

Volunteer Centre Dorset

Safeguarding Vulnerable Adults Policy

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Safeguarding Vulnerable Adults Policy

The Volunteer Centre Dorset (VCD) believes that vulnerable adults should never experience abuse of any kind.

All vulnerable adults regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity, have a right to equal protection from all types of harm or abuse. VCD has a responsibility to promote the welfare of all vulnerable adults within their care and to keep them safe.

This policy applies to all staff, including senior managers, trustees, paid staff, volunteers, students and / or anyone working on behalf of VCD. It should be read in conjunction with the **Safeguarding Procedure Document**

The purpose of this policy is:

- To protect vulnerable adults who use our services and facilities
- To provide staff, volunteers, students and trustees with the overarching principles that guide our approach to safeguarding

1 Legal Framework

This policy has been drawn up with reference to legislation, policy and guidance that seek to ensure Safeguarding within England.

2 Relevant Legislation

This policy reflects the requirements:

- Female Genital Mutilation Act 2003
- Safeguarding Vulnerable Groups Act 2006 and the Protection of Freedoms Bill
- The Care Act 2014

3 Definitions

Safeguarding Adults

The Care Act, 2014 states that:

An 'adult at risk of harm' is a person aged 18 years or over who

- Has needs for care and support
- And**
- Is experiencing, or is 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

Adults at Risk **may** include a person who is:

- Older or frail
- Has a mental or psychological illness
- Has a Learning Disability
- Has a physical or sensory disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless
- Is a family carer, providing support for a vulnerable adult
- Is significantly self-neglecting / hoarding

Some vulnerable adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs and other issues.

Forms of abuse

See Appendix

4 Guiding Principles

- **Everyone's responsibility** - Everyone has a responsibility to keep children and adults who need care and support safe from abuse and neglect.
- **Prevention** – We will put sensible measures in place to prevent abuse, including the use of safe recruitment practices, promoting safe working practice, and raising awareness of safeguarding.
- **Protection** – We will provide policy, procedures, information, and training to enable all VCD staff and trustees to identify and respond appropriately to concerns about abuse.
- **Partnership** - We will work in Partnership with statutory, regulatory, and other relevant organisations to ensure that safeguarding concerns are responded to appropriately.
- **Accountability** - We aim to be transparent in our approaches and recognise the need for continuous learning and improvement

5 Policy Statement

- VCD believes everyone has a responsibility to promote the dignity and welfare of all whose life they touch
- We will give equal priority to all, regardless of disability, gender reassignment, race, religion or belief, sex, or sexual orientation.
- We recognise additional needs of people from minority ethnic groups and those with disability and the barriers they may face, for example with communication or the impact of discrimination.

We will:

- listen to all who raise concerns about safeguarding
- appoint a **nominated safeguarding lead** and **a member of the trustee board** to take lead responsibility for safeguarding at the highest level in the organisation. Their details are contained within the **Safeguarding Procedure Document**
- adopt safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- uphold the principle of 'making safeguarding personal,' ensuring that safeguarding is person led and outcome-focused. The adult will be involved in identifying how best to respond to their safeguarding situation by giving them more choice and control as well as improving quality of life, wellbeing, and safety.
- provide effective management for staff, students and volunteers through supervision, support, training and quality assurance measures so that all staff, students and volunteers know about and follow our policies, procedures and behaviour codes, confidently and competently
- use our safeguarding procedures to share concerns and relevant information with agencies who need to know, including families and carers appropriately
- use our procedures to manage any allegations against staff and volunteers appropriately
- ensure that we have effective complaints and whistleblowing measures in place
- establish and maintain a **Safeguarding Risk Register**, even where concerns were raised but where no action was taken
- ensure that we provide a safe physical environment for service users, staff, students and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- build a safeguarding culture where staff and volunteers, students and service users and their families, treat each other with respect and are comfortable about sharing concerns
- recruit and select staff and volunteers safely, ensuring all necessary checks are made
- record, store and use information professionally and securely, in line with data protection legislation and guidance
- share information about safeguarding and good practice with service users, their families and carers via leaflets, posters, group work and one-to-one discussions
- make sure that all who are involved with VCD know where to go for help if they have a concern

- publish our Safeguarding Policy on our website
- we will require that other agencies with which we work have suitable safeguarding policies and procedures

6 Other Policies relevant to this policy

- Confidentiality Policy
- Data Protection Policy
- Whistleblowing Policy
- Risk Policy
- Health and Safety Policy
- Modern Slavery Policy Statement

7 Safeguarding Procedure

A comprehensive **procedure document** will be provided.

8 Review

This policy will be reviewed annually.

This Policy was endorsed by The Board of Trustees on:

Date:

Signed:

Position:

Date:

Review Date:

APPENDIX

DEFINITIONS OF FORMS OF ABUSE

Coercive Behaviour: Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

Controlling Behaviour: Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

County Lines / Cuckooing: A group establishes a network between an urban hub and county location, into which drugs (primarily heroin and crack cocaine) are supplied. A branded mobile phone line is used to which orders are placed by introduced customers. The line is commonly controlled by a third party. The group exploits young or vulnerable persons to achieve storage and / or supply of drugs, movement of cash proceeds and to secure the use of dwellings (referred to as 'cuckooing.')

Cyberbullying: Cyberbullying can occur using practically any form of connected media, from nasty text and image messages using mobile phones, to unkind blog and social networking posts, or emails and instant messages, to malicious websites created solely for the purpose of intimidating an individual or virtual abuse during an online multiplayer game.

Discriminatory abuse: including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation, or religion.

Domestic violence (* New definition): (including psychological, physical, sexual, financial, emotional abuse; 'honour' based violence.) The cross-government definition of domestic violence and abuse is; any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

Female Genital Mutilation (FGM): a procedure where the female genital organs are injured or changed and there is no medical reason for this. It is frequently a very traumatic and violent act for the victim and can cause harm in many ways. The practice can cause severe pain and there may be immediate and/or long-term health consequences and in some cases death.

The age at which FGM is carried out varies enormously according to the community. The procedure may be carried out shortly after birth, during childhood or

adolescence, just before marriage or during a woman's first pregnancy. (NSPCC, 2019: www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/female-genital-mutilation-fgm/fgm-facts-statistics/)

Financial or material abuse: including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits.

For more information and guidance about supporting a person who is self-neglecting or hoarding see Self-neglect and Hoarding Guidance and suggested templates for screening and assessment and more detailed separate guidance produced by the SABs for organisations who could be involved in responding.

Forced Marriage: Although forcing someone into a marriage and/or luring someone overseas for the purpose of marriage is a criminal offence, the civil route and the use of 'Forced Marriage Protection Orders' is still available. These can be used as an alternative to entering the criminal justice system. It may be that perpetrators will automatically be prosecuted where it is overwhelmingly in the public interest to do so, however victims should be able to choose how they want to be assisted

Human Trafficking: The definition of human trafficking is the illegal movement of people through force, fraud, or deception with the intention of exploiting them, typically for the purposes of forced labour or sexual exploitation. Men, women, and children are forced into a situation through the use (or threat) of violence, deception, or coercion. There is no 'typical' victim of human trafficking and modern slavery. Victims can be men, women and children of all ages, ethnicities, nationalities, and backgrounds. It can however be more prevalent amongst the most vulnerable members of society, and within minority or socially excluded groups. Victims may enter the UK legally, on forged documentation or secretly under forced hiding, or they may even be a UK citizen living in the UK who is then trafficked within the country but should not be confused with people smuggling, where the person has the freedom of movement upon arrival in the UK. Bournemouth, Dorset and Poole multi-agency Safeguarding Adults Policy V2.0 13-02-17 Page 7 of 10

Internet/cyberbullying: can be defined as the use of technology, and particularly mobile phones and the internet, to deliberately hurt, upset, harass, or embarrass someone else. It can be an extension of face-to-face bullying, with the technology offering the bully another route for harassing their victim or can be simply without motive.

Modern Slavery: Modern Slavery includes; human trafficking, forced labour and debt bondage, sexual exploitation, criminal exploitation, domestic servitude, descent-based slavery, child labour, slavery in supply chains, and forced and early marriage.

Neglect and acts of omission: includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, equipment, the withholding of the necessities of life, such as medication, adequate nutrition and heating

Organisational abuse: including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in a person's own home. This may be a one-off incident or on-going ill-treatment. It can refer to neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Physical abuse: including assault, hitting, slapping, pushing, misuse of medication, restraint, or inappropriate physical sanctions.

Psychological abuse: including 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 of services or supportive networks.

Radicalisation and Violent Extremism: According to the Counter Terrorism and Security Act (2015) this includes 'due regard to the need to prevent people from being drawn into terrorism' 'Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs'

The Home Office leads on the anti-terrorism PREVENT strategy, of which CHANNEL is part (refer to www.gov.uk for information). This aims to stop people becoming terrorists or supporting extremism. All local organisations have a role to play in safeguarding people who meet the criteria. Contact should be made with Dorset Police regarding any individuals identified who present concern regarding violent extremism.

Self-neglect and hoarding: This includes a broad spectrum of behaviour. The Statutory Guidance defines self-neglect as: "a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding". Self-neglect is recognised as the failure or unwillingness by an individual to meet their own basic care needs required to maintain health. It should be noted that self-neglect or hoarding may well not prompt a Section 42 Enquiry. An assessment should be made on a case by case basis. A decision on whether a response is required under safeguarding will depend on an adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.

Sexual abuse: refers to - rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting or does not have the mental capacity to consent.

Sexual exploitation: The term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another. It may be very important in specific cases to be clear about the context in which concerns about sexual exploitation arise. Some individuals may have been groomed as children or young people, whilst others may be engaged as sex workers so are at risk because they are threatened or coerced, have drug dependencies and/or mental health needs. People with learning

disabilities may be led into harm because of perceptions they are being offered friendships. (See Safeguarding Adults Board website for detailed report - September 2016).