

OXFAM GB

Safeguarding Adults Policy – Retail

Title: Safeguarding Adults Policy – Retail

Sponsor: Global Safeguarding Director (Clifford Isabelle)

Date for Adoption: September 2021

Date for Renewal: January 2024

Approved by: Safeguarding and Ethics Committee on behalf of Council

Geographical Scope: For all Oxfam GB employees and volunteers in the UK Retail network

Confidentiality: Public

Policy Statement

This Policy relates to Oxfam's Retail network in the UK including shops, warehouses and all other retail sites. Oxfam will not tolerate the abuse of adults at risk in any of its forms. Oxfam is committed to managing our business in a way which minimizes the risk of abuse occurring; supporting adults at risk who are experiencing or have experienced abuse and working with adults at risk and other agencies to end any abuse that is taking place.

Related policies, procedures or required practices that minimise the risk of abuse occurring:

- Whistle blowing policy
- One Oxfam Code of Conduct
- Volunteer Policy
- Anti-Bullying and Harassment Policy
- Resolving Differences
- Dealing with Problems at Work
- Recruitment and Selection policy
- One Oxfam Policy on Protection from Sexual Exploitation and Abuse
- Survivor Policy
- Misconduct Standard Operating Procedures

1. Principles

2. Definitions

3. Legal Framework

4. Safeguarding Adults Procedures

5. Addendum

NB: for information on what to do if someone raises a concern with you – and how to report a concern- please see Addendum

1. Principles

- All managers, employees and volunteers in Oxfam's UK Retail Network will have access to and be familiar with this safeguarding adult policy and procedure and their responsibilities within it.
- Concerns or allegations of abuse will always be taken seriously and investigated.
- The Mental Capacity Act will be used to make decisions on behalf of those adults at risk who are unable to make decisions for themselves (Please refer to Definitions re. Mental Capacity)
- All staff will receive training in relation to safeguarding adults at a level commensurate with their role.
- Staff, volunteers and carers will have access to information about how to report concerns or allegations of abuse.
- There will be a named lead person to promote safeguarding awareness and practice within Oxfam Retail.

2. Definitions

2.1 Who is an 'Adult At Risk'?

An Adult at Risk is defined as any person aged 18 years and over who (a) has needs for care and support, (b) is experiencing, or is at risk of, abuse or neglect, and (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

This would include any adult who is or may be at greater risk of harm or abuse by reason of mental health issues, learning or physical disability, sensory impairment, or unable to protect themselves due to age or illness and who may be unable to take care of themselves or unable to protect themselves against abuse, exploitation or other harm. Adults considered to be at risk includes people encountering domestic abuse, substance misusers and asylum seekers. NB - age in itself does not make an adult at risk and if you need any advice on who is an Adult at Risk contact the Retail Safeguarding Manager.

2.2 What is abuse?

Abuse can take many forms and the circumstances of the individual should always be considered. It may consist of a single act or repeated acts and within a number of contexts including extremism or modern-day slavery. The following are examples of issues that would be considered as a safeguarding concern:

- **Physical abuse** – includes but is not limited to, hitting, slapping, pushing, kicking, misuse of medication, unlawful or inappropriate restraint, or inappropriate physical sanctions. It also includes cultural practices which can cause distress, harm and/or cause lasting health ramifications such as female genital mutilation.
- **Domestic abuse** – is “an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality” (Home Office, 2013). Domestic violence and abuse may include psychological, physical, sexual, financial, emotional abuse; as well as ‘honour’ based violence, forced marriage and female genital mutilation.

- **Sexual abuse** - includes rape and sexual assault or sexual acts to which the adult at risk has not consented, could not consent or was pressured into consenting.
- **Psychological abuse** – includes but is not limited to emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or supportive networks.
- **Financial and material abuse** – includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Discriminatory abuse** - includes abuse based on a person's age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity or other forms of harassment, slurs or similar treatment or hate crime/hate incident.
- **Self-neglect** - covers a wide range of behaviours, such as neglecting to care for one's personal hygiene and or health.

2.3 Mental Capacity

In the safeguarding context, mental capacity is defined as the ability of a person to:

- Understand the implications of their situation and the risks to themselves.
- Take action themselves to prevent abuse.
- Participate to the fullest extent possible in decision making about interventions involving them, be they life changing events or everyday matters.

If uncertain regarding this please seek advice from Oxfam Retail Safeguarding Manager (you will find details in the below contacts list) or your local Adult Social Services

3. Legal Framework

- England & Wales: The Care Act 2014 and Mental Capacity Act 2005 (updated in 2019)
- Scotland: The Adult Support and Protection Act 2007
- Wales: Social Services and Wellbeing Act 2014

4. Safeguarding Adult Procedures

4.1 Responding to an allegation/concern

4.1.1 Responsibilities of all employees and volunteers

If any member of staff or volunteer has reason to believe that abuse is or may be taking place you have a responsibility to act on this information. It does not matter what your role is, doing nothing is not an option as we all have a duty of care. Where possible refer the matter to the Shop Manager/Line Manager, and otherwise to the Retail Safeguarding Manager or your HRBP.

If a person discloses abuse to you directly, use the following principles to respond to them:

- Assure them that you are taking the concerns seriously
- Do not be judgmental or jump to conclusions
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can

- Use open ended questions
- Do not start to investigate or ask detailed or probing questions
- You can reassure them that they will be involved in decisions being made about them and actions taken as far as possible, although if there is a genuine concern that there is a risk of harm information should be passed to Adult Social Services and/or the police even if they have not given consent for it to be shared.

4.1.2 Your responsibilities are:

- To take action to keep the person safe if possible.
- Always inform your Line Manager or HR Business partner of the matter.
- Clearly record what you have witnessed or been told, record your responses and any actions taken and complete the Oxfam Retail Safeguarding Incident Recording Form
- If consulting with your Line Manager/HR Business Partner will lead to an undue delay and thereby leave a person in a position of risk, you should raise a safeguarding concern yourself by contacting the Local Social Services Adult Team (See Addendum for how to raise a concern).

4.2 Training and Supervision

- Awareness of safeguarding policy and procedure will be covered within the induction programme of all new Retail employees and volunteers
- All staff must receive training on Safeguarding Adults at a level commensurate with their role.

Safeguarding Adult Policy Addendum for UK Staff

Overarching Accountability for Safeguarding within Oxfam: CEO and Chair of Trustees

Oxfam GB Safeguarding Contact Details	
Retail Safeguarding Manager	07554 332812
Online	https://oxfam.clue-webforms.co.uk/webform/misconduct/en

Email	safeguarding@oxfam.org.uk SpeakUp@oxfam.org.uk
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This policy addendum is aimed at keeping vulnerable adults safe from harm perpetrated by Oxfam associates (staff, volunteers etc) in the UK.

Concerned that a vulnerable adult may be at risk from an Oxfam GB representative in the UK?

Or

Concerned that an Oxfam representative who is also a vulnerable adult may be at risk in the UK?

- If you believe a vulnerable adult is at immediate risk of harm, call **999**
- If you think a crime has been committed, but there is no urgent risk, you can call **101**
- **Contact information on safeguarding adults from domestic abuse:**
Useful telephone numbers include:
 - National Domestic Violence Helpline (0808 2000 247, run in partnership by Women's Aid and Refuge) for advice or to make a referral to a local service.
 - Action on Elder Abuse's confidential Freephone helpline (0800 4 70 80 90) provides information, advice and support to victims and others who are concerned about or have witnessed abuse

Useful websites include:

- www.rapecrisis.org.uk
- www.womensaid.org.uk
- <http://www.galop.org.uk/> (for LGBT+)
- <https://wearehourglass.org/> (help with elder abuse)
- <https://mensadviceline.org.uk/>

- <https://respectphoneline.org.uk/> (for perpetrators of domestic violence)
- If the vulnerable adult you have concerns about is at risk of **modern slavery** and the risk is imminent, then call 999, you can also report your concern via the national modern slavery helpline: **0800 0121 700** or via the following website:
<https://www.modernslaveryhelpline.org/report>
- If the adult you have concerns about is being stalked the national helpline is here:
<https://www.suzylamplugh.org/pages/category/national-stalking-helpline>
- You can also report any concerns to the Oxfam GB Safeguarding Team. The Safeguarding Team will assess any prevalent risk, will liaise with relevant authorities according to UK legislation in addition to any referrals you may have already made. Contact details for the Safeguarding Team are at the top of this document.