

Policy Document	2.18
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Policy

This policy relates to all staff working for Staffordshire Wildlife Trust Ltd or its subsidiaries, hereafter referred to as “the Trust”.

Safeguarding Adults at Risk of Abuse & Neglect Policy

Staffordshire Wildlife Trust Safeguarding Commitment:

Staffordshire Wildlife Trust believe that everyone has a responsibility to Safeguard children, young people and adults at risk; as an organisation we are committed to ensuring their safety and wellbeing is at the heart of our engagement with people.

This policy applies to all staff, including senior managers, Trustees, , volunteers, sessional workers, agency staff, students or anyone working on behalf of Staffordshire Wildlife Trust. The policy and procedures have been written using National and Local guidance; The Care Act (2014), Safeguarding Adults (2005) and Charity Commission guidance and are in line with Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board guidance.

**A separate “Safeguarding Children & Young People” policy exists and should be referred to for all safeguarding for under 18s.*

Safeguarding adults at risk is everyone’s responsibility. Through the nature of our work, our visitor experiences, volunteering opportunities and our community engagement work, staff and volunteers at the Trust may interact with some adults at risk of being abused or neglected in a variety of ways. We will endeavour to create a safe space for everyone accessing our space and services and this policy outlines the steps we to protect adults at risk from abuse and neglect.

Currently, SWT are not facilitating any specific engagement activities with those who might be deemed adults at risk and the nature of his policy reflects this. However, if there was a significant increase in engagement with cohorts of individuals who would be deemed at risk, then we would review the policies, procedures and guidance.

The purpose of this document:

- To protect adults at risk who visit our sites, take part in our activities or engage with us online

- To give equal priority to keeping all adults at risk safe from harm, regardless of their age, disability, gender, race, beliefs, sex, or sexual orientation
- To provide our staff, volunteers and trustees with the knowledge and tools to guide them in protecting adults at risk from abuse and neglect
- To support staff and volunteers by establishing a clear policy and procedural framework, transparent reporting and by promoting a culture of learning throughout the movement

We will achieve this by:

- Encouraging staff and volunteers to discuss any concerns immediately or as soon as practically possible with their line manager/supervisor or designated safeguarding lead
- Listening to and hearing the voice of adults at risk and respecting their views
- Recruiting our staff and volunteers safely including references, disclosure and barring checks as appropriate
- Recording and storing information safely and in accordance with the UK General Data Protection Regulation
- Recognising the position of trust in which staff, trustees and volunteers are regularly placed and use our procedures and work with our local authorities to manage any allegations against them appropriately
- Adhering to Online Safety guidelines to keep adults at risk and staff safe when using any digital communications
- Ensuring that we provide a safe physical environment for adults at risk by adhering to health and safety measures in accordance with the law and regulatory guidance
- Working in partnership with the statutory agencies responsible for the safeguarding of adults at risk
- Ensuring that any third-party individual or organisation involved in delivering activities on behalf of Staffordshire Wildlife Trust has appropriate experience, qualifications and/or accreditation and insurance. If they are operating with any degree of autonomy, Staffordshire Wildlife Trust staff will assure themselves that safeguarding procedures are equivalent and arrangements are adequate for the activity.

We are committed to reviewing our policy and good practice annually or as necessary with new legislation.

Versions of this document

Version	Date	Author	Comments / modifications
1.0	27.01.16	Jo Olivant	Original
2.0	30.04.18	Jo Olivant	Updated & Approved
3.0	26.03.20	Jo Olivant	Updated but not approved
4.0	28.2.22	Shelley Pattison	Updated & Approved

Glossary of terms

Adult at Risk – A person (over 18) who has needs for care and support (whether or not the local authority is meeting any of those needs) and; is experiencing, or at risk of, abuse or neglect; 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. These individuals are the people whom we will endeavour to safeguard.

All Appropriate Staff - Refers to all staff that either work face to face or online with children or adults who may be at risk or manage/support this work as defined by their job description. These individuals are the people who will be responsible for safeguarding adults at risk.

Appropriate Volunteers – Refers to all volunteers who supervise or undertake activity face to face or online with children or adults at risk on behalf of the Trust or support this work as defined by their role description. these individuals are the people who will be responsible for safeguarding adults at risk.

All Staff – Refers to everyone in paid employment/receiving remuneration for work with Staffordshire Wildlife Trust, this includes sessional workers. They may or may not have contact with children and young people and adults at risk as part of their job description. These individuals are the people who will be responsible for safeguarding adults at risk.

Children – refers to all persons under the age of 18. These individuals are the people whom we will endeavour to safeguard, but who are addressed under a separate policy.

Safeguarding is everyone's responsibility

Safeguarding Procedure

Staffordshire Wildlife Trust endeavours to encourage vigilance and awareness of the issues surrounding the protection and safety of adults at risk, within which suspicions or allegations can be made in good faith without fear of reprisal.

The Trust will include a commitment to the welfare and safety of adults at risk in our policies and procedures. We will monitor emerging legislation and evolving best practice to ensure necessary policies and procedural guidelines are appropriate, up to date and accessible.

*These procedures should be read in conjunction with several SWT policies and procedures, **Recruitment, Complaints, Data Protection, Anti Bullying and Harassment, Whistleblowing, Grievance, Social Media, Disciplinary and Health and Safety**. Equally the Trust is aware that all policies should reflect the Safeguarding guidance. Appropriate risk management processes will be applied to all contact with adults at risk.*

To deliver the policy we will:

Keep policies and procedural guidelines appropriate, up to date and accessible

- There will be a named person for Safeguarding (**See Appendix A**) who will be responsible for dealing with any concerns about the protection or welfare of adult at risk. This person is currently **Jo Olivant** (Designated Safeguarding Person), with **Carol Gamble, Louise Trivett & Shelley Pattison** in place as deputies.
- There will be a nominated Trustee for Safeguarding who will be responsible for reviewing the policy together with the Designated Safeguarding Person. This person is currently **Lisa Stephenson** (Nominated Safeguarding Trustee), with **Paul Hackney** in place as deputy.
- Safeguarding procedures will be reviewed and updated every year or as necessary with new legislation.
- The Safeguarding policy and procedure will be available on the intranet.

Ensure that all staff and volunteers are properly informed, supported, managed and trained

- Staff and volunteers will be recruited in line with the **recruitment policy**, to ensure we are recruiting the right people to provide safe engagement opportunities for people who take part in our activities or engage with us online. All appropriate staff, volunteers and trustees will be subject to a Disclosure and Barring (DBS) check as defined by **Appendix B**. *Where appropriate*, DBS checks will be repeated every 3 years or for those subscribing to the update service, 3-yearly updates carried out.
- A culture of prioritising the wellbeing of all with whom the Trust work will be initiated from 2022.
- All departments heads will include safeguarding as a standing agenda item at all team meetings. All teams will also discuss at every team meeting any “alarm bells” or causes for concern amongst staff, volunteers and people with

whom they engage. These informal processes are good practice and will maintain the culture of prioritising the well-being of adults with whom the Trust engages.

- Staff wide training programme to be initiated from 2022. All staff, trustees and volunteers to undertake Adult Safeguarding Awareness training. Those who may encounter adults at risk through the nature of their work, including volunteer leaders and outward facing staff, and their line managers to undertake training as a priority, with volunteers, trustees and staff who work with potential adults at risk through their work less regularly, to follow.
- SWT Designated Safeguarding Lead to provide basic introduction to safeguarding adults at risk at induction sessions to all new staff. All volunteers who may encounter adults at risk through the nature of their work and all staff will receive the "Reporting Guidance for Staff & Volunteers" (**Appendix C**).
- Updates to best practice and refreshers will be provided through the department meeting structures and staff wide emails.
- All staff will receive 'Recognising Signs and Symptoms of Abuse' (**Appendix F**) as part of annual updates and good practice reminders, issued by DSL.
- All staff will undertake refresher training, at the level appropriate to their level of engagement with adults at risk, every three years.

Have clear processes for reporting and addressing any concerns or allegations relating to safeguarding adults at risk.

- SWT staff and volunteers will follow the processes for reporting, recording and addressing concerns or allegations relating to safeguarding adults at risk as outlined in **Appendix C**
- Any complaints will be reviewed in line with the SWT complaints policy
- There will be a clear system for reporting and processing allegations against staff and volunteers (**Appendix E**)

Endeavour to run safe activities for all individuals who engage with SWT, including those who are adults at risk.

- All staff and volunteers involved in running an activity will have clear roles and responsibilities; this applies equally to 'external' staff or assistants attending with school or other visiting groups.
- Risk management for activities targeting and including adults at risk will recognise the specific needs of each group within risk assessments.
- All appropriate staff and volunteers will be made aware of issues of particular vulnerability arising from an individual's background or abilities e.g. those facing barriers in communication or who are dependent on others for personal care.
 - All Staff and volunteers will be suitably qualified and/or experienced to supervise and deliver the activities they undertake and will have up to date Competency records.

APPENDIX A

Designated Safeguarding Person

This organisation will have a designated member of staff and a deputy to take responsibility for safeguarding adults at risk matters.

Both must hold a management position within the Trust.

Designated Safeguarding Staff: *Jo Olivant*

Deputy Safeguarding Staff: *Carol Gamble*

Deputy Safeguarding Staff: *Louise Trivett*

Deputy Safeguarding Staff: *Shelley Pattison*

Designated Safeguarding Trustee: *Lisa Stephenson*

Deputy Safeguarding Trustee: *Paul Hackney*

All safeguarding contacts must have completed Adult Safeguarding Awareness training, have an Enhanced + barred List DBS check undertaken and 2 references taken up.

Their role is to;

- Ensure the Trust's safeguarding policies and procedures are followed.
- Ensure they know how to make contact with Adult Care/Social Care teams at SOT or Staffordshire and the police who are responsible for dealing with safeguarding concerns both during and after office hours.
- Report any concerns to the Adult & Social care teams or the police. (N.B. Urgent concerns should be reported immediately by those aware of them even if the designated person is not available. See flow chart on **Appendix C**)
- Act as a source of advice on all adult safeguarding matters and seek further advice and guidance from local statutory agencies as needed.
- Ensure that a record is kept of any concerns about adults at risk or those who work with them and of any conversation or referrals to statutory agencies.
- Report monthly to the H&S committee any action taken, concerns recorded, or incidents. Also report when any 'new' situations may arise, such as undertaking a new type of work where safeguarding may need to be reviewed.
- Maintain and regularly update their knowledge of safeguarding through relevant training, including refreshing their Adult Safeguarding Awareness training every 3 years.
- Conduct regular audit activity to ensure the organisation is working in line with current practice.

APPENDIX B

Guidance on DBS Checks

Before an organisation considers asking a person to make an application for a Disclosure and Barring Service (DBS) check, they are legally responsible for ensuring that they are entitled to ask that person to reveal their conviction history.

The Ministry of Justice has stated that organisations should not insist that a DBS check forms part of a recruitment exercise or bid when tendering for contracts, unless the services provided meet the criteria for an eligible DBS check as defined by the exceptions, as this would breach employment law.

Please note the minimum age for DBS checks is 16 years old.

Please also see our ***Recruitment Policy***

Basic checks – To be eligible for a standard level DBS check the position must be included in the Rehabilitation of Offenders Act (ROA) 1974 (Exceptions) Order 1975.

Enhanced checks – To be eligible for an enhanced level DBS check, the position must be included in both the ROA Exceptions Order and in Police Act Regulations.

Enhanced checks with children's and/or adults' barred list check(s) – To be eligible to request a check of the children's or adults' barred lists, the position must meet the new definition of regulated activity. There are a small number of other positions for which you can also request list checks.

Due to the current nature of SWT work, the regulated activity as defined by the Disclosure and Barring Service of providing personal care and assistance with general household matters will not be carried out by staff, trustees or volunteers. The regulated activity of conveying is the most relevant to SWT and the MOST LIKELY linkage between adults at risk and DBS checks.

Conveying

- Any drivers and any assistants who transport an adult because of their age, illness or disability to or from places where they have received, or will be receiving, health care, relevant personal care or relevant social work, are in regulated activity. The driver does, or the person assists in, such conveying on behalf of an organisation and for the purpose of enabling the adult to receive services. The meaning of health care, relevant personal care and relevant social work are discussed above.
- Because of their age, illness or disability to or from places where they have received, or will be receiving, health care, relevant personal care or relevant social work, are also in regulated activity.
- Conveying does not include licensed taxi drivers or licensed private hire drivers, and does not include trips taken for purposes other than to receive health care, personal care or social work (for example, trips for pleasure are excluded).

Further details on regulated activity with adults can be found:

The table below provides a breakdown of possible engagement opportunities with adults at risk that staff and volunteers may be involved in through the course of their work and the level of DBS required.

NB. All staff who require a DBS check as per this table are also required to undertake adult safeguarding awareness training.

Task	Does it meet the criteria for:			Level of check
	ROA 1974	Police Act 1997	Regulated Activity	
Talks or guided walks for supervised groups of vulnerable adults	<input type="checkbox"/>			Basic
Talks or guided walks for unsupervised groups of vulnerable adults	<input type="checkbox"/>	<input type="checkbox"/>		Enhanced
Trustee			<input type="checkbox"/>	Enhanced
Transporting Vulnerable adults to/from home, place of healthcare or day centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enhanced & Barred
Transporting Vulnerable adults during the course of volunteering (i.e. in the minibus or truck to a nature reserve from drop off or centre)	<input type="checkbox"/>	<input type="checkbox"/>		Enhanced
Work parties where vulnerable adults are likely to attend with carer	<input type="checkbox"/>	<input type="checkbox"/>		Enhanced
Carrying out personal care (such as reminding/supervising/ensuring a person eats or drinks)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enhanced & Barred
Any further level of personal care, such as supervising toileting, dressing etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enhanced & Barred
Designated Safeguarding Staff			<input type="checkbox"/>	Enhanced & barred

APPENDIX C

Reporting Guidance for Staff and Volunteers

Staffordshire Wildlife Trust believes that **EVERYONE** has a responsibility to safeguard adults at risk from harm. Please read this guidance carefully. It will tell you what you need to know to safeguard adults at risk. All staff, trustees and volunteers are expected to follow this guidance.

The Safeguarding designated staff for Staffordshire Wildlife Trust are listed below. If you have any queries around the welfare of any adults at risk, please contact them to discuss your concerns.

Designated Safeguarding person: *Jo Olivant 01889 880107/07960 874900 and/or email j.olivant@staffs-wildlife.org.uk*

Deputy Safeguarding person: *Carol Gamble 01889 880128/ 07866 973311 and/or email c.gamble@staffs-wildlife.org.uk*

Deputy Safeguarding person: *Louise Trivett 01889 880100 and/or email l.trivett@staffs-wildlife.org.uk*

Deputy Safeguarding person: *Shelley Pattison 07970 067711 and/or email s.pattison@staffs-wildlife.org.uk*

Only if your query relates to the conduct of designated safeguarding staff should you contact the designated safeguarding trustee

Designated Safeguarding Trustee: *Lisa Stephenson l.stephenson@staffs-wildlife.org.uk*

Deputy Safeguarding Trustee: *Paul Hackney p.hackney@staffs-wildlife.org.uk*

What to do when abuse is disclosed by an Adult at Risk;

Do	Don't
Listen carefully, stay calm and make notes of what they say using their own words.	Question, put pressure on the person for more details, start your own investigation or take photographs.
Be aware that medical evidence may be needed	Act in a way that may prevent the person talking about the abuse in future.
Reassure the person that the information will be treated seriously.	Promise to keep secrets.
Help the person to understand that whatever has happened is not their fault.	Make any promises that you may not be able to keep (e.g. 'It won't happen again').
Explain the referral process and that others will need to be made aware.	Question the alleged abuser.
Explain that the matter will have to be referred on even if they do not consent	Agree not to refer because the adult at risk withholds consent.

but that their wishes will be made clear if this happens.(See below guidance on person centred safeguarding)	
Make the referral immediately.	Wait to discuss with colleagues or gather more information.
Always record in writing concerns about an adult at risk's welfare, whether or not further action is taken	
Additionally, all action taken following a disclosure of abuse should be discussed with the Designated Safeguarding Person (but the referral should not be delayed if you do not get the opportunity to discuss first).	

Person Centred Safeguarding/ Making Safeguarding Personal

Making Safeguarding Personal (MSP) aims to make safeguarding person-centred and this means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety, we need to understand 'What matters' to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves. The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

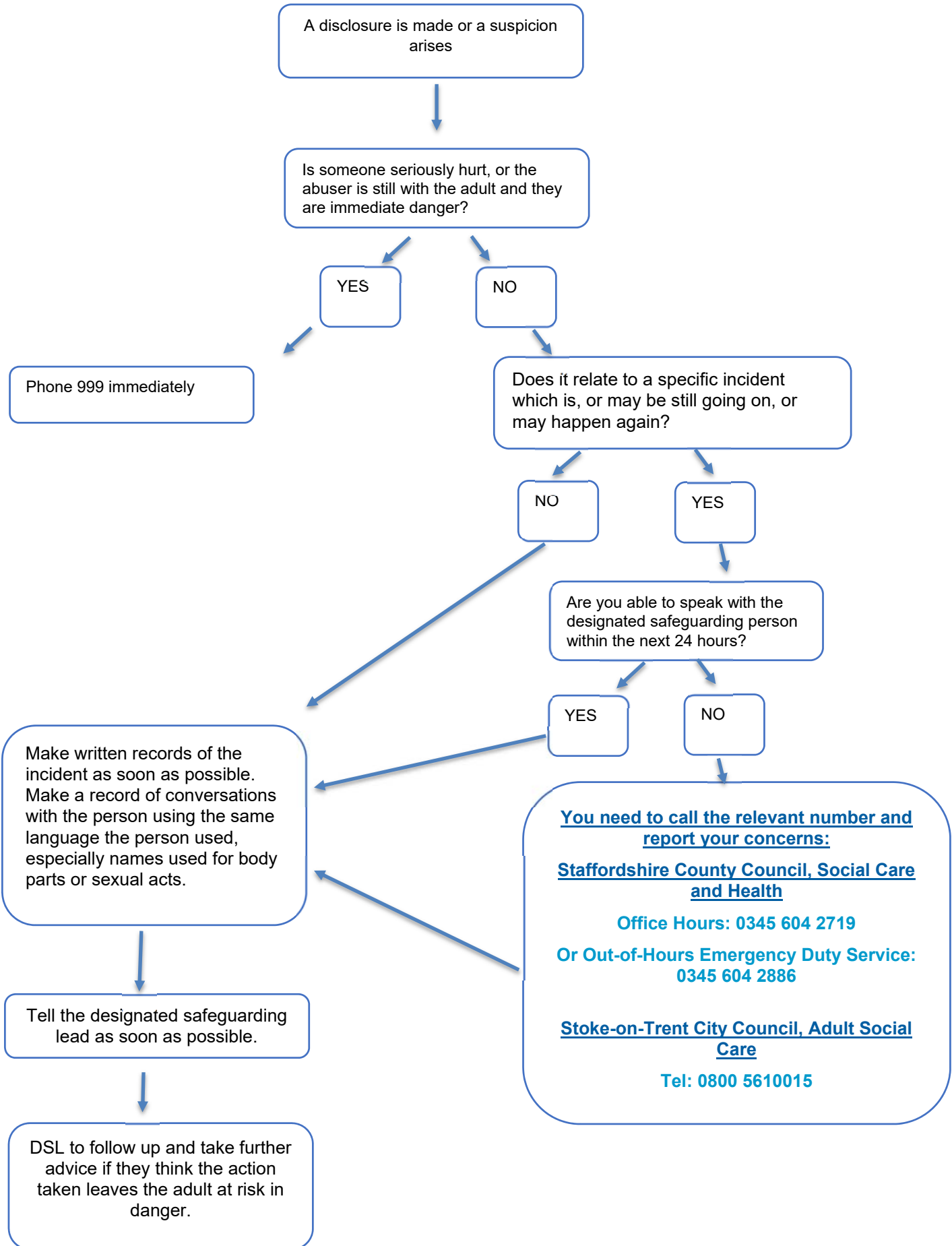
Managing a Disclosure or Suspicion of Abuse

If an adult at risk discloses that they are being abused or any service user discloses that they are involved in abuse of an adult at risk, action should continue as per below. All action must proceed urgently and without delay.

There may be circumstances when a volunteer or member of staff suspects that an adult at risk is being abused or neglected.

It is vital that any anyone who suspects an adult at risk is being neglected or abused discusses the situation immediately with the Designated Safeguarding Person.

Action to take:



Support to Staff and Volunteers

We will support staff and volunteers in these circumstances. If adult social care/the adult safeguarding team need further involvement from staff or volunteers following a report of abuse, a member of the management team will discuss with adult social care/the adult safeguarding team the nature of their needs and how they might be met.

Allegation of Abuse Made Against a Staff Member or Volunteer

Despite all efforts to safely recruit and train staff, trustees and volunteers, there may be an incident when allegation of abuse had been made against staff, volunteers or trustees. We will offer support in these circumstances, but adult social care/the adult safeguarding team will be assisted in their investigation and the disciplinary procedure may be implemented (see **Appendix E**)

Recording and Information Sharing / Consent

Any referral or information recorded, will be done so in accordance with the trust **data protection policy**.

Records relating to safeguarding concerns must be accurate and relevant. They must be stored confidentially with access only to those with a need to know.

Sharing information, with the right people, is central to good practice in safeguarding adults. However, information sharing must only ever be with those with a 'need to know'. This does **NOT** automatically include the person's spouse, partner, adult, child, unpaid or paid carer. Information should only be shared with family and friends and/or carers with the consent of the adult or if the adult does not have capacity to make that decision and family/ friends/ carers need to know in order to help keep the person safe.

Information about adult safeguarding concerns can be shared outside the organisation and can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing harm or are scared that they will lose control of their situation to statutory bodies or because they feel stupid or embarrassed. Their wishes should be respected unless there are over-riding reasons for sharing information.

The circumstances when we need to share information without the adult's consent include those where:

- it is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk.
- you believe they or someone else is at risk, including children.
- you believe the adult is being coerced or is under duress.
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed.
- the adult does not have mental capacity to consent to information being shared about them.
- the person causing harm has care and support needs.

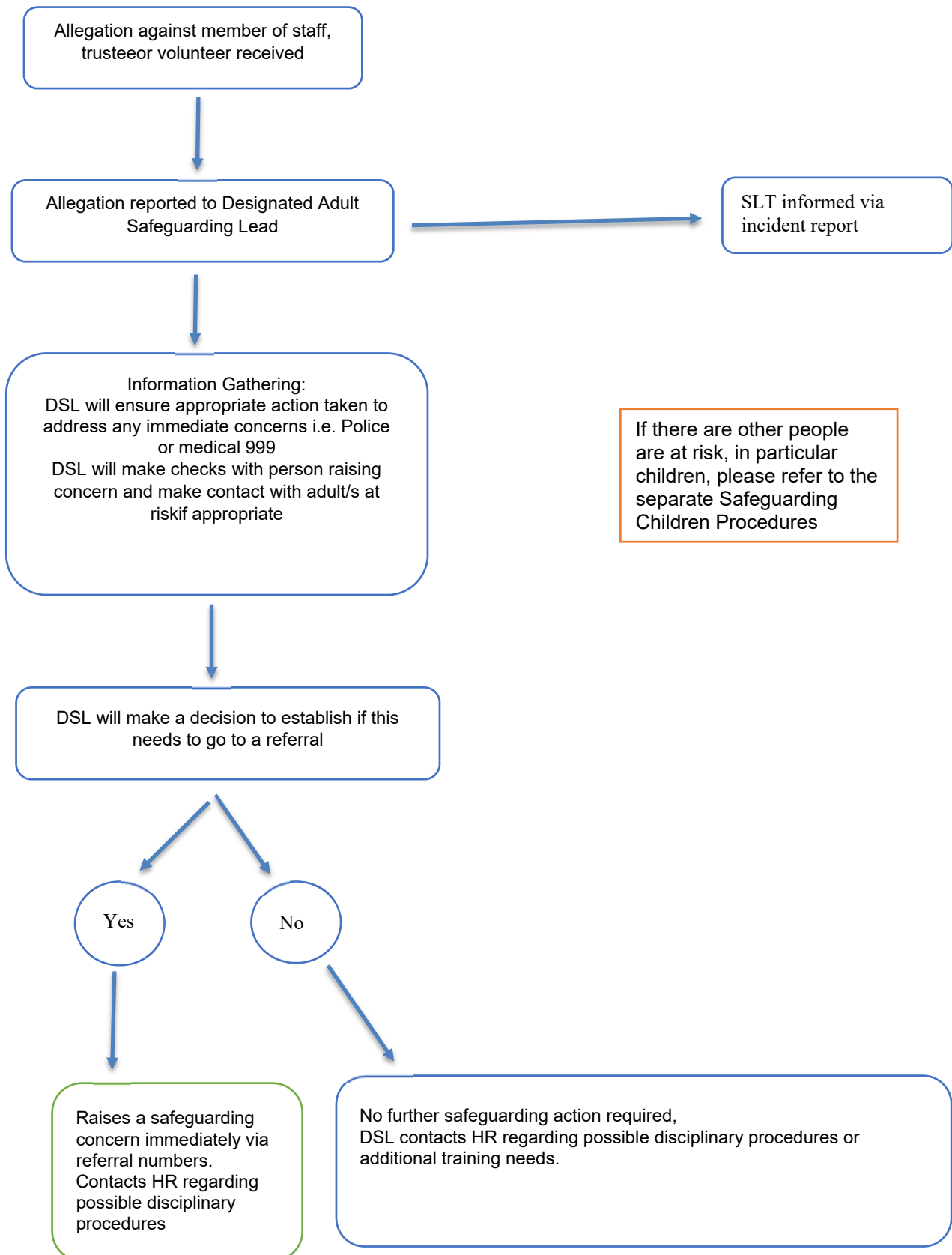
When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

If you or the DSL are in doubt as to whether to share information seek advice e.g. seek legal advice and/or contact the Local Authority and explain the situation without giving personal details about the person at risk or the person causing harm.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

APPENDIX E

Managing Allegations against Staff and Volunteers



APPENDIX F

Recognising the Signs and Symptoms of Abuse

Staff who have frequent face to face contact with adults at risk should be aware of the definitions, signs and symptoms of abuse as listed below.

The Care Act defines abuse as:

'Abuse is a violation of an individual's human and civil rights by any other person or persons.'

Categories of Abuse:

The Care Act recognises ten categories of abuse:

1. physical abuse, including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions;
2. sexual abuse, this includes 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;
3. psychological abuse, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;
4. 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, the misuse or misappropriation of property, possessions or benefits;
5. neglect and acts of omission, including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating;
6. discriminatory abuse, abuse that centres on a difference or perceived difference, particularly with respect to race, gender, disability, or any of the protected characteristics of the Equality Act;
7. modern slavery, encompassing slavery, human trafficking, forced labour and domestic servitude;
8. domestic abuse, including psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence perpetrated by anyone within a person's family;

9. self-neglect this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding

10. organisational abuse, including neglect and poor care practice within an institution or specific care setting, or receiving care at home. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Four Additional Types of Harm

There are four additional types of harm that are not included in The Care Act, but they are also relevant to safeguarding adults:

Cyber Bullying

Cyber bullying occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages. It can also involve using online forums with the intention of harming, damaging, humiliating, or isolating another person. It includes various different types of bullying, including racist bullying, homophobic bullying, or bullying related to special education needs and disabilities. The main difference is that, instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

Forced Marriage

This is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-Social Behaviour, Crime and Policing Act 2014 make it a criminal offence to force someone to marry.

Mate Crime

A "mate crime" is when "vulnerable people are befriended by members of the community who go on to exploit and take advantage of them" (Safety Network Project, ARC). It may not be an illegal act, but it still has a negative effect on the individual. A mate crime is carried out by someone the adult knows, and it often happens in private. In recent years there have been a number of Serious Care Reviews relating to people with a learning disability who were seriously harmed, or even murdered, by people who purported to be their friend.

Radicalisation

The aim of radicalisation is to inspire new recruits, embed extreme views and persuade vulnerable individuals to the legitimacy of a cause. This may be direct through a relationship, or through social media.

Six Principles of Adult Safeguarding

The Care Act sets out the following principles that should underpin the safeguarding of adults.

Empowerment

People are supported and encouraged to make their own decisions and informed consent.

“I am asked what I want as the outcomes from the safeguarding process and this directly inform what happens.”

Prevention

It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is. I know how to recognise the signs, and I know what I can do to seek help.”

Proportionality

The least intrusive response appropriate to the risk presented.

“I am sure that the professionals will work in my interest and they will only get involved as much as is necessary.”

Protection

Support and representation for those in greatest need.

“I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”

Partnership

Services offer local solutions through working closely with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

Accountability

Accountability and transparency in delivering safeguarding.

“I understand the role of everyone involved in my life and so do they.”

Responsibilities of Staff and Volunteers

Staff, trustees and volunteers have a responsibility to recognise and be alert to signs that all is not well with a person at risk. However, they are not responsible for diagnosing, investigating or providing a therapeutic response to abuse. In addition, not all concerns relate to abuse, there may well be other explanations. It is important to keep an open mind and consider what is known about the person at risk and his or her circumstances. No action should be taken without discussion with the Designated Safeguarding Lead.

If any staff, trustees or volunteers have any concerns about the adult they are working with, they should contact a Designated Safeguarding Person. Even if the concern is not a safeguarding one, the Designated Safeguarding Person can advise of support pathways so we can ensure we, as a Trust, are doing all in our remit to protect those we are engaging with.

APPENDIX G

Code of Conduct for All Staff and Volunteers

Not all staff or volunteers will have regular contact with adults at risk, however all staff and volunteers should be aware of what is expected of them in the case of face to face or online work with adults at risk. They should be able to demonstrate exemplary behaviour in order to keep adults at risk safe and to protect themselves from allegations of misconduct. Just remember to enjoy yourself!

- Always remember that while you are working with adults at risk you are in a position of trust and your responsibilities to them and the organisation must be uppermost in your mind at all times.
- Do make sure you have read the Safeguarding Policy & Procedures and that you feel confident that you know how to recognise when an adult at risk may be suffering harm, how to handle any disclosure and how to report any concerns.
- You must act upon concerns about an adult's welfare or the inappropriate behaviour of any adults during the course of your work
- Do work as a team with your co-workers/volunteers. Agree roles and responsibilities if delivering sessions and agree with them what behaviour you expect from people and be consistent in enforcing it.
- Always aim to work in an open environment and exercise caution about being alone with an adult at risk. In situations where this may be needed (for example where an adult at risk wants to speak in private) think about ways of making this seem less secret - for example by telling another worker or volunteer what you are doing and where you are, leaving a door ajar, being in earshot of others and lastly note the conversation in the log.
- Physical contact should be open and initiated by an adult at risk's needs, e.g. for a hug when upset. Always prompt an adult at risk to carry out personal care (such as applying sunscreen, adjusting clothing) themselves and if they cannot manage ask if they would like help.
- If you have to speak to an adult at risk about their behaviour remember you are challenging 'what they did' not 'who they are'.
- Do listen to adults at risk and take every opportunity to raise their self-esteem.
- Do talk explicitly to adults at risk about their right to be kept safe from harm.
- Do treat all adults equally, and with respect and dignity, challenge discriminating comments and behaviour and promote positive attitudes towards differences.
- Generally you should not give adults presents or personal items. The exceptions to this would be a custom such as buying a small birthday token or

leaving present or help to a family in need such as equipment to enable them to participate in an activity. Both types of gift should come from the organisation and be agreed with your line manager. Similarly, do not accept gifts yourself other than small tokens for appropriate celebrations, which you should mention to the activity leader and/or your Line Manager as appropriate.

- Always give enthusiastic and constructive feedback rather than negative criticism.
- Always be easily identifiable: wear your SWT clothing and Identification badge at all times during activities with the public
- Always question any unknown adult who enters the SWT's premises and/or who attempts to engage with any specific group.

You must NEVER:

- use any kind of physical punishment or chastisement such as smacking or hitting, or use physical force against an adult at risk.
- engage in rough, physical or sexually provocative games, including horseplay.
- engage in any form of inappropriate touching.
- make sexually suggestive comments to an adult at risk, or use any racist, sexist, discriminatory or offensive language - an adult at risks' inappropriate use of language and/or behaviour should always be challenged.
- reduce an adult at risk to tears as a form of control.
- behave in a way that frightens or demeans any adult at risk
- invite an adult at risk to your home or arrange to see them outside the set activity times or off-site.
- smoke, take unprescribed drugs or drink alcohol in the company of/whilst responsible for an adult at risk.
- use internet or web-based communication channels to send personal messages to/ befriend adults at risk
- give your personal contact details / personal website details to an adult at risk
- Take photos of an adult at risk without their consent (see social media policy for guidance on using cameras and mobile phones)

I, the undersigned, declare that I have read and will adhere to the above Code of Conduct in the event that I work in a face to face role with adults at risk on behalf of SWT. I understand that failure to do so may result in disciplinary action.

Staff signature.....

Name (print).....

Date.....