

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 Vulnerable Adults Policy

Staffordshire Wildlife Trust is committed to safeguarding and promoting the welfare of all vulnerable adults\* engaged in the breadth of its activities and considers it the duty of staff and volunteers to protect vulnerable adults with whom they come into contact from abuse.

This policy applies to all staff, including senior managers, Trustees, paid staff, 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.*

We are involved in providing services for a wide range of people. Some of these people are likely to be ‘vulnerable adults.’ We have obligations to strive to protect vulnerable adults who it may be believe to be abused or at risk of abuse or neglect.

### The purpose of this document:

- To protect vulnerable adults who receive Staffordshire Wildlife Trust’s services.
- to provide staff and volunteers with the overarching principles that guide our approach to protecting vulnerable adults from abuse;
- to protect staff by having a clear framework, robust procedures and transparent reporting

### We recognise that:

- the welfare of vulnerable adults involved in our services is paramount;

- all people, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse;
- Working in partnership with vulnerable adults, their carers and other agencies is essential in ensuring their welfare.

**We will seek to keep vulnerable adults safe by:**

- valuing them, listening to and respecting them;
- adopting appropriate practices through procedures and a code of conduct for staff and volunteers;
- providing effective management for staff and volunteers through supervision, support and training;
- recruiting staff and volunteers safely, ensuring all necessary checks are made;
- Sharing concerns with agencies who need to know, and involving carers and vulnerable adults appropriately.

We are committed to reviewing our policy and good practice annually.  
This policy was last reviewed on: (date)

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**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

## Glossary of terms

**Vulnerable Adult** - A person (over 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.'

\* Disability includes sensory impairment, physical impairment, learning difficulties etc.

**All Appropriate Staff** - Refers to all staff that either work face to face with children or vulnerable adults or manage/support this work as defined by their job description

**Appropriate Volunteers** – Refers to all volunteers who supervise or undertake activity face to face with children or vulnerable adults on behalf of the Trust or support this work as defined by their role description.

**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 as part of their job description

**Children** – refers to all persons under the age of 18

## **Safeguarding Procedure**

Staffordshire Wildlife Trust endeavours to encourage vigilance and awareness of the issues surrounding the protection and safety of vulnerable adults, 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 vulnerable adults 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 procedures, **Recruitment, Complaints, Data Protection, Anti Bullying and Harassment, 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 vulnerable adults.*

### **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 vulnerable adults. This person is currently **Jo Olivant** (Designated Safeguarding Person), with **Carol Gamble** in place as deputy.
- 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**

- All appropriate staff and volunteers will be carefully selected and vetted to try and ensure they do not pose a risk to vulnerable adults to include the taking up of 2 written references, clear role description and responsibilities (**See Recruitment Policy**).
- All appropriate Staff & Volunteers will be subject to a Disclosure and Barring (DBS) check as defined by **Appendix B**. DBS checks will be

- repeated every 3 years or for those subscribing to the update service, 3-yearly updates carried out.
- All staff & appropriate volunteers will receive the “Reporting Guidance for Staff & Volunteers” (**Appendix C**). Updates and refreshers will be provided through the department meeting structures.
  - All appropriate staff will receive ‘Recognising Signs and Symptoms of Abuse’ (**Appendix F**)

### **Have clear processes for reporting and addressing any concerns or allegations relating to safeguarding vulnerable adults.**

- SWT will have clear, written processes for reporting, recording and addressing concerns or allegations relating to safeguarding vulnerable adults (**Appendix C**)
- There will be a written procedure for processing complaints (**See Complaints Policy**)
- There will be a clear system for reporting and processing allegations against staff and volunteers (**Appendix E**)

### **Run Safe activities for Vulnerable Adults**

- 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 vulnerable adults 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 children matters.

The designated member of staff will usually hold the Manager's position responsible for our children & youth engagement work. The deputy must also hold a management position within the Trust.

**Designated Safeguarding Staff: *Jo Olivant***

**Deputy Safeguarding Staff: *Carol Gamble***

Both staff must have attended the SSCB Safeguarding Level 2 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.)
- Act as a source of advice on all safeguarding matters and seek further advice and guidance from local statutory agencies as needed.
- Ensure that a record is kept of any concerns about vulnerable adult or worker 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 Level 2 Safeguarding 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.

#### New definition of regulated activity most relevant to SWT

These have been included as the MOST LIKELY linkages between vulnerable adults and DBS checks. This is not an exhaustive list, nor is it stating that SWT will be carrying out these activities.

#### **Providing Personal Care**

- Anyone who provides an adult with physical assistance with eating or drinking, going to the toilet, washing or bathing, dressing, oral care or care of the skin, hair or nails because of the adult's age, illness or disability, is in regulated activity.
- Anyone who prompts and then supervises an adult who, because of their age, illness or disability, cannot make the decision to eat or drink, go to the toilet, wash or bathe, get dressed or care for their mouth, skin, hair or nails without that prompting and supervision, is in regulated activity.
- Anyone who trains, instructs or provides advice or guidance which relates to eating or drinking, going to the toilet, washing or bathing, dressing, oral care or care of the skin, hair or nails to adults who need it because of their age, illness or disability, is in regulated activity.
- There is one exception to this. Excluded from regulated activity is any physical assistance provided to an adult in relation to the care of their hair when that assistance relates only to the cutting of the adult's hair.



## Assistance with general household matters

Anyone who provides day to day assistance to an adult because of their age, illness or disability, where that assistance includes at least one of the following, is in regulated activity:

- managing the person's cash,
- paying the person's bills, or
- shopping on their behalf.

## 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).

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	✓			Basic
Talks or guided walks for unsupervised groups of vulnerable adults	✓	✓		Enhanced
Trustee			✓	Enhanced
Transporting Vulnerable adults to/from home, place of healthcare or day centre	✓	✓	✓	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)	✓	✓		Enhanced
Work parties where vulnerable adults are likely to attend with carer	✓	✓		Enhanced
Carrying out personal care (such as reminding/supervising/ensuring a person eats or drinks)	✓	✓	✓	Enhanced & Barred
Any further level of personal care, such as supervising toileting, dressing etc.	✓	✓	✓	Enhanced & Barred
Designated Safeguarding Staff			✓	Enhanced & barred



## APPENDIX C

### Reporting Guidance for Staff and Volunteers



Staffordshire Wildlife Trust believes that **EVERYONE** has a responsibility to safeguard vulnerable adults from harm. Please read this guidance carefully. It will tell you what you need to know to safeguard vulnerable adults. All staff 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 vulnerable adult 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](mailto:j.olivant@staffs-wildlife.org.uk)*

**Deputy Safeguarding person:** *Carol Gamble 01889 880128 and/or email [c.gamble@staffs-wildlife.org.uk](mailto:c.gamble@staffs-wildlife.org.uk)*

#### Managing a Disclosure or Suspicion of Abuse

If a vulnerable person discloses that they are being abused or any service user discloses that they are involved in abuse of a vulnerable person, action should continue as per. All action must proceed urgently and without delay.

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

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

#### **What to do when abuse is disclosed by a Vulnerable Adult;**

<b>Do</b>	<b>Don't</b>
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 Vulnerable Adult withholds consent.

but that their wishes will be made clear if this happens.	
Make the referral immediately.	Wait to discuss with colleagues or gather more information.
Always record in writing concerns about a vulnerable adult'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).	

**Action to take:-**

Immediate action if the vulnerable person is at risk of serious physical harm, or a serious criminal act has taken place, and evidence will need to be kept safe. Remember, if it's an emergency, dial 999

Within 24 Hours if it relates to a specific incident which is, or may be still going on, or may happen again

Within 7 Days if it is a more general concern, which does not indicate immediate harm.

**Staffordshire County Council, Social Care and Health**

**Office Hours: 0345 604 2719**

or

**Out-of-Hours Emergency Duty Service: 0345 604 2886**

**Stoke-on-Trent City Council, Adult Social Care**

**Tel: 0800 5610015**

**Police Protection Unit - 0300 123 44 55 or 101 for non-emergency calls**

It is important for staff and volunteers to make written records of any incidents or concerns that they have as soon as possible and if appropriate to include sketches of sites and sizes of injuries. It is also important to make a record of conversations with the vulnerable person using the same language the vulnerable person used especially names used for body parts or sexual acts.

Full written records must be maintained of all disclosures and actions following disclosure.

If you have had to make an emergency referral tell the designated safeguarding lead as soon as possible. They should follow up and take further

advice if they think the action that Adult/Social Care Referral Team take leaves the vulnerable adult in danger.

### **Support to Staff and Volunteers**

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

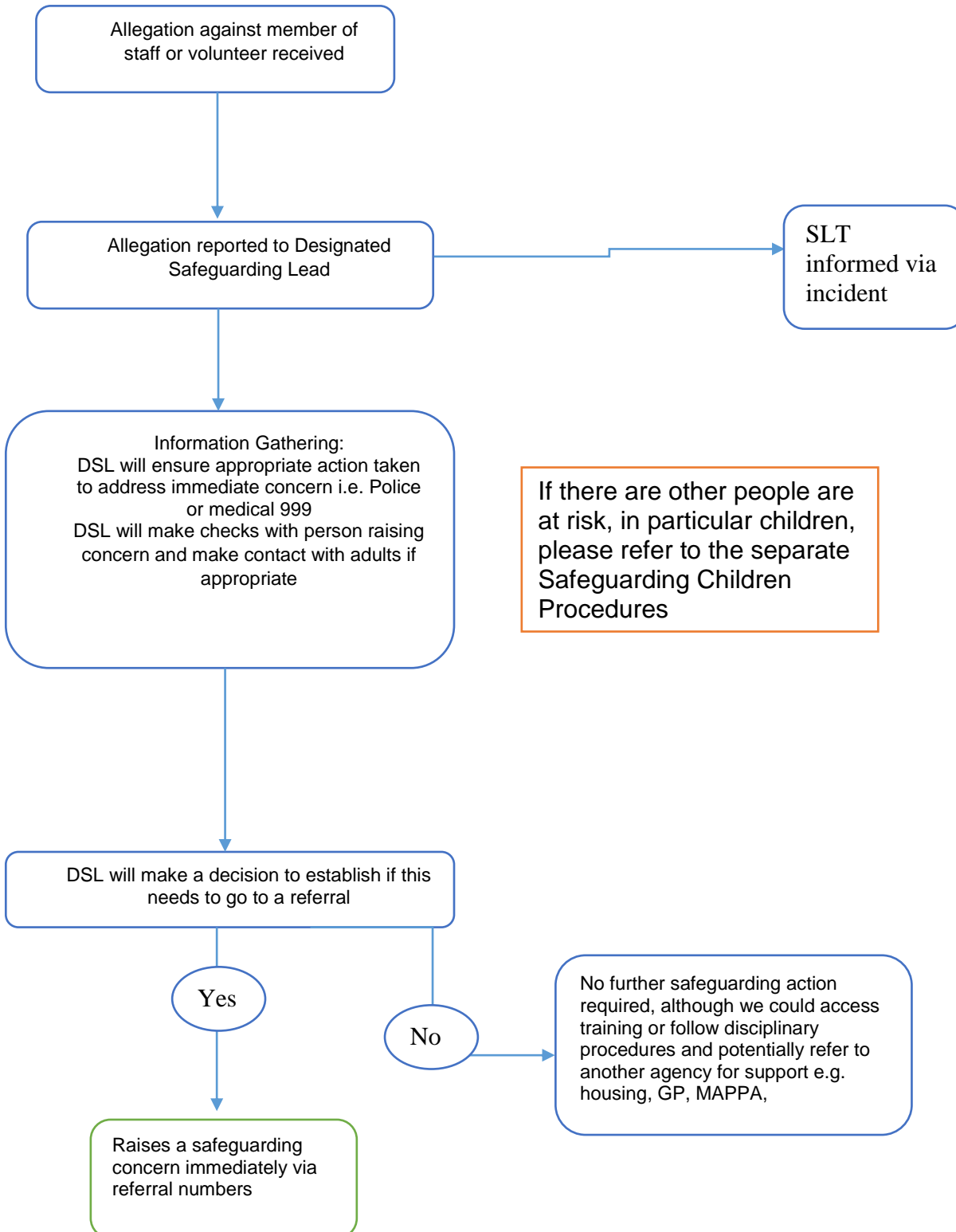
### **Allegation of Abuse Made Against a Staff Member or Volunteer**

Staff and volunteers may be subject to abuse allegations. We will offer support in these circumstances, but social services will be assisted in their investigation and the disciplinary procedure may be implemented (see **Appendix E**)



## 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 vulnerable adults 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, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure;
3. psychological abuse, including emotional abuse, threats of harm or abandonment, deprivation of contact, cyber-bullying, 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; and
6. discriminatory abuse, including racist, sexist, that based on a person’s disability, sexual orientation, religion or age, and other forms of harassment, slurs or similar treatment.
7. modern slavery, encompassing slavery, human trafficking, forced labour and domestic servitude. Read [Modern slavery:how the UK is leading the fight](#) for further information.
8. domestic abuse, including psychological, physical, sexual, financial, emotional abuse, so called ‘honour’ based violence



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.

### **Responsibilities of Staff and Volunteers**

Paid staff and volunteers have a responsibility to be aware and alert to signs that all is not well with a vulnerable person. 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 vulnerable person and his or her circumstances. No action should be taken without discussion with the Designated Safeguarding Officer.