



Safeguarding Vulnerable Adults

Safeguarding Policy

Vulnerable Adults

'Safeguarding Vulnerable Adults is everyone's responsibility'

All young adults, wherever they are, whoever they are with, whatever they are doing, have the right to protection from neglect, physical, emotional and sexual abuse.

If you have any concerns about the safety of a vulnerable young adult, or the conduct of a member of TAG staff and/or volunteers please contact Geraldine Burgess the nominated safeguarding lead via email safeguarding@tagyouthclub.org, phone 07775378883 or in person during one of our sessions.

Owners of this document:



Giles Hobart
Chief Executive



Ashley Whittaker
Chair of Trustees

Policy Adopted On:

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Last Review Date:

Next Review Date:

March 2022

POLICY BACKGROUND

TAG Youth Club for Disabled Young People aims to empower and optimise the potential of young people who have a disability between the ages of 8 and 25. This is achieved through a range of work, at both the youth centre and in the community; Youth Workers support young people through informal and experiential learning in order to gain knowledge, skills, make informal choices and to assist in their personal development.

The club provides young people with a safe, caring, well equipped environment, giving them opportunity to participate in personal and social development activities including arts, drama, music and sport activities.

These activities are exclusively for young people and adults who have a disability or an additional need, known as 'users' for the purposes of this policy, who may be unable to care for themselves or unable to protect themselves from significant harm or exploitation.

This policy applies to all staff, support workers and volunteers, and the term "staff" in this document's includes all these named groups. This policy has been written using the legal and social care framework detailed in the following:

- ✓ Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse" 2014 – Pan London Adult Safeguarding.
- ✓ The Human Rights Act (1998)
- ✓ Safeguarding Vulnerable Groups Act (2006)
- ✓ Mental Capacity Act (2005)
- ✓ Equality Act (2010)
- ✓ Health and Social Care Act (2012)
- ✓ The Care Act 2014

PLEASE READ IN CONJUNCTION WITH OUR
SAFEGUARDING POLICY FOR CHILDREN

DEFINITIONS

A Vulnerable Adult is defined as a person aged 18 or over who is or who may have a physical, learning, or sensory impairment, a mental health problem, a serious illness or may be an older person.

Abuse is defined as 'a violation of an individual's human and civil right by any other person or persons'

WHAT IS SAFEGUARDING ADULTS?

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances

Care and Support Statutory Guidance, Department of Health, updated February 2017

WHO ABUSES AND NEGLECTS ADULTS?

Abuse can happen anywhere, even in somebody's own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including:

- partners;
- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers

PROCEDURE

In the event of a safeguarding issue for a young adult, follow this process:

1. If you think a young adult is in immediate danger, always call 999
2. Seek consent from the person concerned. If you feel that they do not have capacity to consent, you can act without consent, but you must log your decision.
3. Collect all available relevant facts and appropriate information
4. Make a written record of the concern.
5. Tell the person involved what you are going to do about the concern and note any views that they may have regarding how they wish the matter to be dealt with.
6. Tell only the people who need to know – normally our safeguarding officer.
7. Consider the balance between listening to someone's wishes and needing to refer information where others may be at risk.
8. Inform the person involved about the outcome of any process.

MAKING SAFEGUARDING PERSONAL (MSP)

MSP means a case should be person-led and outcome-focused. The individual should 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.

TAG Youth Club will ensure that adults are involved in their safeguarding arrangements and each individual is dealt with on a case by case basis. As adults may have different preferences, histories and life styles, the same process may not work for all.

Who do adult safeguarding duties apply to?

The Care Act 2014 sets out that adult safeguarding duties apply to *any* adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- Is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

The Mental Capacity Act 2005 is to be used when decisions on behalf of those adults with care and support needs who are unable to make some decisions for themselves. Refer to the Mental Capacity Act Code of Practice, <https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>.

We understand the need to involve an advocate if the person lacks capacity to make decisions about the safeguarding concern.

OUR COMMITMENT

Abuse is unacceptable in all circumstances. TAG Youth Club will not tolerate the abuse of adults in any of its forms and is committed to safeguarding adults with care and support needs from harm.

The best defence against abuse is the strength of values incorporated in our organisations culture, and the practical application of the mechanisms and procedures described in this document to protect vulnerable adults.

TAG Youth Club believes that all users are entitled to be treated with dignity, courtesy and respect regardless of their age, race, gender or ability.

Safety is embedded within good sound practice and the growing ability of users to protect themselves, make their views known and be listened to. All users should feel safe, secure and feel able to raise any possible concerns at all times.

POLICY STATEMENT

TAG Youth Club is committed to safeguarding, protecting and promoting the welfare of all of its users.

TAG Youth Club seeks to ensure that there is a positive environment for all people to have fun, take part and socialise in all activities and social events and works with the Safeguarding Adults Board (SAB) to implement best practice in the safeguarding of adults at risk.

TAG Youth Club recognises that users within these safeguarded groups face the risk of abuse. It is the duty of TAG Youth Club to prevent abuse and to take effective action when abuse is suspected or disclosed at an activity or social event.

TAG Youth Club also recognises that safeguarding incidents could happen anywhere and at any time and be perpetrated by a range of individuals including trustees, volunteers, service providers, partner organisations, other users and external people including family, friends, carers and support workers.

TAG Youth Club recognizes it has a duty of care, moral and legal obligations to ensure that all vulnerable adults involved in the activities of the youth club have protection from harm and have the opportunity to learn and experience TAG Youth Club's services in a safe and supportive environment. We believe that:

- The welfare vulnerable adult is paramount.
- All vulnerable adults have the right to protection from abuse.
- To create a safe environment, we will recruit both staff and volunteers safely, provide ongoing supervision and ensure references are checked and DBS checks completed where applicable.
- All suspicions and allegations of abuse must be properly investigated. Staff not adhering to policy and procedure will be subject to formal disciplinary procedures.
- Staff and volunteers will receive induction and CPD training

We want to make sure that users of our services and their parents/ carers have confidence in them and know what to do, and who to contact should they have concerns. TAG Youth Club will ensure:

- Staff are carefully selected and trained in issues of protection.
- All staff are aware of the policy and procedures for the protection of vulnerable adults.
- All allegations and suspicions of abuse will be taken seriously and responded to swiftly and appropriately.
- Information is available to users, parents and carers and any other interested parties are given information about TAG Youth Club for Disabled Young People's procedures regarding the safety of vulnerable adults whilst at TAG Youth Club and how to report concerns.
- A risk assessment is completed for all venues used by TAG Youth Club and available to those delivering the sessions so that they incorporate it in their health and safety responsibility for their users.

- There is a designated safeguarding person (NSP) on staff, and a nominated trustee to represent the issue at board level.
- The NSP attends multiagency training once a year.
- All staff receive safeguarding training every three years. This includes trustees.
- All staff have read and understood this policy and procedures and are familiar with their responsibility within it.
- This policy is reviewed on an annual basis by the NSP and recommendations and amendments approved by the board.

All staff play a crucial role in helping to identify safeguarding issues and indicators of possible abuse or neglect at an early stage. TAG Youth Club for Disabled Young People is committed to referring these concerns via the Nominated Safeguarding Person (NSP):

Geraldine Burgess
safeguarding@tagyouthclub.org
 07775378883

Who will report them to:

London Borough of Richmond Upon Thames Adult Social Services Access Team on:

Tel: 020 8891 7971
 Text: 07800 00 2439
 Email: adultsocialservices@richmond.gov.uk

Out of hours contact for both adults and children safeguarding issues please contact the emergency duty team at Richmond Social Services on Tel 020 8744 2442

**ALWAYS PHONE 999
 IF A VULNERABLE ADULT IS IN IMMEDIATE DANGER**

Recommendation to refer and the role of the local area designated officer (LADO)

Please note this is not a legal requirement. This is recommended by TAG in order to strengthen our practice

The LADO is employed by the local authority and may be alerted to all cases in which it is alleged that a person who works with vulnerable adult has:

- Behaved in a way that has harmed, or may have harmed, a vulnerable adult
- Possibly committed a criminal offence against a vulnerable adult
- Behaved towards a vulnerable adult in a way that indicates s/he is unsuitable to work with vulnerable adults

The LADO role applies to paid, unpaid, volunteer, casual, agency and self-employed workers. The LADO is involved from the initial phase of the allegation through to the conclusion of the case. They will provide advice, guidance and help to determine whether the allegation sits within the scope of the procedures. They will respond and pass on to the Safeguarding Adults Board if they feel it's necessary.

The LADO helps co-ordinate information-sharing with the right people and will also monitor and track any investigation, with the aim to resolve it as quickly as possible. The LADO will attend local strategy meetings and chair managing allegation strategy meetings. If you have concerns about a staff member or volunteer relating to a vulnerable adult, it is good practice to also refer the case to the LADO.

Contact details: LADO@achievingforchildren.org.uk 020 8891 7370 or through Kingston and Richmond SPA

PREVENTION

TAG Youth Club employs various strategies to help control the risk of abuse and target the causes and opportunities for abuse and neglect. These include:

- Communication with the disabled community about the nature of abuse and safeguarding activity.
- Embedding the principles of safeguarding into trustees' expectations and professional practice.
- Awareness training for all TAG Youth Club's trustees, volunteers and staff.
- User/activity risk assessments prior to the start of activities.
- By keeping up to date with legislation in respect of Safeguarding of Adults through the Safeguarding Adults Board (SAB) and the Richmond CVS voluntary sector representative.

TARGETED PREVENTION

Prevention strategies are specifically targeted at anyone working with young adults at risk at a TAG Youth Club activity or social event. This is because research shows that a significant number of abuse incidents involve professionals, carers and service managers as well as fellow service users.

Targeted Prevention Strategies include:

Employee and Volunteer Recruitment

- A DBS Disclosure will be obtained as required for all new and existing staff, trustees and volunteers.
- TAG Youth Club for Disabled Young People will ensure that any contract/agency staff or volunteers have undergone the necessary checks and have been made aware of this policy.
- Identity and carry out employment history checks on all appointments to the Youth Club workforce before the appointment is made.

Staff and Volunteer Training and Induction.

- On joining TAG Youth Club and when necessary thereafter, volunteers and trustees are provided with training regarding policy and procedures and how to address the possibility of abuse appropriate to the roles and responsibilities as defined in the TAG Youth Club for Disabled Young People's safeguarding policies.

Staff and Volunteer Supervision and Support.

- Those working with any user who may be known to be at risk of abuse or neglect receive role specific training and regular supervision.

SAFE PRACTICE

Safe working practice ensures that service users are safe and that all staff and trustees:

- Are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions;
- Work in an open and transparent way subject to data protection law;
- Work with other colleagues and service provider and partner organisation staff where possible in situations open to question;
- Discuss and/or refer to the Richmond SPA any incident which may give rise to concern. This includes any allegation or disciplinary regarding the conduct of staff
- Record any incidents or decisions made;
- Apply the same professional standards regardless of gender, race, sexuality or ability;
- Are aware of the need for confidentiality;
- Are aware that breaches of the law and other professional guidelines could result in criminal or disciplinary action being taken against them.

ONLINE SAFETY

The internet, mobile devices, social networking and other interactive tools and spaces have transformed the way in which we live. Whilst most vulnerable adults use the internet responsibly and safely it is essential that all potential risks are recognized, identified and mitigated and that staff and volunteers feel confident about evaluating e-safety and seeking help when needed.

TAG Youth Club for Disabled Young People is committed to making sure that service users are kept safe when using the internet, tablets and other mobile devices whilst in our care. TAG Youth Club will ensure that appropriate safeguards are installed on the computers used in the Club and will monitor activity thereon. All staff and volunteers have the responsibility to support vulnerable adults to stay safe and use the internet responsibly. The key rules that staff and volunteers should follow are:

- Do not accept or invite service users as friends or contacts on social networking sites unless you have a professional account which has been authorized by TAG

Youth Club.

- Ensure your personal profile on websites such as Facebook is not visible to “strangers” and that it does not contain any appropriate content (e.g. pictures of you while drunk or wearing revealing clothes).
- Make all service users aware of the meaning and importance of professional boundaries and how they impact on the vulnerable adult’s professional relationship.

USE OF PHOTOGRAPHIC & FILMING EQUIPMENT

There is evidence that some people have used activities and events as an opportunity to take inappropriate photographs or film footage of vulnerable adults. Though TAG Youth Club for Disabled Young People has not experienced this everyone should still be vigilant, and any concerns should be reported to our Nominated Safeguarding Person (NSP) who will report your concerns to the Richmond SPA or Adult Social Care Access Team. Service user written consent should be obtained for any filming or use of photographs by TAG Youth Club.

- Do not take photographs of service users on your personal mobile device (phone, tablet or personal camera).
- Do not use photographs or film footage of service users on social networking sites unless you have a professional account which has been authorized by TAG Youth Club. You must also have consent from the individual.

PERSONAL DATA

TAG Youth Club for Disabled Young People collects personal information about service users during the joining process. This information is collected to enable the Club supports individual needs of members. All data is kept confidential within the organisation and is stored in a secured cabinet.

For time to time this information may need to be shared with other professionals or agencies to better support the service user and TAG Youth Club will seek permission before any information is shared.

ROLES AND RESPONSIBILITIES

The TAG Youth Club for Disabled Young People Trustees will ensure that:

- TAG Youth Club has a separate safeguarding policy in place for children and young adults and the policy is made available to service providers, partner organisations and service users, parents, carers and support workers on request;
- There are safe recruitment procedures and makes sure that all appropriate checks are carried out on staff and volunteers who work with adults at risk;

- Appropriately trained safeguarding staff and volunteers are in place;
- TAG Youth Club has procedures for dealing with allegations of abuse against fellow users, staff and volunteers that comply with guidance from the Kingston and Richmond Safeguarding Children's Partnership (KRSCP) and locally agreed inter-agency procedures
- There is an ethos whereby all staff and volunteers feel able to raise concerns about poor or unsafe practice in regard to safeguarding, and such concerns are addressed sensitively and effectively in a timely manner;
- A trustee is nominated to be responsible for safeguarding who will provide an overview and scrutiny and take action in the event of allegations of abuse being made against any trustee, staff or volunteer.
- Where services or activities are provided on behalf of TAG Youth Club by another organisation 'Service Providers', the service provider concerned has appropriate policies and procedures in place in regard to safeguarding and liaises with TAG Youth Club on these matters where appropriate;
- This policy is reviewed annually.

Nominated Safeguarding Person (NSP) will:

- Act as a source of support, advice and expertise on matters of user safety and safeguarding during all activities.
- Liaise with the board to inform them of any issues and ongoing investigations and ensure there is always cover for the role of Safeguarding Officer.
- Refer cases of suspected abuse or allegations to the Adult Social Services Team
- Ensure that all staff have access to and understand the TAG Youth Club Safeguarding Policies
- Ensure that all staff and volunteers have safeguarding training as part of their induction training.
- Ensure parents, carers, guardians or named responsible adults are made aware of the policy which alerts them to the fact that referrals may be made and the role of TAG Youth Club and/or service provider /partner organisation in this to avoid conflict later.
- Recognise how to identify signs of abuse and when it is appropriate to make a referral;
 - Represent TAG Youth Club at the sub-committees of SAB (Safeguarding Adults Board) as required and have a working knowledge of how to operate and conduct a adult safeguarding process and be able to attend and contribute to the case conference;
 - Keep detailed, accurate and secure written records and/or concerns;
 - Obtain access to resources and attend any relevant or refresher training courses at least every three years via www.richmondandkingstonlscb.org.uk

All staff, volunteers and service providers will:

- Work in an open environment, where possible avoiding private and unobserved situations;
- Treat all users fairly with dignity and respect;

- Not share personal information and personal e-mail addresses/Facebook friends/personal mobile;
- Not take photographs of service users on personal devices. (mobile phone, tablets or personal camera).
- Complete an incident form to keep a written record of any injury or incident (including verbal attacks) along with any steps taken;
- Fully comply with TAG Youth Club's safeguarding policy and procedures, including the reporting of any injury or incident to the Nominated Safeguarding Person (NSP);
- Attend appropriate training and be alert and vigilant to indicators of abuse;
- Report all concerns or possible indicators of abuse to Nominated Safeguarding Person (NSP).

It is the responsibility of all staff, volunteers and service providers to be alert to possible indicators of abuse and to raise concerns to TAG Youth Club's Nominated Safeguarding Person (NSP). Staff and volunteers and service providers may become aware of the possibility that abuse has occurred by witnessing an act, receiving a verbal report from a user or another member of staff or volunteers or by suspicions raised by indicators listed in the guidelines.

RECOGNISING ABUSE

The Care and Support statutory guidance sets out 10 main types of abuse:

- Physical abuse
- Neglect and acts of omission
- Sexual Abuse
- Emotional or Psychological
- Financial or material abuse
- Discrimination
- Organisational
- Domestic abuse
- Modern slavery
- Self-neglect

Four additional types of harm

Whilst not included in the Care Act, they are relevant to safeguarding adults

- Cyber bullying
- Forced Marriage
- Mate Crime
- Radicalisation

RADICALISATION

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see:

<https://www.gov.uk/government/publications/prevent-duty-guidance>

SIGNS OF ABUSE:

- Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:
- Any injuries not consistent with the explanation given for them;
- Injuries which occur to the body in places which are not normally exposed to falls, rough games, etc;
- Injuries which have not received medical attention;
- Neglect - under-nourishment, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, not dressed properly etc.
- Bruises, bites, burns, fractures etc. which do not have an accidental explanation;
- Cuts, scratches, substance abuse.
- Changes or regression in mood or behaviour. Also, depression/ aggression, extreme anxiety;
- Nervousness, frozen watchfulness;
- Obsessions or phobias;
- Sudden under-achievement or lack of concentration;
- Persistent tiredness / insomnia
- Running away, stealing, telling lies.
- Any allegations made by a service user concerning sexual abuse;
- Eating disorders, anorexia, bulimia.
- Service user appears persistently undersized or underweight.
- The service user stays frozen in one position for an unnaturally long time.
- The service user presents with sparse or dry hair, and/or poor, or cold, mottled skin.
- Unknown adults seeking to contact service users by electronic means, such as by mobile phone or via the internet.
- Service user speaking of adults contacting them for improper reasons through leisure or welfare organisations.
- Service user speaking of multiple adults having offered them drugs and/or alcohol and enticing them to participate in social situations that are inappropriate and/or asking them not to talk about this with anyone.
- The service user never appears to have any money
- Depression, self-harm or suicide attempts

CONFIDENTIALITY

Information about abuse must never be withheld intentionally as failure to disclose may have an influence on the future safety of an individual.

Disclosures and concerns should not be treated as confidential. Service users who have made a disclosure should be informed of the next steps that will be taken and should be assured discretion.

If a service user lacks the capacity to consent (as prescribed in current legislation), TAG Youth Club's staff, volunteers or service provider's staff and volunteers will report the alleged abuse immediately to the Nominated Safeguarding Person (NSP) in order to act in the best interests of the individual.

NOMINATED SAFEGUARDING PERSON



Geraldine Burgess
Operations Manager

safeguarding@tagyouthclub.org
07775378883

TRUSTEE SAFEGUARDING LEAD



Sally Franklin
Trustee

safeguarding@tagyouthclub.org

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