999 5428](tel:08009995428)

National 24Hour Freephone Domestic Abuse Helplines

England	Northern Ireland
Tel: 0808 2000 247 www.nationaldahelpline.org.uk/Contact-us	Tel: 0808 802 1414 www.dsahelpline.org Twitter: www.twitter.com/dsahelpline Facebook: www.facebook.com/dsahelpline
Scotland	Wales
Tel: 0800 027 1234 Email: helpline@sdaafmh.org.uk Web chat: sdaafmh.org.uk	Llinell Gymorth Byw HebOfn/ Live free from fear helpline Tel: 0808 8010 800 Type Talk: 18001 0808 801 0800 Text: 078600 77 333

NSPCC

UK leading children's charity preventing abuse and helping those affected to recover.

Tel: 0808 800 5000

Email: help@NSPCC.org.uk

www.nspcc.org.uk

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk
www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

The Samaritans

National listening and support service to people who are struggling to cope, who need someone to listen without judgement or pressure.

Tel: 116 123 (24 hours every day)

Email: jo@samaritans.org.uk

www.samaritans.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support