



## **Adult Safeguarding Guidance and Procedures (Previously known as the Protection of Vulnerable Adults)**

### **Introduction**

The Haven Community provides services to Adults at Risk. Members (Service Users) with disabilities, learning needs or sensory impairment are supported to have aspirations and with help from staff to undertake a variety of tasks and learn new skills, with the emphasis of becoming increasingly more independent.

The centre is founded on Christian principles; therefore, we encourage our Members to focus on their abilities and to undertake activities that are stimulating and interesting which in turn helps them to keep active and mobile. We also provide the opportunity to explore the Christian faith for those who wish to.

Through our activities, we ensure that, as far as is possible, our Members have good opportunities to engage with different meaningful activities. These include; craft, contract work, baking, gardening, IT work, trips out and enjoy social interaction. We never set limits on any disabled person's individual potential.

We wish to safeguard our adults at risk from abuse and ensure that people who have been abused receive support and protection from further abuse. To that end we refer to the No Secrets in Bristol Multi-Agency commitment to adult protection. Furthermore, we have appointed Thirtyone:eight ( Previously, the Churches Child Protection Agency Service CCPAS) for our Disclosure Barring Scheme checks. Further check may be required beyond Thirtyone:eight if a Foreign National is employed. Following recent Safeguarding training, we have been advised to use the local Multi-Agency Safeguarding Policy approved by BANES, Bristol City Council, North Somerset Council, South Gloucester Council and other agencies including the Police. This policy is available on the office PC and laptop for staff to refer to when necessary.

All Support Workers (and the Chief Executive) have been subject to DBS checks, most recently in May 2020. Many of our regular volunteers also have, or are to have DBS checks. Since we receive 100's of volunteers a year, many for just a day, we ensure that they are neither left alone with our Members nor provide personal care.

## **Definition of a Young Person and children by age**

**A Young Person** is anyone under 18 years of age.

**A Child** is anyone who has not yet reached the official minimum school leaving age (MSLA). Pupils on work experience will reach the MSLA in the school year in which they turn 16.

All young people on work experience or volunteering for a day or more, are invited to a short induction welcome meeting, introducing the young person to the work place and what tasks they will assist with (working alongside the Members, who are Adults at Risk) and will be introduced to key staff. At the end of the day, they meet with the Volunteer Coordinator to review their day and discuss any issues.

Students that come to Haven Community are never left alone with our Members and day students (under age 18) are not permitted to provide, assist or be in the room when a member is being helped with personal care.

Longer term students are expected to have been DBS checked and we shall ask for evidence of this. Any mature students on a placement of 3 - 6 months, we shall undertake our own DBS check.

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## **A General Policy Statement**

1. Haven Community has a moral and legal duty to ensure that it functions with a view to safeguarding and promoting the welfare of Adults at Risk. We are committed to fulfilling the requirements of the **Safeguarding Vulnerable Groups Act 2006 and the Protection of Freedoms Act 2012, Mental Capacity Act 2005, Human Rights Act 1998, The Care Act 2014 (April 2015 for the Safeguarding Measures)** and other relevant legislation aimed at the protection of Adults at Risk. The procedures apply to all staff, whether Trustees, administrative, management or support, as well as volunteers. The word 'staff' is used for ease of description.
2. Throughout these procedures, reference is made to "Adults at Risk". This term is used to mean "those aged 18 and over". The governing body recognises that some adults are also vulnerable to abuse, accordingly, the procedures may be applied (with appropriate adaptations) to allegations of abuse and the protection of Adults at Risk.
3. The trustees (governing body) are committed to ensuring that the organisation
  - Provides a safe environment for Adults at Risk
  - Takes appropriate action to see that such Adults at Risk are kept safe from harm
4. In pursuit of these aims, the governing body will approve and regularly review (at least every 2 years) policies and procedures with the aim of:
  - Raising awareness of issues relating to the welfare of Adults at Risk and the promotion of a safe environment for the Adults at Risk.
  - providing procedures for reporting concerns.
  - Procedures for reporting and dealing with allegations of abuse against Members of staff or Members verses Members abuse.
  - The safe recruitment of staff.

### **Senior Member of staff with lead responsibility for protection of Adults at Risk**

- 1) The designated senior member of staff with lead responsibility for Adults at Risk protection issues is Simon David, Chief Executive. Haven Community, Ruthven Road, Filwood Park, Bristol BS4 1ST Tel 0117 9851188.
- 2) He has a key duty to take lead responsibility for raising awareness within the organisation of issues relating to the welfare of Adults at Risk and young people, and the promotion of a safe environment for the Adults at Risk and young people.
- 3) He is responsible for ensuring that exempted questions are asked on relevant volunteer and employment application forms.
- 4) He has received appropriate training and will keep up to date with developments in Adult at Risk's protection issues. He will also have responsibility for making new staff and volunteers aware of the existing Adults at Risk protection policy during interviews and new staff induction.
- 5) He will be the main contact point for Adults at Risk Protection issues and will have contact details for relevant organisations available for employees and volunteers. This list will usually include contact details of relevant individuals and provisions to consult or refer to.
- 6) Safeguarding matters are discussed during every staff and Trustees meetings. Staff are encouraged to discuss any concerns during this meeting or to talk privately with the designated senior member of staff or Trustees.

5. The organisation has nominated *Simon David* as designated person with special responsibility for adults at risk's protection issues with effect from January 2013, till further notice. He will undertake appropriate training. In his absence, *Jonathan Ford* will assume this role in urgent cases, in which case he will also refer to the chair of Trustees. Sarah Drake, Virgin Healthcare, has agreed to support Haven Community with professional support.
6. Staff and regular volunteers working with Adults at Risk will receive training adequate to familiarise them with Adults at Risks protection issues and responsibilities and the organisations procedures and policies, with refresher training at least every 3 years. If appropriate there will be also be a member of the Trustees or volunteer who may through their employment background have particular expertise in Adults at Risk protection issues. He/she may be delegated by the Trustees. This Trustee will be notified of any safeguarding issues.
7. The governing body will receive from the designated senior member of staff with lead responsibility for Adults at Risks protection an annual report which reviews how the duties have been discharged.

## **B Definition of an Adult at Risk**

The definition of an Adult at Risk changed in September 2012, to being anyone who receives a service provided by a health, social or personal care professional or who receives assistance with managing their finance or personal affairs. Anyone being conveyed because of their age, illness or disability to or from where they are receiving treatment/personal or social care will be considered an Adult at Risk. Therefore, anyone providing such care or service will be engaging in regulated activity and will be eligible for an enhanced disclosure check.

It is therefore important that organisations do not rely solely on criminal record checks for making recruitment decisions, but ensure that they have robust recruitment procedures in place so that due care is taken when recruiting staff and volunteers. Haven Community are willing to recruit ex-offenders. A disclosure does not prevent ex-offenders from holding a suitable position with Haven Community. Each case will be considered on an individual basis. Simon David will seek advice from 31:8 when necessary.

## **C Dealing with Disclosure of Abuse and Procedure for Reporting Concerns**

- 1) If an Adult at Risk or young person tells a member of staff about possible abuse:
  - a) Listen carefully and stay calm.
  - b) Do not interview the Adult at Risk, but question normally and without pressure, to be sure that you understand what the Adult at Risk is telling you.
  - c) Do not put words into the Adult at risk's mouth.
  - d) Reassure the Adult at Risk that by telling you, they have done the right thing.
  - e) Inform the Adults at Risk that you must pass the information on, (request their consent to report their concern or inform them that you must pass this information on.) Where the Adult at Risk does not have capacity, inform them that you must pass the information on but that only those

that need to know about it will be told. Inform them of to whom you will report the matter. There may be times when there would be a need to override consent if other Adults at Risk are at risk. This will be explained to the person reporting a concern.

- f) Note the main points carefully.
- g) Make a detailed note of the date, time, place, what the Adults at Risk said and did, your questions etc.
- h) Staff should not investigate concerns or allegations themselves, but should report them immediately to the Designated Person.

#### **D Reporting allegations of Abuse against Members of Staff**

- 1) Because of their frequent contact with Adults at Risk, staff may have allegations of abuse towards vulnerable adult's made against them. Haven Community recognises that an allegation of Adult at Risk abuse made against a member of staff may be made for a variety of reasons and that the facts of the allegation may or may not be true. It is imperative that those dealing with an allegation maintain an open mind and those investigations are thorough and not subject to delay.
- 2) The Organisation recognises that the allegation of abuse towards an Adults at Risk is of paramount concern. It is also recognised that hasty or ill-informed decisions about a member of staff can irreparably damage an individual's reputation, confidence and career. Therefore, those dealing with such allegations within the organisation will do so with sensitivity and will act in a careful, measured way.

#### **E Duty to refer to the DBS**

- 1) The Safeguarding of Vulnerable Groups Act 2006 also makes it mandatory to refer anyone known to pose a threat of harm to a child or vulnerable adults to the DBS. The designated member of staff responsible for safeguarding must not knowingly employ anyone who poses a risk of harm to children or Adults at Risk. This includes anyone who is believed to have committed a relevant conduct while employed or who has a record of such misconduct.
- 2) The organisation has a legal duty to refer an employee or volunteer who poses a risk of harm to children or Adults at Risk to the DBS. Failure to do so can result in a fine and/or up to 5 years imprisonment. There must be sufficient and solid evidence that the employee or volunteer poses a risk of harm before they can be referred to the DBS. The DBS will not consider evidence based on rumour or unsubstantiated reports. The employer should also inform the police and other relevant authorities if they believe a relevant misconduct has occurred.
- 3) Referral forms can be downloaded from the DBS's website [www.homeoffice.gov.uk/dbs](http://www.homeoffice.gov.uk/dbs)

## **F DBS's barring process**

- 1) Whenever new relevant information (such as a conviction or caution) becomes known, the information will be sent to the DBS. The DBS will consider this information, together with other information known on the individual, and decide whether it indicates that the individual poses a risk of harm to Adults at Risk. If so, the DBS will commence its barring process and the DBS will issue a disclosure certificate to the applicant with the barring information.
- 2) The applicant should be advised by the designated member of staff to make a representation to the DBS regarding the barring information. The DBS will assess the barring information and representation and decide whether to bar the applicant. If there is sufficient barring evidence, the applicant will be placed on either the **Children's Barred List** or the **Adults at Risk Barred List** or both depending on the offence. The applicant must then be removed from regulated activity.
- 3) The applicant has the right of appeal to a tribunal and must be advised of this right. Serious offences committed against vulnerable people will lead to automatic barring and the applicant will have no right to make representations or to appeal against a barring decision.

## **G Ensuring safer recruitment and selection**

Haven Community will already have recruitment and selection procedures. These should be reviewed to ensure that they take account of the following:

- They should apply to staff and volunteers who may work with Adults at Risk.
- The post or role should be clearly defined.
- The key selection criteria for the post or role should be identified.
- Vacancies should be advertised widely to ensure a diversity of applicants.
- Professional and character references should be obtained.
- Previous employment history should be verified.
- Disclosure and Barring Service disclosure/List 99 checks Should be undertaken (whilst maintaining sensitive and confidential use of the applicant's disclosure).
- Use a variety of selection techniques (e.g. qualifications, previous experience, interview, reference checks).
- Ensure any volunteers or Apprentices under the age of 18 years of age should not help any Adults at Risk with their personal care.
- Obtain parents' consent form for any staff, apprentices or volunteers under the age of 18 years of age.



## **Haven Community – plan of action (Allegations against staff or volunteers)**

Any allegation made against a member of staff or a volunteer should be reported to the Chief Executive who will then investigate and take action. Safeguarding allegations arise in a variety of ways. The Member making an allegation will be asked for their consent to report the allegation. In the event of an allegation being made against the Chief Executive, this should be reported to the Chair, or the Board of Trustees or their nominated representative.

If a disclosure of abuse is made by a member, care should be taken to explain to them the procedure that will be followed and they should be told that it may not be possible for Haven Community to maintain confidentiality.

If a member makes an allegation about another person or organisation this should be reported to the Chief Executive who will consider/investigate and take appropriate action. This will usually be in the form of a referral to the relevant authority. Cases to be reported to South Gloucestershire council require a telephone call in the first instance. For Bristol City Council, Care Direct can be contacted by telephone or an online referral can be completed. BANES also require a telephone call in the first instance. North Somerset Council can be contacted by telephone or email.

(See below for the process/numbers as stated by the relevant City Council).

### **What should I do if I suspect abuse?**

Doing nothing is not an option. You must report your concerns.

Contact:

In the first instance report your concerns to the Chief Executive, or in their absence the nominated Safeguarding person. Alternatively, please report your concerns as follows.

#### **Care Direct**

Telephone Bristol City Council 0117 922 2700. 8.30am to 5pm Monday to Friday (answerphone outside office hours.)

BANES 01225 396000 (ASSIST team) 01454 615165 Outside normal working hours.

North Somerset Council 01275 888801 or email [care.connect@n-somerset.gov.uk](mailto:care.connect@n-somerset.gov.uk). 01454 615165 Outside normal working hours.

South Gloucestershire Council 01454 868007

Somerset Council 0845 3459133



## The Police

Telephone 101

In an emergency telephone 999

Textphone 18001 followed by 101

Textphone in an emergency 18000

## What information will I need to give?

- why you're concerned
- the Adult at Risks name, age and address
- if anyone lives with them
- if they're getting help from any organisation
- who may be doing the abuse

Do not delay in reporting abuse if you're not sure about some of these details.

If reporting the abuse puts you at risk, you can choose to do so anonymously.

Whilst every effort will be made to ensure that confidentiality is preserved, this will be governed by what may be an overriding need to protect a person who has been or is at risk of abuse. The need of the vulnerable person and the potential risk to others requires you to share the information with the Chief Executive of Haven Community.

For further reference visit:

[http://www.bristol.gov.uk/sites/default/files/documents/health\\_and\\_adult\\_care/abuse\\_or\\_neglect/safeguarding\\_adults/Safeguarding%20Adults%20Fax%20Referral%20Form%202012\\_o.pdf](http://www.bristol.gov.uk/sites/default/files/documents/health_and_adult_care/abuse_or_neglect/safeguarding_adults/Safeguarding%20Adults%20Fax%20Referral%20Form%202012_o.pdf)

Created 23 Sept 2013

Updated October 2016

Updated January 2018

Updated June 2020

Updated August 2021

Signed: *S R David*

To be reviewed periodically and as legislation changes.

**All relevant information about the allegation should be recorded as simply and clearly as possible and stored securely in the manager's office. A file has been set up for this, to hold all Safeguarding allegations.**

Created May 2013

Updated Feb 2014

Updated Nov 2015

Updated July 2016

Updated January 2018

Updated June 2020 (Jonathan Ford)

Updated August 2021 (Paul Meager)