



South Glos Parents and Carers (SGPC) Vulnerable Adults Safe Guarding Policy and Guidelines

Please read this Policy with the following Policies and Processes		
SGPC Child Safeguarding Policy and Procedures	Child Protection Flow Chart	Concerns about a child or young person and flow chart
How to respond to a child or someone else disclosing a concern/abuse and recording and reporting guidelines	Concerns re: a child. Helping you know what to do.	Data Protection GDPR Policy and Privacy Statements
Recruitment Policy and Operating Procedure inc Front Sheets	Volunteer Policy	Employee or Volunteer Handbook
Induction and Training SGPC Process	Volunteer and Rep Agreement Form	Privacy and Cookie Policy
Policy for compliments and complaints	Grievance and Disciplinary Policy	Whistleblowing Policy and Whistleblowing Toolkit
Confidentiality Policy	Sign in sheets including Filming and Using Photographs consent information	Equality and Diversity Policy
Code of Conduct Policy	Risk assessments	Communications and social media

SGPC refers to South Glos Parent Carers, the forum for Parent Carers of children with Special Educational Needs and/or Disabilities. As such SGPC does not work directly with vulnerable adults, however we recognise that we need to have procedures in place for vulnerable adults so that our employees/volunteers know how to respond if they become aware of a safeguarding issue affecting an adult.

If you have ANY concerns about an adult at risk, you must report it by calling adult care on 01454 868007 Mon – Fri

01454 615165 - Out of hours/Weekends

If a vulnerable adult is in immediate danger, dial 999 and ask for police assistance.

SGPC Safeguarding Lead is: Leonie Pollinger

SGPC Deputy Safeguarding lead is: Rachel Trueman

SGPC Director Safeguarding Lead is: Sue Fairhurst



1. Introduction

SGPC is committed to safeguarding and promoting the welfare of vulnerable adults, who may be involved in the breadth of its activities. The purpose of this policy is to outline the duty and responsibility of staff, volunteers and board members working on behalf of SGPC in relation to the protection of vulnerable adults from abuse. We hold a separate policy for children and young people. All adults have the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation.

The key objectives of this policy are:

- To explain the responsibilities SGPC and its staff, volunteers and board members have in respect of vulnerable adult protection.
- To provide staff with an overview of vulnerable adult protection.
- To provide a clear procedure that will be implemented where vulnerable adult protection issues arise.

2. Context

For the purpose of this document 'adult' means a person aged 18 years or over. Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse. The broad definition of a 'vulnerable adult' referred to in the 1997 Consultation Paper 'Who decides?' issued by the Lord Chancellor's Department, is a person: *"Who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation"*. The first priority should always be to ensure the safety and protection of vulnerable adults. To this end it is the responsibility of all staff to act on any suspicion or evidence of abuse or neglect (see the Public Interest Disclosure Act 1998) and to pass on their concerns to a responsible person/agency. For purposes of ensuring consistent and widely understood terminology, these policy and procedures will use the phrase 'Vulnerable Adults' to identify those eligible for interventions within the procedures.

3. Legal framework

This guidance reflects the principles contained within the Human Rights Act 1998, the Mental Capacity Act 2005, the Public Interest Disclosure Act 1998 and the Disability Discrimination Acts 1995 and 2005. The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they should go about this.

The Human Rights Act 1998 gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR).



The Public Interest Disclosure Act 1998 (PIDA) created a framework for whistle blowing across the private, public and voluntary sectors. The Act provides almost every individual in the workplace with protection from victimisation where they raise genuine concerns about malpractice in accordance with the Act's provisions.

The Disability Discrimination Act (DDA) 1995 aims to end the discrimination that many disabled people face. This Act has been significantly extended by the Disability Discrimination Act 2005

The Care Act 2014 sets out statutory responsibility for the integration of care and support between health and local authorities. NHS England and Clinical Commissioning Groups are working in partnership with local and neighbouring social care services. Local Authorities have statutory responsibility for safeguarding. In partnership with health services they have a duty to promote wellbeing within local communities.

What is safeguarding adults and why it matters

Safeguarding adults means protecting a person's right to live in safety, free from abuse and neglect. The Care Act 2014 requires that each Local Authority must:

- Make enquiries, or ensure others do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect
- By means of enquiry establish whether any action needs to be taken to stop abuse or neglect, and if so, by whom
- Set up a Safeguarding Adults Board
- Arrange, where appropriate, for an independent advocate to represent and support an adult who is the subject of a safeguarding enquiry or Safeguarding Adult Review where the adult has 'substantial difficulty' in being involved in the process and where there is no other appropriate adult to help them
- Cooperate with each of its relevant partners in order to protect adults experiencing or at risk of abuse or neglect.

An adult at risk is any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and or support. Where someone is over 18 but still receiving children's services and a safeguarding issue is raised, the matter should be dealt with as a matter of course by the adult safeguarding team.

4. Role of staff, volunteers and board members

All staff, volunteers and board members working on behalf of SGPC have a duty to promote the welfare and safety of vulnerable adults.

a) Staff, volunteers and board members may receive disclosures of abuse and observe vulnerable adults who are at risk. This policy will enable staff/volunteers to make informed and confident responses to specific adult protection issues.



b) Induction and Training for staff, volunteers and board members

Staff and volunteers must have read and understood this policy before working with vulnerable adults. Designated lead to complete Safe guarding

Staff and volunteers should have Safe guarding and health and safety procedures explained to them as part of their induction

c) Whistle blowing

Staff and volunteers should speak to the Chief Executive if they have any concern about members of staff, volunteers' or board members' contact with vulnerable adults.

d) Insurance

We have public liability insurance to carry out tasks /activities.

5. Definition

What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and it may result in significant harm to, or exploitation of, the person subjected to it. The Department of Health in its '**No Secrets**' report suggests the following as the main types of abuse: -

- Physical abuse
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Neglect and acts of omission
- Discriminatory abuse
 - Modern slavery
 - Domestic abuse
 - Organisational abuse
 - Self-neglect
 - Human Trafficking
 - Female Genital Radicalisation

This is not an exhaustive list, but a guide to the sort of behaviour or events which could give rise to safeguarding concerns.

6. Disclosure and Confidentiality

Procedure in the event of a disclosure

It is important that vulnerable adults are protected from abuse. All complaints, allegations or suspicions must be taken seriously. This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that a vulnerable adult has been abused.



Stage 1 The Alert Stage

Any suspicion, allegation or incident of abuse must be reported to SGPC Lead for Children and Adult protection who will follow our policy with regards to reporting to the relevant department of the council.

If you have ANY concerns about an adult at risk contact our SGPC Safeguarding Lead, if a member of the team is not available please report it or seek advice by calling adult care on:

01454 868007 Mon – Thurs 8.30-5.30pm Fri 8.30-4.30pm

01454 615165 - Out of hours/Weekends

If a vulnerable adult is in immediate danger, dial 999 and ask for police assistance.

A written record of the date and time of the report shall be made and the report must include the name and position of the person to whom the matter is reported. Consent should be sought from the individual thought to be experiencing abuse/neglect if he/she has capacity, unless there are overriding public duties to act, or gaining consent would put the person at further risk. If there are overriding public duties, the person should be informed that the referral has taken place, unless this could jeopardize the safety of others who may be at risk.

A concerns form can be completed. This can be requested or found in Basecamp.

Stage 2 – The Contact (Referral)

Information about the alleged abuse is reported to the Department for Children, Adults and Health.

1. Name of Service User; Contact details (phone, address etc); Communication Needs, Equalities information; What is known of his/her wishes in relation to the alleged abuse; any information known about the individual's ability to consent/mental capacity should also be recorded. Use the SGPC concerns about a child our young person flow chard to document any information.
2. Information known about the alleged abuse that has taken place: How it came to light; impact on the individual; time and place that it took place; details (if known) of alleged perpetrator; any witnesses; any evidence.
3. Any immediate action taken in response to the incident and actions taken to safeguard the individual; whether emergency services have been called; police crime number.

Timescales:

Concerns should be reported:



- Immediately if they relate to a specific incident and indicate a risk of serious physical, sexual or emotional abuse.
- Within 24 hours if they relate to a specific incident indicating on going abuse.

Within 7 days if concerns are of a more general nature.

Confidentiality

Vulnerable adult protection raises issues of confidentiality which should be clearly understood by all. Staff, volunteers and Board members have a professional responsibility to share relevant information about the protection of vulnerable adults with other appropriate professionals, particularly investigative agencies and adult social services. Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the individual.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information. This should include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the adult who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation. Within that context, the adult should, however, be assured that the matter will be disclosed only to people who need to know about it. Where possible, consent should be obtained from the adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the vulnerable adult is the priority. The adult's involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account. All personal information regarding a vulnerable adult will be kept confidential. All written records will be kept in a secure area for a period of time as per SGPC GDPR Policy.

Responding appropriately to an allegation of abuse

Listed below are guidelines about how to deal with an incident or disclosure.

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and obtain agreement on them, as far as possible
- Ensure notation of dates, time and persons present are correct and agreed
- Take all necessary precautions to preserve forensic evidence
- Follow correct procedure
- Explain areas of confidentiality; immediately speak to the SGPC Safeguarding lead for support and guidance. The Safeguarding lead person will report the concerns to the relevant authority. If the SGPC Safeguarding Lead or Deputy Lead are



unavailable, concerns are to be reported to the Local Authority (telephone number at the front of this Policy

- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support.

8. SGPC Training, Complaints and Recruitment procedures

Training

Training will be provided, as appropriate, to ensure that staff are aware of these procedures. Specialist training will be provided for the member of staff with vulnerable adult protection responsibilities.

Images and Film

We understand that others may like to take photos of or video record their children (children could be classed as vulnerable adults up to 25) at SGPC events. This is a normal part of family life, and we will not discourage parents from celebrating their child's successes. However, at all SGPC events and activities **parent carers are responsible for their children and** SGPC cannot be held accountable for photographs or video footage taken by parents or members of the public.

SGPC will not allow visitors, members of the public or other parents to photograph or film during an activity without the permission of the Young Adult or parent's permission. Permission must always be sought and/vulnerable to be read in conjunction with our filming and using photographs consent information. Also our sign in sheets for events.

SGPC will not allow images of vulnerable adults to be used on the SGPC website, in other publicity or press releases, without express permission from the individual .If such permission is given, we will not identify individuals by name unless agreed. At large events those who do not wish to have photos taken will be issued with a red sticker so that the photographer knows not to take their picture. To be read in conjunction with our sign in sheets for events, our Privacy and Cookie Policy and our Data Protection GDPR Policy.

At our support groups, events, training etc we ask people to sign in and give permission to have their photos/film taken or themselves.

E-safety: We recognise that internet and mobile phone safety is a whole organisation responsibility. When running online events or activities for Parent Carers we still follow the same protocols if we have to report a concern and carry out group risk assessments with safe guarding part of this. As per our social media policy we will contact the relevant authorities where there appears to be a clear need to safeguard the welfare of a poster and/or his/her family.



We will have open discussions with the team to ensure the team feel confident when using relevant technologies. For more guidance <http://www.saferinternet.org.uk>

Complaints procedure

SGPC has a complaints procedure available to all staff, volunteers and board members which are recorded.

Recruitment procedure

SGPC operates procedures that take account of the need to safeguard and promote the welfare of vulnerable adults, including arrangements for appropriate checks on new staff, volunteers and directors where applicable.

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