



SAFEGUARDING POLICY FOR VULNERABLE ADULTS

2. Safeguarding Policy for Vulnerable Adults

Policy statement

SEND and You has a duty to protect from abuse vulnerable adults with whom we come into contact. The purpose of this policy is to state this explicitly and to describe the behaviours and actions expected of our Employees and Volunteers.

Abuse is the violation of an individual's human and civil rights by any other person or carer. It can result from the action or inaction by a carer or any other person. The Care Act 2014 defines abuse as physical, domestic violence, sexual abuse, psychological, neglect, self-neglect, financial, modern slavery, discrimination, organisational abuse and domestic abuse from other family members/close friends who are not parents. Abuse can be one off, regular and planned/unplanned and there is no specific pattern to abuse.

Historical abuse also comes within the scope of this policy; there may be occasions when an adult will disclose abuse (either sexual or physical) which occurred in the past, or during their childhood. This information needs to be treated in exactly the same way as a disclosure or suspicion of current abuse. The reason for this is that the abuser may still represent a risk to vulnerable adults, or to children, now.

Arrangements and procedures

SEND and You's Employees, Volunteers and Trustees are not responsible for diagnosing abuse but we do have a responsibility to be aware and alert to signs that all is not well. Not all concerns about vulnerable adults relate to abuse, and there may well be other explanations. It is important to keep an open mind and consider what is known about the adult and their circumstances.

When abuse is disclosed or observed, the following action will be taken:

- Whoever has disclosed the information will be informed that the information cannot be kept confidential and will have to be passed on to appropriate agencies;
- An accurate and contemporary record will be made and kept for future reference using the **SEND and You safeguarding reporting procedure and form**;
- The IAS Line Coordinator, and if that person is not available, the Head of Service will be told immediately of suspected abuse of a vulnerable adult;
- The IAS Line Coordinator, Head of Service or manager who is duty cover will immediately report the disclosure or observation to the relevant authorities in line with local safeguarding procedures.

Employees' Responsibilities

IAS line staff who, in the course of their work with SEND and You have a concern about the safety of a vulnerable adult, should immediately contact the IAS Line Coordinator in the first instance. If this person is not available, they should contact the Head of Service. Where neither of these two members

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of staff are available, they should then contact the manager who is duty cover on that day. The SEND and You safeguarding reporting procedure and form should be used.

If IAS staff have general concerns about an adult that they do not feel come within the descriptions of abuse, they should discuss them with the IAS Line Coordinator in the first instance. If this person is not available, they should contact the Head of Service. Where neither of these two members of staff are available, they should then contact the manager who is duty cover on that day.

The Head of Service may want to consult within SEND and You, or with a safeguarding specialist who has an agreed role within the group or within Social Services for advice and to clarify their views of what may be happening. Where the Employee cannot contact a line manager or the Head of Service, s/he should seek further advice from the named Safeguarding Trustee or the Chair of Trustees.

Volunteers' Responsibilities

Volunteers will go to the Volunteer Project Lead as a first point of contact. They will then be referred onto the Head of Service if it is felt that the concern needs to be taken further. If the Head of Service is not available and there is a safeguarding issue that needs dealing with, it should go to the manager who is duty cover that day.

Referring on concerns to the relevant agency

If, after consideration as described above it is agreed that there is concern about the safety of an adult, the IAS Line Coordinator, Head of Service or manager on duty and member of staff dealing with the case, will pass on the concern to the relevant statutory agency (in line with Local Authority Safeguarding procedures). The actual referral form for the relevant LA may be completed by the member of staff dealing with the case or the manager supporting, as long as it has all been discussed and agreed between the members of staff. Relevant information should be recorded and made available at the point of referral using the SEND and You safeguarding reporting procedure and form. The responsibility to investigate lies with the statutory agencies, not with Send and You. The staff dealing with the issue should ensure that the adult in question and / or the person caring for them (if there is a lack of capacity) is aware of these concerns and how they are being dealt with unless this would put the welfare of the adult in question in jeopardy, e.g. in the case of suspected abuse by the carer. If this is the case, contact with the agency should be through the Head of Service unless the degree of urgency or other factors make this impossible.

If the conversation with the adult in question and / or the person caring for them, informing them of the concerns and how they are going to be dealt with, is likely to be challenging; the manager supporting should take responsibility for that communication. The Head of Service should always be made aware of safeguarding concerns and action taken. The IAS Line Coordinator and LA Leads will always report back to the Head of Service.

Referral process

Referral means sharing information about concerns with outside agencies. If staff are concerned about the safety of the adult at risk, information must be passed on to the relevant manager and the Head of Service. It is important to remember that if SEND and You refers, we are not reporting an individual – we are referring to protect the welfare of the individual. A referral is normally carried out with the agreement of the Head of Service or other senior staff member.

Safeguarding the Board of Trustees responsibilities

The Board of Trustees is responsible for ensuring that the group develops effective safeguarding procedures which retain the ethos of SEND and You and fit in with the local statutory procedures. The welfare of our service users must be paramount at all times. There will be a designated Safeguarding Trustee who has overall responsibility for Safeguarding concerns.

The nominated Safeguarding Trustee will have knowledge of the local Safeguarding Adults Board procedures and process for handling safeguarding concerns. The members of staff outlined above, or the Head of Service, are the first point of contact for any concern. Any safeguarding issues will be discussed with the nominated Safeguarding Trustee and disseminated to the Board of Trustees if appropriate.

SEND and You responsibilities:

SEND and You employ a designated 0-25 worker who is experienced at working with children, young people and vulnerable adults. When dealing with this group of service users SEND and You will:

- treat them with care, respect and dignity
 - listen to and help them (directly or through their parents/carers or advocates) with any issues they have in relation to their education.
 - Ensure the procedures for applying the Mental Capacity Act 2005 are followed as and when necessary.
 - Ensure consent forms are completed and stored electronically for any service user wanting a parent/carer/advocates to contact us on their behalf.
 - Ensure that we avoid unsupervised contact wherever possible.
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- SEND and You will communicate to all those who work with or on behalf of SEND and You, in either a paid or voluntary capacity, about their legal and moral responsibility to protect vulnerable adults from abuse.
 - All Employees/volunteers will be advised of their duty to report concerns that arise about a vulnerable adult to the relevant member of the senior management team.
 - Copies of safeguarding policies will be provided to all potential staff, volunteers and Trustees. All staff, volunteers and Trustees will read and sign a copy of the safeguarding policy and any changes to the policy will be circulated as soon as possible.
 - All staff/volunteers working with service users directly will be subject to enhanced DBS checks upon employment.
 - All staff (including the Head of Service, LA Leads and IAS team) commit to completing, accredited Legal Training on SEND legislation up to an advanced certificate which covers safeguarding and the Mental Capacity Act 2005.
 - All employees/volunteers attend annual Safeguarding Vulnerable Adults training. This training is provided specifically for our organisation and allows us the opportunity to improve and update our procedures effectively.
 - All staff attend 1-1 supervision meetings with their line manager where safeguarding concerns can be raised and used as training opportunities.
 - The Office Manager will keep up to date records of safeguarding training for all members of staff/volunteers and Trustees.
 - SEND and You's safeguarding policies will be discussed with service users to ensure that all service users understand the implications of the policy. An up to date copy of the policy will be available on the website and can be translated if required.

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- SEND and You has a Whistle Blowing Policy which all staff/volunteers and Trustees must read and sign to confirm they understand the procedure.

Support to staff and volunteers

SEND and You, through the Head of Service, will organise appropriate support for Employees and Volunteers involved in disclosing safeguarding concerns. Employees and Volunteers may also be subject to allegations of abusing vulnerable adults. In these circumstances the Head of Service will ensure that local authority and/or Police are given assistance in pursuing any investigation. Suspension and/or the disciplinary procedure will be followed in these circumstances.

Confidentiality

Confidentiality is crucial to all our relationships - but the welfare of vulnerable adults is paramount. Confidentiality may not be maintained if the withholding of the information will prejudice the welfare of the vulnerable adult or others.

Support, consultation and advice networks

Recognition should be given to the impact of dealing with safeguarding issues. SEND and You will ensure that appropriate practical and emotional support is available to all involved. This may be provided by:

- named members of the Board of Trustees who have knowledge of local authority safeguarding processes
- external named persons who have an understanding of the impact of working with safeguarding issues.
- Online safeguarding training can be available for staff if a training need is identified.
- SEND and You have an Employee Assistance Programme which employees can use to access online support.

Contact telephone numbers for those able to provide support, consultation and advice should be noted and readily available to SEND and You's Employees.

Monitoring:

SEND and You review this policy annually and as and when necessary. Any changes to the policy will be approved by the Board of Trustees and circulated to all staff/volunteers for signing. Any safeguarding issues raised will be reported back to the Board of Trustees at the next available meeting and any changes to procedures will be disseminated to all staff and volunteers. Staff are encouraged to use 1-1 supervision and PDR meetings to raise training needs or issues relating specifically to safeguarding.

Relevant internal documentation Safeguarding children and young people policy
Safeguarding reporting procedure and form
Confidentiality policy
Safe Recruitment Policy
GDPR Policy
Whistle Blowing Policy

Relevant Legislation and References

Care Act 2014
Children Act 1989/2004
Children and Families Act 2014
Mental Capacity Act 2005
Local Safeguarding

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procedures

Health and Social Care Act 2008 Safeguarding Vulnerable Groups Act 2006

Change Record

| Date of Change: | Changed By: | Comments: |
|-----------------|-------------|--|
| 10/01/2019 | JT | Approved by Trustees at January 2019 Meeting |
| 31/03/2022 | VA | Approved by Trustees at April 2022 Meeting |

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