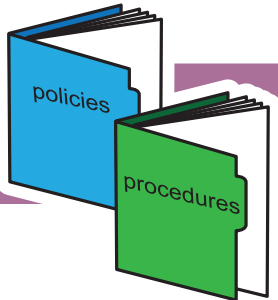




policies and procedures

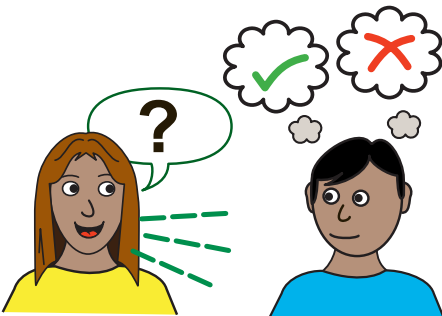


Our 'policies and procedures' are the rules about how we do things at Pyramid.

Following our policies and procedures helps to keep everybody safe.

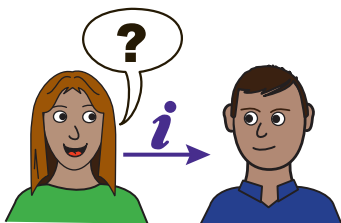


The policies and procedures also tell us what to do if something goes wrong.

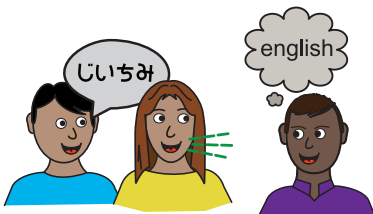


It is important that everybody at Pyramid can access and understand our policies and procedures.

The office team can help with this.



Please contact us if you would like support to read or understand this policy.



We can meet with you to talk about it. Or we can provide information in different format / language to suit your needs.



phone: **0113 234 6040**
text: **07531 215 999**
email: **governance@pyramid.org.uk**

Safeguarding Adults at Risk Policy

Policy Statement

The adult safeguarding duties under the Care Act 2014 apply to an adult, aged 18 or over, who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, 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.

Everybody has the right to be valued as an individual, to be treated with dignity and respect, and to be safe.

This policy has been written to help Pyramid:

- to work in a way that can prevent abuse and neglect
- to end abuse wherever possible
- to support any adult with care and support needs whom we are concerned is experiencing abuse
- to listen without bias to their views, wishes, feelings and beliefs.

Pyramid will work:

- to promote the rights of all people to live free from abuse, coercion, and neglect
- to organise activities in a way that promotes safety and prevents abuse
- to create a safe and open environment where social relationships can be confidently discussed and negotiated
- to ensure the safety and wellbeing of an individual who has experienced or is experiencing abuse
- as far as possible, to make sure that consent is freely given, specific and informed.
- within the framework and guidelines of the Leeds Safeguarding Adults Board

We work with the six safeguarding adults principles that are set out in the Care Act 2014. The Leeds Safeguarding Adults Board (LSAB) have annotated the principles with quotes to illustrate how they can be implemented:

- **Empowerment:** 'Talk to me, hear my voice'
- **Proportionality:** 'Work with me, to resolve my concerns and let me move on with my life'
- **Partnership:** 'Work together, with me'
- **Protection:** 'Work with me, to support me to be safe'
- **Prevention:** 'Support me to be safe now, and into the future'
- **Accountability:** 'Work with me, knowing you have done all you should'.

Pyramid respects everyone’s right to privacy. If someone tells us any personal information we will normally keep it private. But if we are worried about someone’s safety then we have to tell someone else, even if they haven’t given their consent.

Pyramid will make sure that everyone in Pyramid knows about this policy, and can work together to keep each other safe. Workers receive safeguarding information and training appropriate to their role. We promote safeguarding by making information available to our members, for example through posters and leaflets in our studio.

The policy is reviewed according to the schedule of our governance calendar (at least every two years). The lead person for Safeguarding at Pyramid is the Director, **James Hill**. Talk to him if you have any questions about this policy.

Email: safeguarding@pyramid.org.uk

Phone: 07856 176 832

Key terms / words	Please use the glossary of policy terms for definitions of key terms used in our policies and procedures.	
Clarifications	The term ‘worker’ is used in this policy to refer to anyone doing paid work for Pyramid, in any capacity. Volunteers are mentioned separately to workers as they have slightly different responsibilities in relation to Safeguarding.	
Who does this policy / procedure apply to?	Everyone.	
Related policies and procedures	Code of Conduct Complaints Procedure Data Protection Policy and Privacy Statement Dignity and Respect Policy Disciplinary Procedure Grievance Procedure	Modern Slavery and Human Trafficking Statement Risk Assessment and Management Policy Recruitment and Induction Policies Whistleblowing Policy
Who is responsible for this document?	The Operations Manager is responsible for making sure that this document is kept up-to-date with accurate information, and that it is made available to anyone who wants to read it. The Board of Trustees have a legal responsibility to ensure that Pyramid has appropriate policies and procedures in place.	
When was this document last checked?	The Trustees review all Pyramid policies and procedures on a rolling basis, and more often as required (for example, if there is a change in the law, or an incident review).	

	This document was last checked by the Trustees on 03 March 2025.	
Who to contact	If you have a question about this policy, or need support to understand it, please contact the Operations Manager.	
	Email governance@pyramid.org.uk	Phone 0113 234 6040

Recognising Abuse

People with care and support needs are not inherently vulnerable, but they may come to be at risk of abuse or neglect at any point. People with a learning disability or autism are known to be at greater risk of abuse than the general population. Everyone needs to be aware of and look out for possible signs of abuse.

Types of abuse:

- Physical abuse
- Domestic abuse*
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational abuse
- Neglect or acts of omission
- Self-neglect
- Non-recent abuse

* the Domestic Abuse Act 2021 emphasises that domestic abuse is not just physical violence, but can also be emotional, controlling or coercive, and economic abuse.

Possible signs of abuse include:

- No explanation for injuries or inconsistency with the account of what happened.
- Bruising, cuts, welts, burns, and/or marks on the body, or loss of hair in clumps.
- Frequent injuries and/or untreated injuries
- Self-harming
- Malnutrition or unexplained weight loss.
- Low self-esteem
- Poor concentration, withdrawal.
- Uncharacteristic failure to engage in social interaction.

- Appear scared, upset, angry or sad.
- Uncooperative and aggressive behaviour.
- Reluctance to be alone with a particular person.
- Poor physical condition and/or personal hygiene.
- Inappropriate or inadequate clothing.
- Fear of outside intervention.
- Feeling that the abuse is their fault when it is not.

Becoming aware of a safeguarding issue

This could happen in various ways, for example

- **Sign and Signal** - the person's appearance, behaviour, creative output, or statements cause suspicion of abuse and/or neglect
- **Disclosure** - the person discloses an incident(s) of alleged abuse, either recent or which occurred some time ago
- **Witness** – abuse is seen firsthand and reported

Using professional curiosity

Professional curiosity is where you make safeguarding personal. It is where you seek to explore and understand what is happening in someone's life, rather than making assumptions or accepting what you are told at face value. It involves looking out for signs that things are not right and seeking out the evidence of what is really happening. Looking, listening, and asking.

Who to tell

If you are worried about anything at all the best thing to do is to let someone know.

Pyramid groups: Speak to the Core Worker. If this is not possible or appropriate, contact the Designated Safeguarding Lead (DSL).

Development teams: Speak to the DSL.

Core workers: Speak to the DSL.

Contact the Deputy Safeguarding Lead if the DSL is unavailable.

Designated Safeguarding Lead

OR

Deputy Safeguarding Lead

James Hill (Director)

Mindy Goose (Trustee)

07856 176 832

07598 459 856

safeguarding@pyramid.org.uk

If you feel you need to speak to someone independent of Pyramid, you can

- refer to <https://leedssab.org.uk/i-work-with-adults/people-position-trust> if you need advice because you are concerned about the behaviour or actions of someone in a position of trust
- report your concern directly to **Leeds Adult Social Care**:
0113 2224401 (Office hours 9am- 5pm)
0113 3780644 (Emergency Duty Team, out of office hours, weekends and bank holidays)

Email: leedsadults@leeds.gov.uk

Emergencies

If you are a witness to abuse or abuse has just taken place at Pyramid, you should:

- Ensure your own safety
- Check if the victim of abuse requires medical attention. Call for the core worker (First Aider) and call an ambulance if needed (phone 999)
- Where a crime has just been or is being committed, call the police (phone 999)
- Inform a staff member as soon as possible (phone 0113 234 6040 or 07856 176 832)
- Preserve any physical evidence
- Make a written record of everything you have witnessed

Raising a concern about an adult with care and support needs

Any concern you have will be listened to and dealt with seriously. **It is your duty of care to raise a concern. Do not ignore or expect somebody else to deal with it.** You should:

1. Have a conversation with the adult

- Find a private space to have a conversation at the earliest opportunity.
- If possible, and with consent, ask another Pyramid worker to sit in and listen to the conversation as well.
- If applicable, tell them about your concerns.
- Do not ask leading questions. It is okay to ask non-leading questions, for example: “I’ve noticed that you don’t appear yourself today, is everything okay?”
- Try to establish their views. Do they see the issue as a cause for concern or not?
- If something has happened, get their views on what has happened and what they want done about it.
- Listen carefully to what they have to say and take it seriously.
- Reassure them that help and support is available. Tell them
 - about information, advice, support and different options that may be available to them (in an accessible format). The DSL can help with this.
 - about the safeguarding adults’ procedures and how these could help to make them safer
 - about Pyramid’s responsibilities to share information where there may be a concern of abuse or neglect.
- Support the individual to ask questions and understand the issue of confidentiality.
- Explain what will happen next, and how they will be kept informed and supported.

2. Record what has happened

- Use a pen with black ink if you possibly can.
- Ensure written records are clear and detailed.
- Make a written record of the conversation as soon as you can, while it is fresh in your mind, and sign and date it.
- It may be possible to take notes at the time the allegation is being made. Try and note down what the person actually says, using their own words and phrases. Also make a note of what you said and did in response.
- Record your own observations, if any, and that other witnesses have brought to you. For example, records of any injuries, behaviours etc.
- Factual information should be clearly separated from expression of opinion.
- Respect confidentiality - do not share what has happened other than to make your report to the appropriate person.
- Ensure any written document is kept safely and securely (in line with the Data Protection Policy).
- Be aware that your report may be required later as part of a legal action or disciplinary procedure
- Notify the Designated Safeguarding Lead (or Adult Social Care if appropriate) about your concern, using the contact details above.

Do not confront the alleged abuser yourself, or tell them about the allegation.

Remember that it is not your responsibility (or Pyramid's) to investigate incidences of suspected abuse but to gather information and refer only.

You can refer to the Leeds Safeguarding Adults Board (LSAB) website if you need advice or information, for yourself or to share with the person concerned: www.leedssafeguardingadults.org.uk

Recording and managing confidential information

After an incident or disclosure, written statements are to be given to the DSL or appropriate person (e.g. police officer) as soon as possible.

Pyramid takes privacy and data security seriously and all records will be handled in line with our Data Protection Policy and Privacy Statement.

Remember that our members have a right to privacy and confidentiality. It is only in the exceptional circumstance that you believe someone is at risk of abuse or harm that you should break that confidence. If possible, you should explain directly to the person that you cannot keep secrets if it means someone might get come to harm.

Responding to concerns about abuse or neglect: management responsibilities

The Designated Safeguarding Lead (DSL) will

- Gather information, if needed, in order to decide what to do
- Consider the wishes of the adult with care and support needs
- Consider if there are any actions needed to keep the person safe by raising a concern without their consent, i.e.
 - It is necessary to prevent a crime, or you are concerned a crime may have been committed.
 - The person lacks mental capacity to consent.
 - Gaining consent would put the adult at further risk.
- Keep a record of what has happened and any actions or decisions taken
- Use the Leeds Safeguarding Adults Board Decision Support Tool for guidance for referrals (<https://leedssab.org.uk/i-work-with-adults/multi-agency-safeguarding-adults-policies-and-procedures/raising-concern>)
- Report the incident to Charity Commission or other authority if required

A referral will be made to Adult Social Care when

- The person has the capacity to decide what they want to happen in response to the abuse they are experiencing and has asked for help to start the adult protection procedures

Or

- The person does not have the capacity to decide what they want to happen about the abuse they are experiencing
- There is a risk to other adults with care and support needs from the same perpetrator
- The abuse is being carried out by a person working or volunteering for an organisation

Concerns and allegations against workers, volunteers and project participants

Due to the nature of Pyramid's activities (working directly with adults who have care and support needs), all Pyramid workers and volunteers are considered to be 'people in positions of trust' (PIPoT).

Concerns and allegations will be managed and responded to in accordance with the LSAB 'people in positions of trust' guidance. See <https://leedssab.org.uk/i-work-with-adults/people-position-trust> for more information or to seek advice.

The process for managing allegations will be to follow our Disciplinary Procedure and to involve external authorities (e.g. the police) as required.

Where the alleged abuser is a Pyramid member artist (i.e. someone who has care and support needs), Pyramid will work to ensure that the needs of both are met. The needs of the person experiencing abuse will be paramount and the alleged abuser will be suspended from attending while an investigation takes place. Pyramid has a responsibility to inform the alleged abuser of the procedures being followed, and to allow them the chance to express their feelings and respond. It may be necessary for this communication to be in the form of an independent representative.

Pyramid's senior management will ensure appropriate support and supervision for workers and volunteers who:

- have reported abuse
- are working directly with someone who has/is experiencing abuse
- are working directly with someone who behaves abusively

Safe Recruitment

Pyramid has robust recruitment procedures for workers and volunteers. In all cases, candidates

- Complete and sign an application form and attend an in-person interview so we can fully assess their suitability for the role

- Provide proof of their identity
- Provide the contact details for two referees, which are followed up by the office staff. The reference questionnaire includes a question on their suitability to work with adults with care and support needs.

In addition, anyone offered a role at Pyramid

- Undertakes a Disclosure and Barring Service check at the highest level allowed for their position.
- Is given copies of our safeguarding policies and asked to sign a document to confirm they have read, understood, and accept their safeguarding responsibilities.
- Is provided with basic safeguarding training.

Pyramid can decide to exclude someone from working or volunteering with us if we have any doubts about their references or suitability.

Management, supervision and training

All workers and volunteers are provided with clear job descriptions and specifications for their work, and they will complete a probationary period of employment as set out in their contract / our volunteer recruitment policy.

Regular planning and monitoring meetings provide volunteers and workers with the opportunity to review and plan their work, share experiences, receive training and discuss their contact with members.

Pyramid will ensure that workers and volunteers receive an induction which covers safeguarding, and training appropriate to their role and responsibilities.

We encourage everyone involved to speak up if they have any concerns about safeguarding practices or procedures at Pyramid. Everyone should feel free to openly discuss areas of concern or make suggestions for improvement so that we can ensure the safest possible environment for the people we work with. Contact the Director or Operations Manager, or use the termly Core Worker, Artist and Volunteer (CAV) meetings to discuss any concerns or make suggestions.

Our Complaints Procedure, Grievance Procedure and Whistleblowing Procedure all outline the ways you can raise a serious concern about Pyramid in a formal way.

Responsibilities of the Board of Trustees

The Board recognises its responsibility to implement effective safeguarding procedures across the organisation.

We will

- Ensure we have clear written policies and procedures around risk assessment, personal conduct and safeguarding
- Ensure we maintain our robust recruitment procedures
- Ensure appropriate safeguarding training is undertaken by workers and volunteers

Sessional Safeguarding Rules

In sessions, we ensure minimum risk by adhering to the following guidelines:

In Groups:

- Most activities are based on group work but if there is a need for a worker or volunteer to work with an individual person, it must be organised in clear view of the rest of the group
- Workers or volunteers will sometimes be alone with an adult (e.g. waiting for transport). This must be with the consent of the adult concerned and with the knowledge and support of other workers
- Core Workers are required to know the safe arrangements for adults with care and support needs to get home after the session
- Workers and volunteers must ensure that physical contact is not exploitative and is not open to misunderstanding. People must be encouraged to communicate what they find acceptable and unacceptable in the way they are approached by others in the group.
- Participants will be encouraged to discuss openly their feelings about activities, and the behaviour of adults towards each other, in session debriefs and review meetings
- Confidential material collected on participants e.g. contact details, care needs etc. must be treated with respect and only be shared between workers and volunteers on a need-to-know basis
- Core workers are required to report any incidents or concerns (following this policy) as soon as possible

In 1:1 Sessions:

- The nature of the Development Teams means that workers may spend long periods of time working alone with an adult with care and support. Such workers will have been through the stringent vetting procedures as outlined in this policy and received Safeguarding training.
- Development Team sessions usually take place on-site, where staff members and other workers will regularly be working in the same space or drop-in. Trips out are taken with the knowledge and consent of the Director or Operations Manager.
- A 1:1 working individual risk assessment is undertaken for each Development Team.