

Skills 365

Safeguarding Vulnerable People

Policy Document

Introduction

Choose ICT Limited, referred to as CICT within this document is strongly committed to promoting the safe welfare of vulnerable adults, young people and children from abuse, neglect or significant harm.

The procedure must be followed if a vulnerable adult or young person alleges that they have been abused (*see below for definitions*) or if an allegation is made that would place other vulnerable adults at risk within the service.

All staff must be vigilant and take extra care when dealing with vulnerable people as even harmless banter or actions in normal circumstances can be misconstrued by vulnerable adults and result in staff becoming involved in situations that could lead to action under the Vulnerable People's Policy.

A 'Vulnerable' Adult

A Vulnerable Adult is "a person aged 18+ 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" (*'No Secrets' Dept of Health 2000*)

A vulnerable adult may be a person who:

- Is elderly and frail
- Has a physical or sensory disability
- Has a learning disability
- Has social or emotional problems
- Is a victim of domestic violence
- Is detained in lawful custody
- Is physically frail or has a chronic illness
- Has a mental illness or dementia
- Misuses drugs and/or alcohol
- Exhibits challenging behaviour
- Is being bullied
- Lives in residential accommodation or sheltered housing

This list is not exhaustive and it is important to remember a person's vulnerability will depend on their circumstances and environment. People may become vulnerable due to domestic or personal problems and each case must be considered on an individual basis.

Legislation

Below is the legislation that relates to the protection and 'duty of care' for vulnerable

adults: Safeguarding Vulnerable Groups Act 2006 The Care Act 2014

Nominated Persons

All safeguarding concerns, allegations and incidents should be reported to the company Director as detailed below:

Mark Pitfield – 0781 3895 877 or mark.pitfield@cict.biz

Types of Abuse may include (*but are not restricted to*):

- Physical
 - e.g. Assault, hitting, slapping, pushing, kicking, pinching, shaking, etc
- Sexual
 - e.g. Rape, attempted rape, sexual assault, harassment, non contact abuse, etc
- Emotional/ Psychological
 - e.g. Fear, humiliation, ridicule, forced marriage, threats, intimidation, etc
- Financial or material abuse
 - e.g. Theft, misuse of money, fraud, extortion, etc
- Neglect and acts of omission
 - e.g. Failure to keep the person clean, warm, provide reasonable care, etc
- Discrimination
 - e.g. Racial, gender, sexual orientation harassment, insults based on a person's age, race, disability, gender, religion, sexuality, etc

Responsibility

Safeguarding is everyone's responsibility. If you are working with vulnerable adults or young people, you have a legal duty of care to intervene if a person is being abused or is abusing others.

All Staff must abide by the Safeguarding Code of Practice at all times. Each staff member must also undertake refresher Safeguarding training every 2 years to ensure competency is maintained.

Code of Practice – For All Staff

You must:

- Respect a vulnerable adult, young person or child's rights to privacy and encourage them to feel comfortable enough to report attitudes or behaviour they do not like
- Act with discretion with regards to their personal relationships
- Be aware of the procedures for reporting concerns or incidents
- Make sure that, if you find yourself the subject of inappropriate affection or attention from a vulnerable adult or child, you make others aware of this
- Ensure that vulnerable adults are supervised at all times in the centre
- Take part in annual safeguarding training delivered by your line manager as part of the regular meetings
- Ensure that, if you have any concerns relating to the welfare of a vulnerable person, you report this to your Line Manager or management. These concerns may be about actions/behaviours of another staff member or concerns based on any conversation with the vulnerable person (particularly where the vulnerable person makes an allegation).

You must **not**:

- Spend excessive amounts of time alone with vulnerable people away from others
- Make unnecessary physical contact with vulnerable people
- Meet vulnerable people outside of the work environment
- You should **never** (even in fun) –
 - Initiate or engage in sexually provocative conversation or activity
 - Allow the use of inappropriate language to go unchallenged
 - Do things of a personal nature for a vulnerable person that they can do themselves
 - Allow any allegations made by a vulnerable person to go without being reported and addressed
 - Trivialise or exaggerate abuse issues
 - Make promises to keep any disclosure confidential from relevant authorities
- Show favouritism to any one vulnerable person or issue or threaten any form of physical punishment.

Responding to an allegation:

- Do not make promises regarding confidentiality because some disclosures go beyond confidentiality legislation
- Explain to the person **at the outset** that you will need to report the disclosure and share the information with your line manager
- If the complainant is the vulnerable person, questions should be kept to a minimum and leading questions should be avoided
- Always remain impartial no matter who the complainant is or who the allegation is against
- Write down your concern or what you have been told as soon as possible. If arising from a conversation, this report should be word for word and include relevant contextual information, such as the time and date
- The member of staff or learner/client who has concerns about possible abuse or neglect should contact their Line Manager or management as soon as possible for advice and support
- The management must report the matter to the relevant local authority (i.e. Social Service, Police) as a matter of urgency whether or not they feel this action is justified in the particular circumstances of the case
- A written record of the report will be retained by the Directors.

Allegations against a member of staff

- In the event there is any suspicion, allegation or apparent abuse of a vulnerable person by a member of staff, the matter should be reported to the management or line manager of the staff member involved as soon as possible.

ALL staff should be aware that allegations may be made against them, and that the allegation may have ground for substantiation or not. Any such notification may result in immediate suspension of the member of staff, and may result in the application of the company's disciplinary procedure where it is considered appropriate.

Prevent

CICT are committed to all staff undertaking Prevent training before commencing training with learners and all staff members will undertake refresher Prevent training every 2 years to ensure competency is maintained.

Safer Recruitment

CICT are committed to:

- Safeguarding and protecting all children and young people by implementing robust safer recruitment practices
- Identifying and rejecting applicants who are unsuitable to work with children and young people
- Responding to concerns about the suitability of applicants during the recruitment process
- Responding to concerns about the suitability of employees and volunteers once they have begun their role
- Ensuring all new staff and volunteers participate in an induction which includes child protection
- Providing a list of the supporting procedures that accompany the policy

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