

**South West Surrey Local Safeguarding
Adults Group**

**Safeguarding Policy for Charities,
Community and Faith Groups**

Policy Statement & Aims	Page 2
Recruitment of Staff & Volunteers	Page 3
Responding to suspicions or allegations	Page 3
Guidelines for use of photographs	Page 5
Appendix A – Types of abuse and how to recognise it	Page 6
Appendix B – Responding to abuse	Page 7
Appendix C – Guidance for making a written record	Page 8
Appendix D – Confidentiality	Page 8
Appendix E – Photograph consent form	Page 9
Appendix F – Further information and contact details	Page 10

POLICY STATEMENT

The Trustees and management of (insert name of charity – later referred to in document as (**)) recognise that, when involved in making provision for vulnerable adults, they have a responsibility to ensure that the welfare of vulnerable adults is always paramount. All vulnerable adults have the right to a life free from abuse.

This policy is a supplement to and does not replace the Surrey Multi Agency Procedures for the Safeguarding of Vulnerable Adults, which (*) will follow at all times:

http://www.surreycc.gov.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE_RTF/Surrey+Safeguarding+Adults+-+Multi+Agency+Procedures?opendocument

A **vulnerable adult** is defined (by the Law Commission) as a person over 18 years, who is or maybe in need of community care services by reason of mental or other disability, age or illness; and who is unable to take care of him or herself against significant harm or exploitation.

All (*) staff and volunteers **HAVE A DUTY** to report any concerns and **MUST** inform their line manager or Chairman of the Trustees immediately. The Line Manager or Chairman **MUST** record this information. (See Appendix B) Such concerns will be responded to swiftly and appropriately and referral made to Social Services. In the absence of a line Manager or Chairman of Trustees, refer direct to Social Services.

POLICY AIMS

The aim of this (*) policy is to promote good practice to:

- a) Provide vulnerable adults with appropriate safety and protection whilst in the care of (*) staff and volunteers; and
- b) Enable all staff and volunteers to make informed and confident responses to specific vulnerable adult protection issues.

Appendix A provides a code of guidance for staff and volunteers.

RECRUITMENT AND SELECTION OF STAFF AND VOLUNTEERS

(*) recognises that anyone may have the potential to abuse vulnerable adults in some way and all reasonable steps must be taken to ensure unsuitable people are prevented from working with them. The (*) recruitment process will therefore include the following:

- a) All volunteers and staff will complete an application form. The form will seek information about the applicant's work experience and ask for self-disclosure about any criminal record, where appropriate.
- b) Consent should be obtained from an applicant to seek information from the Criminal Records Bureau and the appropriate check will be carried out – usually enhanced disclosure.
- c) All staff and volunteers will have a basic introduction to safeguarding adults included as part of their induction training.

RESPONDING TO SUSPICIONS OR ALLEGATIONS

If a member of staff or volunteer has any concerns or are informed about possible abuse or inappropriate behaviour, they **MUST** report them. They do not have to decide whether or not abuse or inappropriate behaviour has actually taken place. (see Appendix B)

The steps to be taken are:

1. Concerns **must be** reported to line manager or Chairman of Trustees who will record in writing what has been said or seen. Include the time and date of
 - a) The incident(s)
 - b) When the incident(s) was reported
 - c) When the record was completed(See Appendix C for full details how the report should be written.)
2. Line Manager or Chairman of Trustees will refer the allegation to the Social Services department **immediately** by phone with a copy of the written record sent by post / fax or any other route as instructed (a copy is also to be kept by the individual reporting the concerns). Further actions regarding the concern will be under the instruction of Social Services who may involve the police.
3. The Line Manager will report to the Chair of Trustees that a referral has been made.
4. **DO NOT** discuss the referral with colleagues, friends, family, other users or anyone in any way involved with the alleged victim.

Out of hours contact the Emergency Duty Team (see appendix F) and in an emergency contact police and ambulance as necessary.

Where the line manager or Chair of Trustees are not available, contact should be made with another suitable Trustee or, should none of them be available, contact should be made direct to Social Services. If you do not know whom to

turn to for advice or are worried about sharing your concerns with a senior colleague, you should contact Social Services direct.

Concerns about conduct of member of staff or volunteer

Where the concern relates to a member of staff or volunteer it should be reported to the line manager, Chairman of Trustees and directly by them to Social Services (or in an emergency the police), who will take such steps as considered necessary to ensure the safety of the client in question, and any other client who may be at risk and inform Social Services This may involve the implementation of the following policies:

- a) The Whistle blowing policy
- b) The Grievance Policy
- c) The Disciplinary Policy

There may be three types of investigation:

- a)... A criminal investigation
- b) A Safeguarding Adults investigation
- c) A disciplinary or misconduct investigation

The results of the police and adult protection investigation may well influence a subsequent disciplinary investigation, but not necessarily.

(*) will fully support any member of staff or volunteer who, in good faith, reports their concern that a colleague is, or may be, abusing a vulnerable adult.

Allegations of Previous Abuse

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or about a member of staff who is still currently working with vulnerable adults). Where such an allegation is made, staff and volunteers should follow the procedures as detailed above and report the matter to the Social Services or the police.

Confidentiality

Every effort will be made to ensure that confidentiality is maintained for **all** concerned. Information should be handled and shared on a ***need to know basis*** only. Confidentiality is not absolute and may be broken in certain circumstances e.g. crime, significant risk (see Appendix C)

The written record of the concerns will be retained in locked safe storage managed under the Data Protection and Confidentiality Policies.

GUIDELINES FOR USE OF PHOTOGRAPHIC OR OTHER IMAGING EQUIPMENT.

The taking of photographs, film or other images of vulnerable adults is not appropriate without consent. Staff must ensure that such consent is in place before making any such image of a client. A standard form is included in Appendix E.

When such images are properly obtained then they must be used only for the purpose consented to. Special care must be taken, when using any image in general publicity or in publications such as annual reports or press promotions. All images must maintain the dignity of the individual.

Date approved by (*) Board of Trustees:

Abuse can be:

- Physical:** hitting / punching / slapping / pinching / inappropriate physical restraint i.e. strapped into bed or chair / inappropriate holding / restraint techniques / inappropriate administration of medication (usually overmedication)
- Sexual:** engaging in an inappropriate sexual relationship (where a Vulnerable Adult cannot consent or the other person is in a position of trust) / promoting an inappropriate sexual relationship with a third party / forcing a Vulnerable Adult to participate in any non-consensual sexual activity / forcing a Vulnerable Adult to witness sexual activity, either by being present or by means of video / DVD / computers / magazines
- Verbal:** shouting / swearing / inappropriate language
- Neglect:** failure to meet basic care needs, either intentionally or unintentionally / not seeking or following appropriate medical advice
- Emotional:** name calling / bullying / treating someone in a demeaning, non respectful manner / threats to withhold affection, support or accommodation / isolation
- Financial:** withholding or misuse of income / benefits / theft of money or property / fraud
- Professional:** not following an agreed care plan / inappropriately withholding treatment / medication / abuse of power / failure to complete delegated responsibilities or neglecting a duty of care / not reporting abuse / poor practice
- Institutional:** rigidly sticking to routines / work practices that are designed to suit workers, rather than service users / inappropriate use of 'reward' systems / abuse of power

What to look out for: (and the list is neither exhaustive nor definitive)

- Unexplained bruising or other injury
- Repeated admissions to hospital for minor accidents incidents or falls
- Showing signs of anxiety around certain people
- Changes in behaviour: becoming withdrawn or more aggressive / becoming incontinent without clear medical explanation
- Self-injurious behaviour
- Repeated Urinary Tract Infections
- Sexually-transmitted diseases

Responding to Abuse

Do

- Listen to what the person is saying
- Record the words of the Vulnerable Adult, do not include your opinion – stick to factual information
- Discuss and negotiate with the Vulnerable Adult what you will do next and why
- Report the information immediately to either your line manager or shift leader
- Inform relevant Care Manager / Social Care Team / Learning Disability Team
- Assist with safeguarding the Vulnerable Adult – do not take responsibility for this; the senior staff member must take responsibility.

Do Not

- Promise to keep anything secret
- Begin an investigation
- Ask questions – of either the Vulnerable Adult, their family, carers or workers
- Confront the alleged abuser
- Damage / destroy possible evidence
- Discuss with colleagues, family or friends the information can only be shared on a 'need to know' basis

APPENDIX C

Guidance for making a written record

- Make a note of date, time and setting in which the allegation was made or the event was witnessed
- Make a note of anyone else who was there at the time
- Record what was said using the person's own words
- Separate factual information from any opinions expressed
- Date and sign your report
- Make sure your writing is legible
- Use a pen or ballpoint with black ink if you can (this makes photocopying easier if necessary)
- Do not use tippex to make any alterations, put a line through the text you want to change and initial any changes
- Remember that your report may be required as part of any legal action or disciplinary proceedings
- Keep a copy for future reference, which is filed securely

APPENDIX D

Confidentiality

A person's right to confidentiality is not absolute and may be overridden where there is evidence that sharing information is necessary in exceptional cases:

To prevent:

- Serious crime
- Danger to a person's life
- Danger to others
- Danger to the community
- Danger to the health of the person

PHOTOGRAPH CONSENT FORM

(*) feel it is important to recognise the achievements and successes of our organization as a whole. One of the ways to do this is to publish photographs and details of achievements in our publicity material and press releases, including on our web site. To safeguard everyone we feel this form of publicity must be carefully monitored to ensure that it is consistent with our Adult Protection Policy and Data Protection Legislation.

For this reason we have put the following guidelines into place:

- Photographs will only be taken with the permission of the subject(s)
- Photographs will not be taken of anyone unable to give consent
- All photographs will maintain the dignity of the person / people in them
- Before using any photographs for publicity purposes they will be shown to the person / people concerned for approval

I have read the conditions and consent to:

- being photographed myself and, subject to approval of each photograph, for them to be used for publicity purposes.

If there is any change to my decision I will inform (*).

Name of person to be photographed:

Signature of person being photographed:

_____ Date: _____

Print Name _____

SAFEGUARDING ADULTS IN SURREY**Useful CONTACT information**

Social Services (Surrey)	08456 009 009
Social Services (Surrey) – out of hours	01483 517898 between 5pm and 9am, Monday to Friday, and all day Saturday, Sunday and Bank Holidays.
Police / ambulance	999
Chairman of Trustees	
(IF YOUR CHARITY IS ON THE BORDER OF ANOTHER COUNTY	
Social Services (Hampshire)	01962 870500
Social Services (W. Sussex)	01243 777100

EXTERNAL DOCUMENTS TO SUPPORT THIS POLICY

Document	Where to access
Surrey Multi Agency Procedures for Safeguarding Adults	www.surreycc.gov.uk

(*) INTERNAL DOCUMENTS TO SUPPORT THIS POLICY

Document	Where it can be found
Staff / volunteer codes of conduct	
Whistleblowing policy	
Disciplinary procedures	
Grievance procedures	
Confidentiality policy	
Data Protection policy	